

City of Woodward

"Together For A Better Tomorrow"

Todd Folkerts, Mayor

PO Box 517, 105 E 2nd Street, Woodward, IA 50276

515-438-2560 (phone) 515-438-4041(fax)

e-mail: citywd@minburncomm.net

web: www.woodwardia.org

Water/Sewer Payment Policy

1. Late fees will be charged no matter the circumstance if the bill is not paid in full by the due date.
 - a. By city ordinance:
 - i. Bills are mailed out as close to the 1st day of every month as is possible.
 - ii. Bill due date is the close of business on the 15th of every month, except where the 15th is on a weekend or holiday, then the bill is due by close of business on the next business day.
2. Late/Delinquent Notices will be mailed to any account which is delinquent in excess of \$10.00.
 - a. By city ordinance:
 - i. Delinquent Notices are mailed on the 16th day of every month, except where the 16th is on a weekend or holiday, and then the delinquent notice will be mailed on the next business day.
 - ii. The fee charged for all delinquencies is 15% of amount owed on that date.
3. Door Tags will be issued to any account which is delinquent in excess of \$25.00 on the 27th of the Month.
 - a. By city ordinance:
 - i. Door tags are placed on doors if payment is not received by 9 a.m. on the 27th of every month (or 24 hours prior to shut offs) or the next business day if the 27th falls on a weekend or holiday.
 - ii. Time allotted to pay the amount due is at least 24 hours before shut offs.
 - iii. A contact fee of \$10 is charged to all accounts that receive a door tag.
4. Shut Off of Service will occur to any account which is delinquent in excess of \$25.00 on the 28th of the Month.
 - a. Service will be discontinued after 9 a.m.
 - b. Payment must be received by 3:30 p.m. for reconnection on the same day.
 - c. Reconnect fee is \$25.00.
5. Occurrences of Extenuating Circumstances requiring Payment Arrangements to be made:
 - a. Definition: Extenuating Circumstances – Any event not controllable by the occupant.
 - b. Penalties will apply to all balances on the account.
 - c. Payment Plan Parameters:
 - i. Approved by City Clerk/Billing Clerk; not to exceed 90 Days.
 - ii. Payment Arrangement amounts are in addition to regular monthly bills. In any month which terms of arrangement are not met as agreed immediate Water Shut Off will occur and bill amount will be due in full.
6. No bill will remain delinquent longer than 30 days without shut off unless approved by the Water Superintendent.
7. No delinquency will remain on any account longer than 90 days.
 - a. Property Owners: A lien will be placed on the property. In accordance with IA Code 384.84 paragraph 3 (c) the following procedures will be followed:
 - i. After 60 days delinquency a letter will be mailed by regular mail notifying the owner that if the account is not paid in full within 30 days that a lien will be placed upon the property.
 - ii. At the end of the 30 day notice period a letter requesting lien will be sent to Dallas County. Owner MUST pay Dallas County once lien has been filed.
 - b. Tenants/Renters: Landlord/Owners must provide to the city, in writing, the statement that they will not be responsible for any debt incurred by their tenant. This must be received within 10 days of tenant occupancy. A lien cannot then be placed on a property not owned by the occupant. The following will then apply to tenants/renters:
 - i. Notice of continued delinquency will be mailed to both the Owner and the Occupant with due date clearly stated.
 - ii. Any Tenant/Renter who does not pay will have their account placed in the bad debt file for future reference.
 1. Once placed in Bad Debt Status, the Tenant/Renter will not be able to receive water service until the delinquent account is paid in full, and deposit is received

City Clerk: Angie Hoyt

Utility Billing Clerk: Dawn Kirts

City Council Members

Mary Bustad

Jared Stone

Kelly Kirts

AJ Patel

Jim Gough