



ORDINANCE NO. 08-738

*An Ordinance Amending the Code of Ordinances,
Chapter 16 Utilities,
Article 1 In General,
Section 16-10 Termination of Utility Service*

The Town Council of the Town of Carolina Beach hereby amends the Code of Ordinances, Chapter 16 Utilities, Article 1 In General, Section 16-10 Termination of Utility Service, as follows:

Sec. 16-10. Termination of utility service.

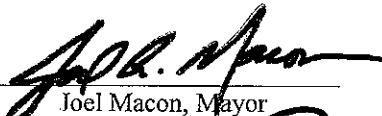
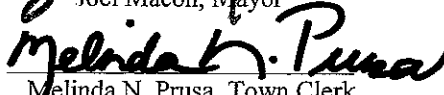
- (a) *Policy.* It is the policy of the town, before terminating utility service, to give the customer a fair opportunity to avoid termination either by paying charges due or showing that the charges are in error. ~~As soon as possible following the past due date, written notice of delinquency shall be sent to the customer by first-class mail.~~ The notice of termination should appear on the utility bill.
- (b) *Notice.* ~~The notice shall contain the following information:~~ The notice shall appear on the first of the month billing and contain the following information:
- ~~(1) The amount which must be paid to avoid termination;~~ The date on which termination will occur, which must be at least ten (10) days after due date of the water bill.
 - ~~(2) The date on which termination will occur, which must be at least ten (10) days after the mailing date; and~~
 - ~~(3) A statement that the customer may appear at Town Hall between the hours of 9:00 a.m. and 4:00 p.m. on any business day and request an informal hearing with the town manager or his designee, for the purpose of showing error or working out a satisfactory extended payment arrangement.~~
- ~~(c) Certification.~~ The town employee responsible for mailing the notice shall certify the date on which the notice was mailed on a form or in a record book or electronic medium designed for that purpose.
- ~~(d) (c) Termination.~~ If the customer does not make acceptable payment arrangements and fails to show cause why service should not be terminated, service may be terminated on or after the date specified in the notice of termination. Service may be terminated between the hours of 8:30 a.m. and 4:00 p.m. on business days from Monday through Thursday only. If the customer fails to comply with agreed upon extended payment arrangements, service may be terminated without further notice. If the customer does not make acceptable payment arrangements and fails to show cause why service should not be terminated, service may be terminated on or after the date specified in the notice of termination. Service may be terminated between the hours of 8:30 a.m. and 4:00 p.m. on business days from Monday through Thursday only. If the customer fails to comply with agreed upon extended payment arrangements, service may be terminated without further notice.

Adopted on April 22, 2008.

(SEAL)



Attest:


Joel Macon, Mayor

Melinda N. Prusa, Town Clerk