



Town of Mead Sewer Use and Rate Policy

The Town of Mead provides sewer services for those within the sewer boundaries. This Policy is adopted in accordance with authority set forth in Sec. 13-1-260(a) of the *Mead Municipal Code* (“MMC”), which provides that the Town may adopt procedures and rules for implementation and administration of Article 1 of Chapter 13 of the MMC (creating and establishing the Town of Mead’s wastewater utility).

Use Charge

Each user’s sewer use charge is reviewed annually by determining an average monthly volume of wastewater discharged to the sewer system according to MMC 13-1-200(e)(2).

- Little Thompson Water District provides averaged metered water usage data to the Town of Mead for the winter base period of December, January and February which is averaged to determine the average monthly wastewater volume.
- New customers or customers who have not occupied a premises during the entire base period shall be charged an individual rate based on the average monthly discharge for similar classes of users during the most recent winter base period.
- New rates are effective for the March sewer usage which is billed on April 1.

User Fees

User fees are established according to Mead Municipal Code 13-1-210(a). User fees are reviewed periodically by the Board of Trustees.

Payments

Payment may be made online at www.townofmead.org using a credit or debit card. In addition, payments may be mailed to or dropped off at Town Hall, 441 Third Street, in the form of cash, credit or debit card, money order, or cashier’s check. A utility billing drop box is provided on the north side of Town Hall at 441 Third Street for 24-hour customer drop off (please do not utilize the 24-hour drop box for cash payments).

Late Payments

Bills for service are issued on the first day of each month and are due by the close of business on the twentieth (20th) day of the month. (MMC 13-1-210(c)). The sewer bill becomes delinquent if it is not paid in full on or before the close of business on the 20th day of the month in which the bills are mailed. A late payment penalty will be assessed if the sewer bill is not paid in full by the twenty-fifth (25th) day of the month. Following payment of the late penalty, the user may apply to Town administrative staff for a waiver and refund of the late penalty upon a showing of extenuating or extraordinary circumstances. Town staff shall timely consider any such request and determine whether, in Town staff's sole discretion, such extenuating or extraordinary circumstances exist to allow for a waiver and refund of the late penalty fee. Any waiver/refund request must be made on a Town-approved form within sixty (60) days of the payment of the late fee. No user may submit more than one (1) waiver/refund request in any twelve (12) month period.

Insufficient Funds

Any payment returned to the Town for insufficient funds will be charged a fee as set forth in the Town of Mead Comprehensive Fee Schedule. In addition, if the full amount due is not paid by the due date, it will be considered late and a late fee shall apply.

Delinquent Accounts

Accounts are considered delinquent if a payment has not been made in over sixty (60) days. Delinquent charges may be referred to the Weld County Treasurer for collection in the same manner as delinquent property taxes and special assessments are collected, pursuant to MMC 13-1-210(d)(1), following the Town providing written notice to the user as required by MMC 13-1-210(d)(2). When notice is given to the user in compliance with MMC 13-1-210(d)(2), there shall be added to the delinquent sewer user fees and penalties administrative fees of the Town as set for in the Town of Mead Comprehensive Fee Schedule. Delinquent charges certified by the Town to the County Treasurer shall be subject to additional penalties and administrative fees as may be set by the County Treasurer.

Payment Arrangements for past-due accounts

Town administrative staff is authorized to approve payment arrangements for accounts more than thirty (30) days past due. Payment arrangements approved by Town administrative staff must contemplate payment of all outstanding user fees and late fees in full within a period not to exceed sixty (60) days. No additional late fees will accrue during the payment arrangement period. If payment in full is not received by 5:00 p.m. on the due date specified in the payment arrangement (as approved by Town administrative staff), late fees will begin to accrue. If a user fails to pay all outstanding user fees and late fees within the agreed-upon period, Town administrative staff shall be prohibited from approving a second or subsequent payment arrangement for that user for a twelve-month period. No more than two payment arrangements will be approved in any calendar year.

Rate Adjustments

Town administrative staff is authorized to adjust the amount due on any sewer bill found to be in error.

Users who have a water leak during the assessment period may request a recalculation of user charge within 120 days of the new rate effective date. Requests made after this date will not be considered. If a rate recalculation is granted, a billing adjustment may be granted for no more than two billing periods. The recalculation request must include all of the following:

- Request for recalculation
- Description of leak
- Receipt(s) for repair
- LTWD billings showing a reduction in water usage for at least two consecutive months



TOWN OF MEAD SEWER
CUSTOMER REQUEST FOR WAIVER/REFUND OF LATE FEE

The Town of Mead Sewer Use and Rate Policy permits the Town to consider a timely-filed request for a waiver/refund of the late penalty of ten dollars (\$10.00). No user may submit more than one Request for Waiver/Refund of Late Fee in any twelve (12) month period.

Name:

Utility Billing Account Number:

Utility Service Address:

Telephone #:

For the reasons stated below I am requesting that the late fee charged to my account be waived (please describe the extenuating or extraordinary circumstances that the Town should consider in determining whether the waiver and refund of the late fee is justified):

Amount requested to be waived: \$

Signature:

Date:

Town USE ONLY

Late fee assessed for:

Waiver approved last 12 months? Y N Employee's Initials

Form filed within 60 days of assessment of late fee? Y N Employee's Initials

Approved / Disapproved

Date:

Treasurer;

Approved / Disapproved

CUSTOMER REQUEST FOR WAIVER/REFUND OF LATE FEE Revised 08/19/2020



TOWN OF MEAD SEWER
CUSTOMER REQUEST FOR APPROVAL OF PAYMENT ARRANGEMENT

Name: Utility Billing Account Number:

Utility Service Address: Telephone #:

For the reasons stated below I am requesting payment arrangement on my account (please describe the extenuating or extraordinary circumstances that the Town should consider in determining whether the payment arrangement is justified). Please also suggest any terms of repayment you would like us to consider

Signature:

Date:

Town USE ONLY

Total Balance due:

Previous payment arrangement dates;

Previous arrangements fulfilled?

Approved / Disapproved

Date:

Employee's Initials



TOWN OF MEAD SEWER
CUSTOMER REQUEST FOR APPROVAL OF PAYMENT ARRANGEMENT

Your request has been approved with the following terms listed below. Please sign to indicate receipt and agreement with the following terms.

Name: _____ Utility Billing Account Number: _____

Utility Service Address: _____ Telephone #: _____

Total account balance: _____

Due date: _____ Amount Due: _____

Due date: _____ Amount Due: _____

Due date: _____ Amount Due: _____

Due date: _____ Amount Due: _____

Payment arrangements approved by Town administrative staff must contemplate payment of all outstanding user fees and late fees in full within a period not to exceed sixty (60) days. No additional late fees will accrue during the payment arrangement period. If payment in full is not received by 5:00 p.m. on the due date specified in the payment arrangement (as approved by Town administrative staff), late fees will begin to accrue. If a user fails to pay all outstanding user fees and late fees within the agreed-upon period, Town administrative staff shall be prohibited from approving a second or subsequent payment arrangement for that user for a twelve-month period. No more than two payment arrangements will be approved in any calendar year.

Signature: _____

Date: _____



TOWN OF MEAD SEWER
CUSTOMER REQUEST FOR RATE RECALCULATION

Users who have a water leak during the assessment period may request a recalculation of user charge within 120 days of the new rate effective date. Requests made after this date will not be considered. If a rate recalculation is granted, a billing adjustment may be granted for no more than two billing periods. The recalculation request must include all of the following:

- Request for recalculation
- Description of leak
- Receipt(s) for repair
- LTWD billings showing a reduction in water usage for at least two consecutive months

Name: _____ Utility Billing Account Number: _____

Utility Service Address: _____ Telephone #: _____

Description of leak.

_____ Receipt(s) for repair included

_____ LTWD billings included

Signature: _____

Date: _____

Town USE ONLY

Receipts and LTWD bills included? Y N Employee's Initials

Form filed within 120 days of assessment of new rate? Y N Employee's Initials

Calculated rate; Recalculated rate; Total adjustment amount

Approved / Disapproved Date:

Treasurer; Approved / Disapproved

CUSTOMER REQUEST FOR RATE RECALCULATION Revised 08/19/2020