

News From City Hall

DuPont, WA . . . A Rich History and a Vibrant Future.

**1700 Civic Drive DuPont, WA
www.ci.dupont.wa.us**



VOLUME 5, ISSUE 1

JANUARY 2010

WATER SHUTOFF PROCESS

The City has approximately 3,000 water utility customers who are billed on a bi-monthly basis. Utility bills are sent out on the first of the odd numbered months and due on the 20th of that month. In any billing cycle, the City will experience a percentage of accounts that become overdue. The City's process provides for a late notice by mail, followed by a door hanger giving a 48-hour notice that water will be shut off if a bill is not brought current. In any billing cycle, approximately 60 accounts receive a door hanger notice. Delivering this notice is labor intensive for our Utility Clerk and Public Works Crew. The City has important legal obligations as an operator of a public utility. The City does not have the option to deny service. Any person who applies and pays the prescribed set-up fees has a right to demand service. The City must also provide reasonable due process before shutting off water. At the same time, as the steward of a utility which is operated as a not-for-profit enterprise, the City is expected to exercise due diligence to prevent any delinquent accounts which would pass unreasonable losses on to rate payers. The vast majority of water customers pay their bills on time. The City's experience is that customers will quickly take action to make proper payments when they are notified of a delinquency. Shutting off water is stressful for office and field staff, as well as for the customer. We strive to be professional and respectful while still fulfilling our legal obligations. We cannot be responsible for the delivery of mail. Should you not receive your bill, please contact City Hall at (253) 964-8121 to request a copy. It is the customer's responsibility to make payment by the designated due date.