



BLUEBERRY CAPITAL OF MISSISSIPPI

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WATER PROCEDURES

I. WATER TAPS

- a. All water taps must be made by the City of Poplarville.
- b. All water meters must be purchased through and installed by the City of Poplarville.
- c. Any charges incurred by the City of Poplarville for road bores, permitting, and bonding must be paid to the City of Poplarville by the customer or contractor prior to water service delivery.
- d. Water will not be turned on until the City of Poplarville receives either a Mississippi State Department of Health Form 335 “Onsite Wastewater System – Final Approval” OR evidence that sewer service has been obtained from the Pearl River County Utility Authority.

II. NEW ACCOUNTS

A. Meter Deposit

1. Owner of Property

A \$50.00 deposit for each meter is required for all new accounts. The social security number of the owner, a telephone number and an E911 registration form shall be required before the water is turned on. The E911 registration form can be obtained at the E911 office on Main Street, 403-2300. **Any outstanding water and sewerage debt to the City of Poplarville shall be paid in full before water is turned on.**

2. Renter

- a. A \$225.00 deposit for each meter is required for all new accounts. The social security number of the renter, telephone number and an E911 registration form shall be required before the water is turned on. The E911 registration form can be obtained at the E911 office on Main Street, 403-2300. **Any outstanding water and sewerage debt to the City of Poplarville shall be paid in full before water is turned on.**
- b. A “Lease with the Option to Buy” shall be considered a rental until such time as property has been legally transferred to the new owner. The new owner must bring in appropriate documents at the time of the transfer in order to receive a credit of the water deposit. Such credit will be applied to the next month’s water bill.

3. Landlord

A landlord account (including a deposit) must be opened/on file before water will be left on/turned on for the landlord after a tenant moves out. A bill will be generated when a landlord activates his/her account in between tenants.

B. Transfer of Deposits

Deposits **MAY NOT** be transferred. A new deposit is required for all new accounts.

C. Deceased Account Holder

If the account holder becomes deceased, the account must be terminated within a reasonable period of time. If a request is made for the water to remain on, a new account must be opened. (See item II-A: New Accounts - Meter Deposit.) If the applicant is the surviving spouse and is the current resident, no additional deposit shall be required; any existing deposit will be transferred to the surviving spouse's account.

D. Water Turn-On

Requests made **between 8:00 a.m. and 2:00 p.m** to turn water on or off can be completed the same day depending on crew availability. Water will be turned on during regular business hours only. Someone must be present at the location prior to work being completed. Turn on fees will apply in certain instances. See item IX. If no one is present when the crew arrives, the crew will not remain on site. An additional fee of \$25.00 must be paid prior to water being turned on. If the fee is paid after 2:00 p.m. the water will be turned on the next day unless an additional fee of \$50.00 is paid for same day turn on. **The crew will not be dispatched after 4:30 p.m.**

III. LATE PAYMENT FEES

A late fee of \$10.00 applies to **any** account balance after the fifteenth of the month.

IV. CUT OFFS

A. Delinquent Account

Payment is due the 15th of each month. Accounts become delinquent after 45 days (30 days after the due date on the bill). Water will be turned off between 8:00 a.m. and 4:00 p.m. and meter will be locked on delinquent accounts. Once water is turned off it cannot be turned on until the account is paid in full, plus a reconnect fee. **This must be done during regular office hours. The crew will not be dispatched after 4:30 p.m.** Any person whose water has been turned off for a delinquent account may appear before the board to ask for leniency, however, the water shall remain off until the board directs otherwise or the account is paid in full along with the reconnect fee.

1. Billing Error

If the bill is believed to be in error, an informal hearing may be requested. This request shall be made to the city clerk or deputy city clerk in writing not less than three days prior to the cut-off date.

2. Returned Checks

- a. If a check presented for payment on a water account is returned NSF (non-sufficient funds), stop payment, account closed, or **any** other reason, the service for that account will be disconnected upon the account becoming delinquent and the normal cutoff policy being followed.
- b. If water has been turned off for delinquency and a check presented for service reconnection is returned NSF (non-sufficient funds), stop payment, account closed, or

any other reason, service will be terminated immediately without further notice.

B. Meter Access

Customer grants unto the City, its employees and/or contractors, unfettered and unrestricted access, at ALL times, to the city's water meter. Fences, locked gates, dogs, etc. must NOT prohibit such access. Such access is a condition of receiving water services and interference thereof will constitute cause for such service to be cut off. Should such interference be subsequently removed, service may be turned on only if all delinquent accounts, plus reconnect fees, have been first paid.

V. RECONNECT FEE

A. First Occurrence

A \$25.00 reconnect fee shall be collected on all accounts along with payment in full before the water will be turned on.

B. Second or Subsequent Occurrence

A \$50.00 reconnect fee shall be collected on all accounts along with payment in full before the water will be turned on.

C. Meter Pulled

A \$500.00 reinstallation fee shall be collected on all accounts where the meter has been pulled for any reason other than a city purpose. For example: theft of utilities, continued use of water without authorization, or any other reason deemed necessary.

VI. RETURNED CHECKS

If in a one year period we receive two checks that are returned for non-sufficient funds, stop payment, account closed, or any other reason we will not accept additional checks for a period of one year.

VII. ADJUSTMENTS

A. Leaks

1. Legality - According to the Mississippi State Attorney General's Office, a municipality may not reduce or forgive a utility bill when the customer has received the benefit of the utility service; however, a municipality may reduce a utility bill unreasonably increased because of unforeseen circumstances and for which the customer did not receive the benefits of the utility service A municipality MAY, on a case by case basis, reduce a water bill if there are (a) unforeseen circumstances; and (b) the customer did not receive the benefits. There is no law which requires a municipality to make a reduction in a water bill based on a leak on the customer's side of the system. **Adjustments cannot be made administratively.**

2. Approval by BOA - Any account holder may request an adjustment, based upon the criteria outlined in the paragraph above, for a leak by contacting the Mayor or BOA. The leak issue may be placed upon the official agenda for consideration during an upcoming official meeting of the BOA. The customer requesting the adjustment must be able to submit, at a minimum, invoice(s)/documentation to verify that repairs have been made to stop the leak. The BOA may request information from City employees in order to verify whether or not a leak has occurred. Once the leak adjustment request has been voted upon by the BOA, and approved by the majority of the BOA, an adjustment will be made on one month regardless of how long the leak existed *unless* the leak appeared at the end of a billing cycle and the beginning of the following cycle due to billing procedures. In any event, an adjustment will not exceed two months. **Only one adjustment per leak will be allowed.**
3. Adjustment Procedure - Adjustments are calculated by taking a six-month average. If the account is not an established account, then the adjustment shall be made from the number of existing months of service.

B. Swimming Pools

One adjustment on sewer charges may be made per year for filling swimming pools. The account holder will provide the City with the meter reading before the pool is filled and the meter reading after the pool is filled. If beginning and ending meter readings are not received, then an adjustment for no more than three thousand gallons will be given. Adjustment will be made **after** the bill for the corresponding period of meter usage has been mailed. Reminder: Bill must be paid in full by due date to avoid a late fee, whereas adjustment and credit will not appear until the following month's bill. Swimming pool adjustments are subject to the approval of the Pearl River County Utility Authority (PRCUA) and may be changed or discontinued without further notice.

VIII. FILLING WATER TANKERS

Water tankers shall be filled in designated areas only and be supervised by water department personnel to prevent a back flow problem. Individuals wishing to have a tanker filled shall pay for the water at city hall **prior** to having the tank filled. Water department personnel shall verify that payment has been made prior to the tank being filled.

IX. TURN-ON FEES

- A. There will be a \$50.00 fee for water to be turned on or off the same day (subject to crew availability) if the customer makes the request after 2:00 p.m. or asks that the water be turned on or off after working hours, weekends, or holidays.
- B. Each meter is required to have a cut off valve on the owner's side of the meter. There will be a \$50.00 fee to turn water on or off at the city's cut off valve.
- C. There will be a \$25.00 fee for water to be turned on and off for the purpose of a home inspection, appraisal, etc. unless a water account is being opened or reactivated.
- D. A bill will be generated when a landlord activates an account between tenants.

X. CUT-OFF VALVE ORDINANCE: (Attached)

I have followed the guidelines set forth by the State Department of Health regarding onsite wastewater disposal.

I have read, understand, and agree to follow the foregoing water procedures.

Service address	Name (print)
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Signature	Date
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WE ARE AN EQUAL OPPORTUNITY SERVICE PROVIDER

Adopted 06-05-00	Amended 05-06-03	Amended 05-20-03	Amended 05-03-05
Amended 07-07-09	Amended 07-06-10	Amended 03-05-13	Amended 08-06-13
Amended 03-04-14	Amended 08-05-14	Amended 04-07-15	Amended 07-07-15
Amended 09-17-19			

ORDINANCE DECLARING IT TO BE UNLAWFUL FOR ANY INDIVIDUAL, OTHER THAN A CITY OF POPLARVILLE EMPLOYEE, TO TURN ON AND/OR OFF ANY WATER VALVE AT A CITY WATER METER OR OTHER POINT OF DELIVERY OF WATER SERVICE BY THE CITY; PROVIDING A PENALTY FOR A VIOLATION HEREOF; AND ESTABLISHING THE COST OF REPAIR TO BE PAID BY SUCH INDIVIDUAL UPON DAMAGE TO SUCH WATER VALVE AS A RESULT THEREOF.

SECTION 1:

BE IT ORDAINED by the Mayor and Board of Aldermen of the City of Poplarville, Mississippi that it shall be unlawful for any individual, other than a City of Poplarville employee, to turn on and/or off any water valve at a City water meter or other point of delivery by the City of Poplarville water service. Any individual found guilty of a violation of this ordinance shall be fined the sum of Seventy-five (\$75) Dollars.

SECTION 2:

BE IT FURTHER ORDAINED that, in addition to the above and foregoing Section, any individual violating this ordinance who causes damage to such water valve shall be held liable to the City for payment of the cost of materials, parts and labor to replace and/or repair such valve, provided however, in any such event the cost of such shall be hereby determined to be not less than the sum of Seventy-five (\$75) Dollars. This ordinance shall be in full force and effect thirty (30) days from date hereof.

The above and foregoing Ordinance having been first read and discussed section by section, a motion for its adoption was duly made and seconded, and upon a vote thereon being called for, the following vote was had:

Alderman Dunston voted	aye
Alderman Grant voted	aye
Alderman Knight voted	aye
Alderman Smith voted	aye
Alderman Wells voted	aye

WHEREUPON the ordinance was duly adopted.

ORDAINED on this 18th day of January, A.D., 2005.

I have followed the guidelines set forth by the State Department of Health regarding onsite wastewater disposal.

I have read, understand, and agree to follow the foregoing water procedures.

Service address	Name (print)
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Signature	Date
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Amended 03-04-14	Amended 08-05-14	Amended 04-07-15	
Amended 9-17-19 (Leaks)			