

## City Services Policy Guide

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### Exhibit A – City Services Fees

## 1. Culverts

It is the policy of the City of Moulton to provide for the installation of culverts in the following manner:

a. In the installation of a new culvert, the city will provide the labor and equipment to install the culvert. It is the responsibility of the individual concerned to pay for the culvert and any fill material required. The City will determine the diameter required. The culvert pipe installed may not be installed within eight feet of the owner's property line. The maximum length is 35 feet; however, the City will advise the property owner of the risks of installing a culvert pipe that is long and may cause a problem with keeping it clean. The City will determine if the proposed culvert installation will cause any flooding or drainage problems for the property owner's neighbors. A permit application will be required that clearly states that the property owner is responsible for maintenance of the culvert and the City retains the right, at the owners expense, to maintain the culvert if flooding or other problems develop

b. In the removal of a culvert, the city will provide on a cost reimbursable basis the labor and equipment to remove the culvert.

c. In the relocation of an existing culvert, the city will provide on a cost reimbursable basis the labor and equipment to relocate the culvert. It is the responsibility of the individual concerned to pay for any additional materials required. The City is not responsible for any damages to the culvert being relocated. The owner assumes all risks of removable and relocation.

## 2. Electrical Service

The city will provide electrical connections in the following manner, when service connections are present. A \$250.00 meter deposit is required. The deposit will be refunded or applied to the final bill when service is disconnected.

a. It is general policy that whenever possible, the meter for new or relocated service will be placed on a city utility pole so as to facilitate the monthly meter reading.

b. In the installation of new service, the city will provide the labor, materials and equipment to install a service *drop up to the property line*. It is the responsibility of the individual concerned to pay for required wiring, poles and miscellaneous fittings from the property line to the actual point of connection.

c. In the relocation of an existing service, the city will provide on a cost reimbursable basis the labor, materials and equipment to relocate the service.

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d. In the event a customer has doubts concerning the accuracy of the electrical meter, the customer may request a testing of the meter with a pre-payment of \$40.00. If the test indicates the meter is out of tolerances, the customer will receive one month's electricity at calculated average charge (for the prior twelve months, or since service was obtained); whichever time period is the shortest).

e. If the problem is a City utility concern, the City will repair it at no charge to the citizen. However; if the problem is on the resident's side of the connection, the City will notify the citizen so they can get someone to correct it. In either case, whether the problem with the connection is the City's or the resident's there is no charge from the City to check it out during regular business hours. If the problem exists on the resident's side of the connection, there will be a City charge assessed on weekends, holidays, and after 4:30pm on weekdays.

### **3. Water Service**

a. Fees for installation of water service are contained in the Exhibit A – City Services Fees and shall be paid in advance. The city only provides the necessary piping up to the meter and meter box, which are located at the property line. The remainder of the piping, fittings and labor are the responsibility of the individual concerned.

b. It is a requirement that in all new services provided, services relocated, or redone, that the customer will provide a separate shut off valve within five (5) feet of the water meter box. In the event that a customer requests that his water be turned off to enable repairs to his water system or for fear of freezing weather, and there is no separate shut off valve as required by City policy, the City will shut off the water by use of the meter valve and a \$40.00 service fee will be charged. It is a condition to restart water service, that a separate shut off valve be installed within five (5) feet of the water meter box. The cutoff valve may not be installed inside the meter box. In the event that a separate shut off valve is not installed, there will be a forty (\$40.00) dollar service fee assessed for the restarting of the water service, payable in advance

c. It is City policy to prohibit the operation of the meter valve by customers or contractors. In the event that a customer or contractor breaks or damages the water meter, valving or piping, the customer or contractor shall be responsible for the cost of repair and or replacement of the meter and a minimum of a one hundred (\$ 150.00) labor fee.

d. Application must be made for extension of water mains. The City shall determine proper size of main. Property owners will pay for the extension of the mains. For residents whose new service cannot be connected to an existing water main an "Extension of Service" application must be completed and approved by the City Council

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e. If the problem is a City utility concern, the City will repair it at no charge to the citizen. However; if the problem is on the resident's side of the connection, the City will notify the citizen so they can get someone to correct it. In either case, whether the problem with the connection is the City's or the resident's there is no charge from the City to check it out during regular business hours. If the problem exists on the resident's side of the connection, there will be a City charge assessed on weekends, holidays, and after 4:30pm on weekdays.

### **4. Sewer Service**

a. Fees for installation of sewer service are contained in the Exhibit A – City Services Fees. The city only provides the tap and piping up to the property line. The remainder of the piping, fittings and labor are the responsibility of the individual concerned. A clean out shall be provided at the last fitting to the lateral line to the wastewater collection main.

b. Customers will comply with the City Ordinance (Sec.13.03.013) regarding the requirement for traps.

c. Application must be made for extension of sewer mains. The City shall determine proper size of main. Property owners will pay for the extension of the mains. For residents whose new service cannot be connected to an existing sewer main an "Extension of Service" application must be completed and approved by the City Council.

d. If the problem is a City utility concern, the City will repair it at no charge to the citizen. However; if the problem is on the resident's side of the connection, the City will notify the citizen so they can get someone to correct it. In either case, whether the problem with the connection is the City's or the resident's there is no charge from the City to check it out during regular business hours. If the problem exists on the resident's side of the connection, there will be a City charge assessed on weekends, holidays, and after 4:30pm on weekdays.

### **5. Installation of Street/Yard/Optional or Security Lighting**

a. It is not the policy of the City to provide lighting other than for traffic safety at intersections, entrances to alleyways in the business sections, and other public necessity as determined by the City Administrator. Security or yard lighting for the private convenience of residential units or businesses is at the expense of the owner or business operator and must be requested. Such requested installations will be accomplished as time permits.

b. Individuals may request the installation of a street/security lamp on a utility pole in front of or adjacent to their residence or business. The city will install the lamp and the

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customer is responsible for all material costs, payable in advance plus periodic lamp bulb replacement. It is general policy that all optional lighting, to the extent possible be routed through the customer's meter. There will be a \$9.00 a month charge for any light that is not run through the customer's meter box. The City is not liable for any damages.

### **6. Use of City Hall Meeting Room**

The City Hall Meeting room is open to all the citizens of the city. The meeting room may be booked and utilized for meetings, lectures, etc., with the stipulation that no monetary benefit is derived by use of the meeting room.

### **7. Use of City Owned Equipment**

a. Fee schedule for utilization of city equipment is contained in the Exhibit A - City Services Fees.

b. City equipment shall not;

be used for any activity other than requested materials for repair of driveways and culverts;

be used for the placement of private decorations;

be used outside city limits;

be used for private construction.

### **8. Volunteer Fire Department Relations**

a. The city will provide liability, vehicle and fire fighting equipment insurance, and a retirement plan for the volunteer fire department.

b. The city will, by separate council action, fund some types of equipment and training costs on a case by case basis.

### **9. Sale of City Stockpile Material**

a. The city shall not act as a supply source for construction materials.

b. It is not the general policy of the city to pave or maintain in graded condition driveways to residences and businesses. Materials will be supplied on a cost reimbursable basis.

## **10. Tree Trimming**

- a. It is the responsibility of individuals concerned to trim and or remove trees on their property. It is the individual's responsibility to dispose of any limbs or trees generated on their property.
- b. The City may clear cut trees located on City Utility Easements or City property that may interfere with the electrical distribution system and or create a safety hazard to traffic. Trimming of trees whose trunk is on private property and has branches which encroach on City property or City Utility easements, and may cause interference, will be trimmed back to the property line.

## **11. Posting of Official Agenda's**

- a. The agenda for city council meetings will be posted not earlier than Thursday at 5:00pm before the regular scheduled council meeting, and not later than 72 hours prior to the meeting.
- b. The agenda will be prepared in conjunction with the Mayor.
- c. Items requested to be included on the agenda by a citizen must be in writing and sponsored by a member of the Council and must be received by 5:00pm the Thursday before the council meeting. All requests received after the deadline will be placed on the following month's agenda.

## **12. Placement of Concrete Driveways**

When placing a concrete driveway onto city property, the property owner must utilize an expansion joint at the edge of the owner's property. If the City has to tear up the driveway for a sewer/water line, it is the owner's responsibility to repair at their expense.

## **13. Christmas Lighting**

- a. The City's Christmas Lighting period shall be from the first Monday after Thanksgiving of each year through the second regular workday after January 1<sup>st</sup>, weather permitting.
- b. The City will provide electricity for building outline Christmas lighting for all business throughout the city, for the Christmas Lighting period only.
- c. Businesses or building owners are responsible for purchasing, maintenance, and placement of lights for their building. Maintenance which includes replacing bulbs or other services will be done at the owner's expense.
- d. The City will provide electricity for spot lights, during the Christmas Lighting period for business and individuals wishing to place Christmas Art Work Decorations (Yule Trail and Gazebo) in the designated down town area.

#### **14. Damages Caused by City Services Malfunction**

In the matter of damage to appliances, motors, other equipment, building or structures receiving water, sewer or electric services from the City of Moulton:

a. The City will not reimburse, replace, or otherwise provide remuneration for any damages incurred during connection and utilization of the City's utility systems for (1) Acts of God; (2) Accidents; (3) Supplier outages or irregular supply.

b. The City will, on a case by case basis, as determined by the City Administrator, consider reimbursement or replacement of equipment when, the City determines, that the fault of the damage was directly related to a mistake or error of the City or malfunction of City Services.

#### **15. Street Closing**

a. Any organization wishing to have an event within the Moulton City limits which requires the blocking of streets or diversion of traffic must make a request to do so at least three working days in advance to City Hall. The Mayor, City Administrator and Chief of Police will review any such request and determine if the event may be held as requested.

b. General Guidelines:

1. Only civic and non-profit organizations will be allowed to hold such events.
2. The City will set a designated area in which the activities to be held are confined.

3. The organization hosting the activity will be responsible for contacting the Highway Department for clearance if the activity will involve a state road. A copy of the Highway Department permit must be provided to City Hall.

4. If safety fencing is required, the organization hosting the activities will be responsible for installation and removal of the fencing.

5. The hosting organization will be responsible for cleaning all areas used in conjunction with the activity. If the area is not cleaned and returned to its original condition, the City will bill the hosting organization for clean-up and or damages.

6. The hosting organizations senior officer must sign a liability release to indemnify and hold harmless the City of Moulton from any claims arising from the activity, civil or criminal.

7. The hosting organization will coordinate with the Chief of Police for any security arrangements as may be required.

c. Exemptions to this policy is the annual downtown Christmas program.

## **16. Selling and Buying of Equipment**

1. Selling any major items owned by the City will be sold by secret bids, public auction or in minor amounts at the discretion of the City Administrator.

2. Buying equipment that is used in normal operations of the City is permissible. No other items not normally used or of an unusual nature will be purchased unless voted on by the Council.

## **17. Use of City Park Pavilion**

The City Park Pavilion may be reserved for use by depositing a \$150.00 use and cleaning deposit on a "first come first serve basis". \$100.00 of the deposit will be returned if the pavilion area is cleaned after use.

Local area civic and or non-profit organizations may reserve the use of the pavilion on a no fee basis, if the function held is of a public nature and is open to the general public at large. Local area civic and or non-profit organizations are required to execute a release of liability in favor of the City and to clean the pavilion area after use or a \$100.00 clean-up fee will be charged. The City Administrator reserves the right of determining a no fee event or function.

## **18. Use of Community Center**

The Community Center may be reserved for use by depositing a \$200.00 use and cleaning deposit on a "first come first serve basis". \$100.00 of the deposit will be returned if the Community Center area is cleaned after use.

Local area civic and or non-profit organizations may reserve the use of the Center on a no fee basis, if the function held is of a public nature and is open to the general public at large. Local area civic and or non-profit organizations are required to execute a release of liability in favor of the City and to clean the Center after use or a \$100.00 clean-up fee will be charged. The City Administrator reserves the right of determining a no fee event or function.

## **19. Job Orders**

All work (job order) requested by the public will be logged into the "Job Order Book" prior to being done. Due care will be made to insure that job orders are done in the order received consistent with other scopes of work.

## **20. Routine Maintenance**

Friday mornings (if practical or as needed), outside of required routine tasks, are to be spent performing maintenance checks and services of equipment and vehicles, such as checking all fluids, tire pressures, performing oil changes, etc., and cleaning of equipment and vehicles. Documentation of maintenance checks will be maintained for all vehicles and equipment.

## **21. Purchasing**

On non-routine purchases (as opposed to routine expendable operating supplies such as soap, toilet paper, paper towels, copy paper, cleaning supplies, etc.) Permission of the City Administrator or Assistant City Administrator will be obtained. On routine purchases of expendable supplies every effort will be made to insure that the lowest possible purchase price is obtained.

The City and its employees must not violate section 36 of the Texas Penal Code (Bribery and Corrupt Influence).

## **22. Chamber Use of City Park for Town & Country Jamboree**

The City of Moulton grants the exclusive use of the Moulton City Park, excluding the Park RV spaces, to the Moulton Chamber of Commerce the last full weekend of July each year, for such time period that the Chamber conducts the "Moulton Town and County Jamboree". The Chamber shall be responsible for utility services, expendable supplies, trash removal, and release of liability in favor of the City and to clean the park. A document of understanding is in place outlining the Chamber and the City's responsibilities in greater detail.

## **23. Utilization of Community Service Personnel**

The City of Moulton Departments, as the need arises, may utilize people who are directed by the Courts to perform "Community Service". Tasks assigned to Community Service Personnel shall be limited in scope to such tasks as cleaning, minor painting, refuse collection and washing of vehicles. Use of equipment by these personnel shall equally be limited. Any utilization of these personnel outside of the aforementioned minor tasks shall be approved by the City Administrator or Assistant City Administrator on a case by case basis.

## **24. Invoice Policy and Delinquent Invoices**

It is the intention of the City to provide services on a pre-payment basis. As, from time to time, some services are provided prior to payment, the following policies apply:

Any invoice for City services or supplies more than 30 days past due will result in the following actions:

- A. A 10% late fee will be assessed for all invoices past due by 30 days.
- B. No additional optional services will be provided until the invoice is paid in full, including late charges.
- C. Any payment plan entered into will cover the outstanding balance due within 6 months.
- D. Failure to pay or comply with a payment plan may result in the invoice balance being added to the utility bill.
- E. A lien against their property may be filed for the unpaid balance.

## **25. Utility Bills and Delinquent Payments**

1. Utility bills for services will be mailed on the last working day of the month with payment due by close of business (COB) on the 10<sup>th</sup> day of the following month, unless the 10<sup>th</sup> occurs on a weekend or holiday, in which case, the due date is close of business of the next regular business day.
2. Utility bills not paid by the due date (close of business on the 10<sup>th</sup>) will be assessed a 10% penalty.
3. Utility bills not paid by close of business of the 15<sup>th</sup> day of the month, unless the 15<sup>th</sup> occurs on a weekend or a holiday, in which case, the final due date is close of business of the next regular business day, will have the utility services terminated.
4. A customer, prior to termination of services, may request an administrative adjustment to rectify any perceived billing errors; to establish a late pay date or deferred payment plan. Failure to comply with any granted late pay date or to fulfill the terms of any granted deferred payment plan will result in termination of services.
5. A lien against their property may be filed for the unpaid balance.
6. Customers whose utility services have been terminated must pay the delinquent account in full before utility services will be reestablished. A re-connect fee of \$50 is required prior to re-establishment of services.
7. Customers may transfer utility deposits from one place of residence or business to another within the service area only if the previous utility account is paid in full.
8. Customers may establish a new service only if all previous services have been paid in full.

## **26. Anonymous Complaint Procedures [Revised Sept. 2009]**

Enforcement of City Ordinances is complaint driven; that is, an ordinance violation ~~will not be corrected unless a citizen complains about the violation~~. If the complainant wishes to remain anonymous, a City official, as determined by the City Administrator, will investigate the complaint. If an ordinance violation is determined to exist, enforcement action will be taken.

## **27. LCRA Budget Net Revenue Allocation Credit**

Periodically LCRA gives the City a refund of the budget net revenue allocation. This credit will be retained by the City for street improvement projects.

## **28. Identity Theft Program**

The City will adhere to the identity theft program adopted by the Council.

## **29. White Goods**

Residents have one week to dispose of white goods. The white goods must be picked up and removed from the premises. If any residue is left, the customer will forfeit all deposits.