

ORDINANCE NO. 2024-011

AN ORDINANCE OF THE CITY OF ROBINSON, TEXAS AMENDING AND REPLACING CHAPTER 19 ARTICLE II "WATER SERVICE" §19-26 SUBSECTION (C) OF THE CODE OF ORDINANCES OF THE CITY OF ROBINSON, TEXAS; PROVIDING FOR WATER SERVICE BILLING; PROVIDING FOR A PAYMENT DUE DATE; PROVIDING FOR GRACE PERIOD; PROVIDING FOR CUT OFF OF WATER SERVICES; PROVIDING FOR FEE FOR PROCESSING AND RECONNECTION; PROVIDING FOR APPLICATION OF DEPOSIT TO BALANCE WHERE PAYMENT IS NOT MADE WITHIN 10 DAYS OF DISCONNECTION AND CLOSURE OF ACCOUNT; PROVIDING FOR REINSTATEMENT OF SERVICES; PROVIDING FOR PAYMENT EXTENSION IN CERTAIN CIRCUMSTANCES AND IMMEDIATE DISCONNECTION ON FAILURE TO MEET REQUIREMENTS; PROVIDING FOR DEFERRED PAYMENT ARRANGEMENTS UNDER CERTAIN CIRCUMSTANCES AND IMMEDIATE DISCONNECTION ON FAILURE TO MEET REQUIREMENTS; PROVIDING FOR A SEVERABILITY CLAUSE; AND PROVIDING FOR AN EFFECTIVE DATE.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF ROBINSON, TEXAS that:

1. Chapter 19, Article II "Water Service", §19-26, subsection (c) is amended and replaced to read as follows:

(c) Customers will be billed on a monthly basis with payment due twenty-four (24) days after the date of billing. A 10-day grace period follows the due date before accounts are subject to interruption in services. On the date of disconnection, all utility accounts that are more than one month past due and have not been approved for a deferred payment plan or payment extension will be disconnected and required to pay the past due balance in full to have services reinstated. An administrative fee as established in Appendix C - Fee Schedule of the City of Robinson Municipal Code shall be charged to the account for the processing and reconnection. Failure to make payment within 10 days of disconnection will result in the deposit being applied and the account being closed. If the customer wishes to reinstate services once an account has been closed, they will be required to pay the entire account balance and submit a new application and deposit for services.

1. Customers who are unable to make a payment by the disconnection date can request a payment extension or deferred payment plan to avoid cutoff. Requests must be submitted in writing no later than 3 pm the day prior to the scheduled disconnection date. Customers that are approved for a payment extension or deferred payment plan must adhere to the terms of the agreement. Failure to meet the terms will void the agreement and customer will be subject to immediate disconnection.


2. Payment Extension - Customers that are more than one month past due on a utility bill have the option to request one payment extension every 3

months. Late fees of 10% will still be assessed, but customers will avoid cutoff for the current period. Customers with bills due on the 25th of the month will have until the 15th of the next month to pay the past due balance. Customers with bills due on 10th of the month will have until the last day of the month to pay the past due balance.

3. **Deferred Payment Arrangement** - Customers that have experienced a leak or have a bill that is two times or greater than their regular monthly bill are able to enter into a deferred payment plan with the City. Customers will be able to pay the balance over a period of no more than 12 months depending on the amount of the balance, unless there is an extenuating circumstance determined by the Utility Services Department. Customers approved for a deferred payment plan will be required to make a down payment of 20 percent before the arrangement will begin. The remaining balance will be split evenly into installments based on the number of months established in the arrangement. Customers are required to pay each installment in addition to each month's current bill by the due date each month. Failure to meet the terms will void the agreement and customer will be subject to immediate disconnection. This provision does not affect the Leak Adjustment policy and Undefined High-Water Use policy.

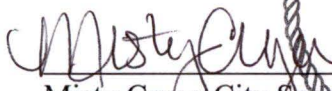
2. **Severability Clause.** If any section, subsection, sentence, clause, or phrase of this Ordinance is for any reason held to be unconstitutional, void, or invalid, the validity of the remaining portions of this Ordinance shall not be affected thereby, it being the intent of the City Council in adopting this Ordinance, that no portion hereof, or provision or regulation contained herein, shall become inoperative or fail by reasons of the unconstitutionality or invalidity of any section, subsection, sentence, clause, or phrase or provision of this Ordinance.

3. **Effective Date.** Adoption of this Ordinance shall take effect immediately from and after its passage and the publication of same or the caption thereof as the law in such cases provides (§52.011, Local Government Code).



Mayor Pro Tem Jeremy Stivener
City of Robinson, Texas

Attest:



Misty Cryer, City Secretary

