

**City of Stewartville
Water/Sewer Billing Policy**

The City of Stewartville bills each user on a monthly basis. The water/sewer bills are processed on the 15th day of each month. See attached water/sewer rate sheet.

Delinquent Bills: After 90 days, water/sewer bills that have not been collected will be scheduled for shut-off. A notice to the property owner will be sent with the water/sewer bill. Shut-off's are scheduled for the first Tuesday of each month at 10:00 am. A charge, based on our fee schedule, will be applied for payments received after 10:00 am. Arrangements may be made by calling prior to the shut off date. If the shut off occurs, the City will not turn it back on until payment is received. There is a \$75 fee to turn the water back on by City personnel once the shut off has occurred. If the owner does not pay the fee until after hours, the water will be turned back on at the start of the next business day, as schedules allow.

60 Day Absentee: For those who will be absent from their home for 60 days or more, the City will put their bill "snow bird" during this time. This does NOT pertain to owners who have moved, but the house has not sold. Owners must call prior to their departure date.

Rental Property: If a property owner requests that the bill be sent to the renter, the City will accommodate this request as long as the bill does not become delinquent more than once in a 12-month period. A shut off notice will be sent to both the renter and the property owner.

Adopted by the City Council this 10th day of January, 2006.

Reviewed: March 2018

Updated: June 2024