Service and Deposits

City of Mount Carmel Water Service

Water and Sewer service must be applied for in writing to the Water and Sewer Department, located at 631 N Market Street in the City Hall Building.

For customers not owning legal title to the property where service is requested, a security deposit is required.

(a) Residential property where the customer does not own legal title - One Hundred Dollars ($100.00);

(b) Commercial or Industrial uses - One Hundred Twenty-Five Dollars ($125.00)

Outside Corporate Limits

Any person desiring water and sewer service, or either of them, outside the corporate limits of city shall apply in writing to city hall. Any such application shall be referred to the city council for action at its next regular meeting.

No water and sewer service or either of them shall be extended to new users or customers outside the corporate limits of the city except by affirmative vote of three-fifths of the members of the city council.

Rates for customers outside the corporate limits of the city shall pay double rates water and or sewer service.

Discontinued Services

When service is discontinued, the City shall refund any deposits on file after deducting therefrom any amounts owed by the user for unpaid water and or sewer bills. (Ord. No. 114, 2-10-64; Ord. No. 368, x1, 2-6-78; Ord. No. 388, x 1, 11-29-78; Ord. No. 448, x 1, 11-21-83; Ord. No. 368, x 2, 2-6-78; Ord. No. 448, x 2; Ord. No. 913 x, 04-21-08)

Due Dates

All payments for water and sewerage services become due and payable on the Fifth (5 th) day of each month.

Nonpayment

If not paid by the Fifth (5 th) day of the month, a ten (10) percent charge will be added to the net amounts;

Discontinuation of Service For Nonpayment - Reconnection Charge

If water and sewer service charges are not paid within seven (7) days following the due date, the customer's or user's account shall be deemed delinquent. In the event of delinquency, the City Clerk shall terminate water service and the customer or user shall not again be entitled to water service until the water and sewer charges have been paid in full, together with a service reconnection charge of twenty-five dollars ($25.00).

Arrangement Procedure

(a) Customers who are unable to meet their financial obligation for utility service resulting from temporary circumstances; such as unemployment, death in family, extended illness, or abnormally high medical expenses, are encouraged to seek appropriate financial institution, or social service agency assistance in order to meet the requirements of their utility charges for the current period in order to avoid the delinquency deadline and service termination/shut-off proceedings

(b) Customers are responsible for providing evidence from social services agency by the due date of the current billing month if any arrangements have been made between the customer and a bona fide social service agency or financial institution to meet the complete financial obligation of the current and any delinquent utility charges.

(c) Upon receipt of the written evidence and verification of assistance by a bona fide social service agency an extension will be granted. The past due amount will continue to be shown on the bill until actual payment is made.

(d) No extension will be granted based on personal credit or promises to pay by an individual utility customer(s).

(e) Failure of the social service agency or financial institution to remit payment within twenty calendar days will subject the customer to proceedings under the Disconnection for Nonpayment/shut-off.

(f) Utility services that have already been disconnected for non-payment are not eligible for payment extensions. All charges associated with said accounts must be paid in full in cash prior to service reestablishment.

(g) Continuing requests for payment arrangements will not be accepted. Once payment arrangement options are established above are exhausted, service termination for non-payment/shut off procedures shall result.