



PURPOSE

These policies and procedures govern the utility services for water, sewer, gas and sanitation and/or any combinations, with the City of Vicksburg, Mississippi. The terms “Applicant(s)” or “Customer(s)” shall mean the person, persons, company, corporation or other entity seeking or receiving utility services from the City. The word “City” shall mean the City of Vicksburg or City of Vicksburg Water and Gas Administration.

APPLICATION PROCESS AND PAYMENT OF FEES

New Account Procedure (New Customer)

1. The application serves as the written request for utility services from the City of Vicksburg. To begin water, sewer, gas or sanitation service at an address, whether residential or commercial, the property owner or tenant must complete an application and submit it to the City. **Utility service is subject to the approval of the City of Vicksburg Water and Gas Administration.**
 - a. All applications must be in the true name of the party who will be using the service. In the case of any violation of this provision, the City may discontinue service to such customers immediately.
 - b. The Applicant will have to prove ownership or leasehold interest in the property by providing one of the following documents: a sales contract, deed for the service address, rental agreement, lease agreement, or notarized statement from the landlord.
 - i. If a commercial property owner or tenant is unable to provide the required documentation, the Water and Gas Administration Director can determine if the documentation provided by commercial applicant is sufficient to establish service.
 - ii. Commercial properties must identify a contact person who is authorized to act on behalf of the commercial business. Commercial applicants must provide a tax identification number (EIN number), business name, point of

contact name and phone number, required deposit amount, documents to establish ownership or leasehold interest in the property, and signed application.

- c. All applicants are required to provide photo identification to establish service. The photo identification can be a driver's license, military identification, current passport or other State/Federal/Tribal issued photo identification.
 - i. For accounts for rental properties, all persons signing the lease must be account holders and will be listed as co-applicants. Co-applicants are responsible for paying the utility bills just as the primary applicant.
 - ii. All adults listed on a lease or rental agreement must provide photo identification as well.
 - iii. The City does not accept subleasing agreements.
- d. Accounts are listed under the name of the primary applicant; however, there can be a co-applicant so long as the applicant is listed on the rental or lease agreement.
- e. All applicants whose names will appear on the account must sign the application.
- f. Applicants must pay any required deposits and service fees at the time of submitting the application. Any outstanding, undisputed amounts owed by the customer to the City for utility services must be paid, or a payment plan must be in place before a customer can open a new account.
- g. Depending on the location of the property, the City may require an inspection of the property if the water and gas service has been disconnected for more than fifteen (15) days. The City may require a gas pressure test by a licensed plumber if the gas has been disconnected for more than six (6) months.
- h. The City may require an inspection be done by City employees before utility services are connected. The City inspections are scheduled after the Customer completes the application and pays all deposits.
 - i. It can take up to 24 hours or longer for the inspection to be approved depending on the service location.
 - ii. Utility services will not be connected until the Water and Gas Administration receives confirmation that the service location passed the inspection.

- i. Once the application is submitted, all fees are paid and depending on the service location, the utility services may be turned on the next business day.
- j. Customers can only have one service account in their name based on the service location except commercial businesses with multiple locations. Landlords are allowed no more than five (5) service accounts (account must be in name of incorporated business).

Existing Customer Moving to a New Address – Transfer of Service

1. Customer can transfer services to a new location by applying and paying the \$20.00 transfer fee.
2. Customer must provide ownership or leasehold interest documentation to the City for the new service location.
3. Customer must pay all outstanding balances owed for other service location(s) at the time of transfer. Any credits will be refunded to the Customer once the service is closed out at the previous service location.
4. Customer has three (3) days from applying to transfer utility services to have utility services terminated at the previous service location.
5. Customers applying to transfer utility service must follow same procedures set forth in the New Account Procedure section.

Change of Account Information

1. Customers may change the information on their account, such as phone number, mailing address, account status, change in deposit, deposit transfers, change in services, or name change by contacting the City of Vicksburg's Water and Gas Administration to complete a change request.
 - a. The name on an account for a deceased account holder can be changed based on the following:
 - i. Heir/next of kin must notify the Water and Gas Administration of the account holder's death and provide proof of death such as a death certificate, published obituary, probate filing or other evidence establishing the death of the account holder.
 - ii. The account holder's heir/next of kin or court-appointed representative, or their agent or attorney in fact (the "Personal Representative"), can assume responsibility for payment of the bills by putting account in their name.
 - iii. ***The City does not have the ability to determine ownership of any property or who has the right to occupy property.***

- iv. If services are terminated at the service location and a deposit has been collected, the deposit will be applied to any outstanding balance, and any credits will be issued to the estate of the deceased.
2. Only the account holder is authorized to make changes to the account.
 3. Customers must provide valid identification to complete the account change request.
 4. Customer must sign and date the change request form and select an effective date for the change(s) to occur.
 5. Customers can make a request by phone to change account information so long as they provide proper verification of their identification and account information.
 6. For commercial businesses to make changes to an account, the commercial business must have a Letter of Authorization on file for the account providing the name of an authorized representative who can make necessary account changes.
 7. The City requires inspections by the Community Development Department before any changes are made to a service account based on a change in the zoning of property (i.e. from commercial to residential).
 8. Once an application has been accepted, and all required deposits, outstanding balances, and non-refundable service fees have been paid, a service work order will be issued by the City and the service request will be fulfilled by Public Works Department employees. All efforts will be made to accommodate requests for date requested. However, this will depend on the City’s receipt of all information, all payments required and timing of completion of all required information. Services are performed only upon the instruction of and for the convenience of the Customer or the authorized agent.

Deposits

1. A deposit is required from all Customers who seek to establish utility service. Deposits will be refunded to the Customer by the City whenever the service is discontinued and all final bills have been generated. Any amount due, including unpaid services, will be deducted from the deposit before any refunds are issued. **Landlords are required to pay deposits for any other service locations that are not listed as the primary service location.**
2. A deposit in accordance with the deposit schedule listed below shall be required before service may be rendered to any customer(s):

INSIDE CITY LIMITS

TYPE	WATER	GAS	SEWER
<i>Owner</i>	\$30.00	\$75.00	\$50.00
<i>Renter</i>	\$50.00	\$100.00	\$50.00

<i>Commercial</i>	2x highest monthly water bill	2x highest monthly gas bill	\$50.00
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OUTSIDE CITY LIMITS

<i>TYPE</i>	<i>WATER</i>	<i>GAS</i>	<i>SEWER</i>
<i>Owner</i>	\$20.00	100% more than above rates	\$75.00
<i>Renter</i>	\$20.00	100% more than above rates	\$100.00
<i>Commercial</i>	\$30.00	100% more than above rates	n/a

Connection Fees and Other Fees

All charges listed below shall include applicable sales tax. The following service connections fees apply:

GAS TAPS

¼” to 1” Tap	\$750.00
2” Tap	\$900.00
Larger Gas Tap	At Cost plus 15%
Outside City Limits	100% more than the above rate

WATER TAPS

¾” Tap	\$750.00
1” Tap	\$800.00
1 ½” Tap	\$850.00
2” Tap	\$900.00
Larger Water Taps	At Cost plus 15%
Outside City Limits	100% more than above rate

SEWER TAPS

All Taps Sewer	At Cost plus 15%
Outside City Limits	100% more than the above rate

OTHER FEES

<i>FEE TYPE</i>	<i>FEES</i>
<i>Paving Fees</i>	At Cost plus 15%
<i>Penalty</i>	5% of bill total (minimum of \$1.00 up to \$50.00)
<i>Service Fee</i>	\$20.00 (Cutoff/Lock Notice)
<i>Transfer Fee</i>	\$20.00 (Moving from one location to another)

<i>Return Check Fee</i>	\$40.00
<i>Sanitation Fee</i>	Residential/Commercial: \$35.00 Downtown District: \$40.15 Addl Container Res/Comm.: \$27.50 Addl Container Downtown: \$40.15
<i>Meter Tampering Fees</i>	Cost(s) to replace or repair meter

BILLING PROCEDURE, BILLING CYCLES AND PAYMENTS

Billing Procedure

1. Utility billing statements are billed out monthly. The billing cycle is the period between two billing statements when the City tracks usage or charges before creating the billing statement. The City’s billing cycles and dates are determined by the assigned areas in the City. Customers must verify billing due date on their billing statements.
2. Billing statements can be mailed, emailed or sent through both. Customers are required to set up their accounts with a valid email address.
3. The billing periods for billing statements are within 25 to 30 days. The due date is normally fifteen (15) days after the billing date. The cutoff date is normally ten (10) days after the due date.
4. The City will assess a penalty fee equivalent to 5% of the total bill with a minimum of \$1.00 up to \$50.00. The penalty fee is assessed one (1) day after the due date.
5. The utility services will be cut off the next business day after the cutoff notice date provided on the billing statement.
6. The billing statement includes the following: billing period for utility services, billing date, due date, all related charges for the provision of utility services, penalty fee, cutoff date, contact information for the Water and Gas Administration and the methods of payment.

Biling Cycles

The following is the billing cycle with scheduled billing periods:

CYCLE	BILLING PERIOD	DATE BILLED	DUE DATE	CUTOFF DATE
1	30 TH of month	6 th	23 rd	3 rd
2	5 th of month	12 th	28 th	9 th
3	12 th of month	19 th	3 rd	13 th
4	17 th of month	24 th	8 th	18 th
5	24 th of month	30 th	15 th	26 th

The billing periods are affected by weekends and holidays. Any bills due on the weekend or holiday are to be paid on the next business day of the City with penalties often applied if the bills are paid late.

Payments and Returned Payments

1. The City accepts the following forms of payment: cash, checks, credit card, debit card, and money orders. Online payments are also accepted via the City's website: www.vicksburg.org. Customers can pay in person, over the phone, by calling 601-801-3800 (Select Option 5) and dropping payments in the night depository located outside of the Water and Gas Administration.
 - a. There is a \$1.00 processing fee assessed to Customers making payments online or by phone. This fee is paid to a third party for processing the payment.
 - b. The Water and Gas Administration cannot access Customer's forgotten passwords.
 - c. Customers are responsible for updating their online account information (including changing credit card or debit card information) and for terminating or cancelling their online accounts.
2. Checks, Automated (ACH) payments, or debit or credit card payments that are returned by the bank as insufficient or reversed as not paid ("Returned Payments") do not operate to prevent penalties or to prevent the Cut Off of Services for Nonpayment and may be assessed a service fee of \$40. This fee is due for all Returned Payments.
3. In the event of any kind of Returned Payment, water, gas, sewer and sanitation services will be Cut Off for Nonpayment upon the City's receipt of notice of the Returned Payment. The City will notify the Customer stating the amount that must be paid to reestablish service (**Returned Payment amount plus the service fee of \$20**) by cash, card, money order or cashier's check. No personal checks or ACH payments will be accepted. For all credit or debit card payment reversed as "Returned Payments," Customers will only be able to make cash payments for a period of one (1) year.
4. Automatic drafting from a credit card or debit card will be drafted from the account on the scheduled due date

Bank Draft Policy (Checking and Saving Account Only)

1. Customers can set up automatic bank drafting from a checking or savings account by providing a copy of a voided check for the City to verify the banking information. Customers can also provide a bank statement on bank letterhead with bank information.
2. Customers must complete draft cards for each account where bank drafts are requested and schedule date for draft to be deducted from bank account.

3. Customers must present identification to verify bank accounts.
4. Customers must have a zero balance before initiating bank draft.
5. Customers must call and cancel bank draft within ten (10) days before the scheduled draft date. Failure to do so may result in the Customer's bank being drafted for charges. Customers must contact Water and Gas Administration to request stopping any bank drafts. Customers must notify Water and Gas Administration as to when to restart bank drafts.
6. Customers must make any requests to change bank accounts in writing and must complete new draft cards.
7. After three (3) bank draft returns for insufficient funds, the Customer will be automatically removed from bank drafts and will be prohibited from setting up bank drafts for one (1) year.
8. If a Customer's bank account is frozen, stopped or closed then the bank draft will automatically be stopped.
9. Customers must provide a bank letter indicating a bank error to avoid a processing fee for a bank error subject to the Water and Gas Administration Director's approval.

Bill Pay Assistance

1. The City does not offer any program or bill pay assistance for Customers.
2. The City encourages Customers desiring bill pay assistance to contact WWISCAA, Salvation Army, United Way, local churches or other agencies for assistance. The service agencies are to pay the utility service payments directly to the City.
3. The Customer is responsible for any additional balances owed to the City after payments are received from service agencies. The Customer must also make sure that all outstanding balances (except for the committed pledge from the service agencies) are paid before services are disconnected. Customers will still be assessed penalties for any payments not paid in full by the due date. The Customers need to contact the Water and Gas Administration regarding any payments from service agencies to avoid cutoffs.
4. Customers will not be paid any overpayments made by the service agencies.

Payment Arrangements

Customers can request to be placed on a payment arrangement plan which must be in writing and signed by the Customer and authorized Water and Gas Administration representative. There are three (3) options for a Customer to establish payment arrangements for current and past due utility bills:

1. Payment Extension: A payment extension is an informal agreement between a Customer and the City where the Customer agrees to pay all past due and current balances before an agreed upon date.

a. To qualify for a payment extension, a Customer must have had creditable service established with the City for at least one (1) year. The Customer's bill must also be over \$100.00. The Water and Gas Administration Director can grant an extension for a bill under \$100.00 due to hardships like medical emergencies, deaths, illnesses or loss of employment.

b. Extensions are only for the current billing statement. The Customer's payment history will be used to determine if a Customer should be granted or denied an extension.

c. Customers must pay all past due utility bills in full to receive an extension.

d. Seniors and disabled customers (must provide proof of disability) will be granted an extended time to pay their utility bills after they receive their monthly benefit payment. ***The penalty fee will not be waived.***

e. Commercial Business Accounts are granted a one (1) month extension.

f. Payment extensions are for a minimum of seven (7) days and are not to exceed fourteen (14) days unless the Water and Gas Administration Director grant additional time.

g. Customers will be required to pay half of the bill for the first installment of any bills over \$200.00. The Water and Gas Administration Director can authorize payment extensions for Customers with balances over \$500.00.

h. If the utility bill is not paid by the extension date, then the utility services will be disconnected. A Customer's failure to adhere to a payment extension will result in that Customer being prohibited from requesting a payment extension for six (6) months to one (1) year subject to the discretion of the Water and Gas Administration Director.

i. The Customer must follow up with any payment extension arrangements to avoid disconnection of utility services.

2. Payment Plans: A payment plan allows the Customer to establish a schedule to pay current and past due utility services bills.

a. The Customer will need to complete and sign a payment plan form that will include the terms of the payment plan agreed upon by the Customer and the City.

b. The Customer must pay any past due utility debts less than \$500.00 in full before services are provided.

- c. For large debts exceeding \$500.00, the payment agreement cannot be longer than twelve (12) months. The Water and Gas Administration Director can authorize more time to pay larger utility bills owed to the City.
 - d. Customers subject to a payment plan cannot request a payment extension.
- 3. **Mid-Winter Payment Extension:** This is an extension granted to Customers during the winter months from December to March to assist Customers with increased bills by allowing them an extended time to pay.
 - a. Customers granted a Mid-Winter Payment Extension will only be given three (3) to six (6) months to pay their utility bills in full.
 - b. Any Customer desiring a Mid-Winter Payment Extension must complete a form at the Water and Gas Administration. The utility bill must exceed \$500.00, and the Customer's account cannot be delinquent at the time of the request for the payment plan. The Customer must make the first initial payment on or before the cutoff date. If the Customer fails to adhere to the terms of the extension, the Customer's utility services will be disconnected.
 - c. The Customer must bring the account to good standing at the end of the extension period. If any outstanding balances remain after the extension, then the Customer must bring the account current by the next scheduled cutoff date.
 - d. Only the Water and Gas Administration Director can approve the Mid-Winter Payment Extension and has sole discretion to negotiate an extended payment plan for hardships.
 - e. All applicable fees apply during extended Mid-Winter Payment Plan.

BILLING DISPUTE PROCEDURE

1. Customers may challenge the accuracy of an utility bill by immediately contacting the Water and Gas Administration to request an administrative review. The administrative review consists of disputed utility's meter being reread. **Until the billing dispute is resolved, the Customer is responsible for paying any and all utility charges.**
2. The City can adjust any utility billing issues resulting from an error by the City. The adjustment to the Customer's account will be made within ninety (90) days by calculating the average usage and assessed billing for the service location.
3. If a determination is made that the utility meter is functioning property, the Customer will be assessed a minimum of \$1.00 for testing of the meter. If a determination is made that the utility meter is faulty or not functioning properly, the City will either replace or repair the meter at no cost to the Customer.

- a. In the event of a stopped, slow or faulty meter, the City can provide the Customer with an estimate of billing charges based on the average usage for the property.
 - b. The City, in its discretion, has the right to change out meters or refuse to change out meters.
4. Customers must grant the City permission to enter their property to access the utility meters.
5. ***The City owns and repairs the utility main and the line up to the meter. The City will be responsible for servicing and repairing the utility main and line up to the meter. The Customer is responsible for any repairs for the service line from the utility meter to his/her house or business location.***

UTILITY REFUND

1. The purpose of this policy is to establish a fair and equitable means to address refunds to Customers for overpayments or return of deposits. After a period of time, the City will refund the deposit paid by the Customer for utility services subject to the conditions.
2. Upon termination of service, the deposit, less any unpaid utility bill charges of the Customer, shall be reimbursed to the person to the account holder only. All utility bill charges must be paid in full before any refunds are paid.
3. If the accountholder is deceased and proper documentation of the account holder's death is provided to the Water and Gas Administration (i.e. death certificate or verified obituary), the refund check will be issued to the Estate of the deceased account holder.
4. If the accountholder misplaces or loses the refund check, a new request can be made to the City's Finance Department for the refund check to be reissued. The Finance Department will verify and investigate that the check has not been deposited into a bank account or cashed. The accountholder may assess any banking fees associated with cancelling the issued check and/or with issuing the reissued check.
5. If the accountholder requests that an issued check be reissued and the check is not misplaced or lost, then the accountholder must provide the original refund check to the Water and Gas Administration, and a new request must be submitted to the City's Finance Director with the updated information for the check to be reissued. The accountholder will be responsible for paying any fees associated with reissuing the check.
6. Accountholders must present photographic identification and sign a change of information form to start the reissue check process.

TERMINATION OF SERVICES AND CUTOFF

Termination of Services

1. Customers must immediately notify the City if utility services and the associated account need to be terminated. Customers also must provide a forwarding address.
2. The City shall terminate the utility service account of any Customer without further notice if utility services have been cut off for non-payment and the Customer failed, refused or neglected to pay the same on or before forty-five (45) days following the disconnect date.
3. The City shall compute the total amount owed to the City, including any assessed penalty and fees, and shall credit the account with any funds or deposit. Deposits are refundable once the debt is satisfied with the City.
4. The request for termination of services can be done either in person or by phone with proper verification of the customer's identity.

Cutoff

7. Cutoffs and disconnects of utility services are scheduled once a month.
8. Services for accounts remaining delinquent after the cutoff date will be subject to disconnection and a service fee charge of \$20.
9. Customers must pay the entire balance owed for services to be reconnected.
10. No personal checks are accepted for the reconnection of services subject to cutoff.
11. It may take up to forty-eight (48) hours for services to be reconnected due to the availability of employees. Reconnection of services is not guaranteed the same day that the payment is made. Services are reconnected between 8:00 a.m. until 5:00 p.m. during regular scheduled business days. There will be no reconnections on the weekends or holidays. Inclement weather can delay cutoffs to a later date or cancel cutoffs which will be in the discretion of the Water and Gas Administration Director and the Board of Mayor and Aldermen of the City of Vicksburg.
12. An adult must be present at the service location for services to be reconnected.

CREDITS

Water Leak Credit

1. The City will evaluate requests for an adjustment of water charges and determine eligibility for credits for water leaks. *The City may notify a Customer if a water leak is detected.*
 - a. No credit will be provided for usage resulting from instances such as irrigation, pressure washing, malfunctioning, running or leaky commode, or water left on in error.

- b. No credit will be given for gas leaks. Customers are responsible for gas charges.
 - c. *Water credits may be denied if the Customer fails to prevent excessive water loss once notified by the City of the problem.***
2. The Customer must locate and repair water leaks. Once the water leak is detected and repaired, Customer must complete a water leak credit report and submit to the Water and Gas Administration along with proper evidence of the completed repairs.
 - a. Incomplete paperwork will delay the processing of any water leak credits.
 - b. Proper evidence of the completed repairs includes copies of bills, invoices, receipts, canceled checks, or other evidence that demonstrates sufficiently that the leak has been repaired to qualify for credit.
 - c. The City will not repair any Customer's water leaks on the Customer's property.
 3. Customers will receive full credit for water and sewer charges for any water leaks attributed solely to the City of Vicksburg. The City reserves the right to disconnect services to stop water loss if a Customer has an excessive water leak and fails to repair the leak.
 4. The City will authorize up to two (2) water leak credits per twelve (12) month period for each service location.
 5. The City will calculate a water leak credit by using the Customer's average utility bill. It can take up to two (2) billing cycles for the City to issue the water leak credit. The Customer will be issued a water leak credit once the billing statement shows normal usage.
 - a. Customer will be given half credit for the excess water usage and full credit for the sewer portion of the bill.
 - b. Customer is still responsible for all billing charges until the water leak credit is approved.
 6. The Board of Mayor and Aldermen must approve the water leak credit before the credit is issued to the Customer's account.
 7. Customers may request a payment extension while waiting on the water leak credit request to be approved. All payment extension arrangements must be followed to prevent disconnecting of utility services.

Pool Credit

1. A one-time pool credit can be granted for a Customer who fills up his/her pool during the summer months. This one-time credit will be applied to the sewer portion of the utility bill. The credit can take up to two (2) months to show on the Customer's billing

statement. Pool credits must be approved by the Board of Mayor and Aldermen of the City of Vicksburg, Mississippi.

2. Customers must provide the pool size, number of gallons and dates that the pool will be filled.
3. The credit will be issued after the bill reflects normal usage after the pool is filled.
4. Customer is responsible for all charges provided on the billing statement.

SANITATION SERVICES

Sanitation Services

1. All Customers within the City limits are required to be charged sanitation services with active utility accounts.
 - a. Sanitation is required by state law.
 - b. Customers will be charged for sanitation service even if the services are not used.
2. The City will supply the required 96-gallon capacity garbage container for the Customer's use and are assigned to location by container serial numbers.
 - a. The garbage container belongs to the City of Vicksburg and is not the Customer's property. The garbage container must remain at the service location even if the Customer moves from the property. **Removal of the garbage container from any location is illegal and can result in criminal charges and fines.**
 - b. The Customer can pay for an additional service charge for a garbage container if needed. The Customer must complete form for additional container at the Water and Gas Administration office.
 - c. Customers must file a police report and provide a copy to the City for any lost or stolen garbage containers. The report must be provided before a new garbage container is issued to the Customer.
 - d. The Customer will be responsible for paying for any excessive damage to the garbage container. The Customer may be responsible for paying for any repairs to the garbage container depending on the nature of the damage.
3. Sanitation is picked up twice per week with Customers being charged a monthly fee for services.
4. All trash must be placed inside the garbage container for the trash to be picked up.
5. The garbage container must be placed on the curb no later than 6:00 a.m. to avoid not being picked up.
 - a. The garbage container must be placed five (5) feet from the curb and at least three (3) feet from any obstacles that being trees, cars or mailboxes.

- b. No credit is applied to accounts for missed pickups.
- 6. Sanitation services maybe disconnected for the Customer's failure to promptly pay for Charges.
- 7. Special rules apply for the pickup of any debris, tree limbs or hazardous materials.
- 8. Customers must call the Water and Gas Administration to request the garbage container to be repaired. Customers may be charged for excessive damage to the garbage container.

Additional Garbage Container/Repair or Replacement/Lost or Stolen Policy

- 1. Customers must contact the Water and Gas Administration to complete the required form to request an additional garbage container.
 - a. Customers can request an additional garbage container if needed. The cost for the first container service charge for residential is \$35.00.
 - b. Customers will pay \$27.50 for a second garbage container.
 - c. Customers will pay \$55.00 for a third garbage container.
 - d. Customers will pay \$82.50 for a fourth garbage container.
 - e. Customers in the Downtown District will pay \$40.15 for an additional garbage container.
- 2. Customers must contact the Water and Gas Administration to request garbage container repairs or replacement of a garbage container.
 - a. Customers may be responsible for reimbursing the City for garbage can replacement or repairs if the damage to the container is excessive.
 - b. Customers must immediately notify the Water and Gas Administration once damage is discovered to mitigate any additional damage.
- 3. Customers must notify the Vicksburg Police Department and file a police report for any lost or stolen garbage containers. The Customers must also provide a copy of the police report to the Water and Gas Administration before the garbage container is replaced.
 - a. Customers will have fourteen (14) days from discovery of lost or stolen garbage container to complete a police report with the Vicksburg Police Department.
 - b. If Customers fail to complete the police report, then they must pay the fee for the replacement of the garbage containers (i.e. \$85.00 for residential/commercial or \$100.00 for Downtown District).

Sanitation Dumpster

- 1. Large commercial accounts may require a dumpster for certain types of businesses within the City limits.

2. The commercial business owner or authorized representative must enter into a contract for the provision of sanitation services from a waste hauler. A copy of the contract must be provided to the Water and Gas Administration to confirm sanitation services. No charges will be applied to the account for sanitation services.
3. The Board of Mayor and Aldermen may authorize the use of City's services for special circumstances.

Backdoor Sanitation Service

1. Any customer needing backdoor service must fill out a written request at the Water and Gas Administration office. Backdoor sanitation service allows residents, often disabled or elderly, to have waste collected from their homes instead of on the curb.
 - a. The request must be completed and validated by a doctor for approval.
 - b. Customer must present identification when applying for backdoor service.
 - c. The utility bill must be in the name of the customer requesting backdoor service.

CRIMINAL VIOLATIONS

1. Customer engaging in the following actions may be subject to criminal prosecution for the violation of laws and ordinances:
 - a. Improper use, tampering of meters, stopcock, service pipe, extending pipe to other lot, or for any other illegal or fraudulent purpose is theft of service.
 - i. Theft of service may result in a Customer being back billed for charges, discontinuation of services, prosecution and restitution to recover for damages.
 - ii. Restitution will also include damages to the City's property or meters because of the theft.
 - iii. Services to the location will not be restored until all debts are satisfied with the City reserving the right to charge an increased deposit.
 - b. Keeping or harboring a dog in any manner to hinder, obstruct or interfere with access to outside utility meter.
 - c. Customers cannot place any objects over utility meter, lock the gate to prevent City employees from accessing meter.
 - d. Any person violating any of the City's rules, regulations or ordinances governing the City's waterworks.
2. The City will pursue all civil and criminal remedies to seek restitution for any stolen utility services or damages to the City's equipment or meters because of criminal violations.

EMERGENCY SERVICES

1. Customers can call (24 hours/7 days per week) the City's emergency services number for any emergency services (i.e. gas leaks or water breaks). The number for emergency services is 601-636-1096.
2. Customers are not to call this number for any billing questions.

LIQUID WASTE DISPOSAL PROCEDURE

1. Customers must set up a liquid waste account with the Water and Gas Administration before they are allowed to dump liquid waste at the Waste Treatment plant.
2. The Waste Treatment Plant's operator will provide a detailed listing of the liquid waste disposal charges and services for each account. The Water and Gas Administration will provide the operator with active customer accounts eligible for service.
3. Customers will be charged monthly services for disposal of liquid waste. Customers' accounts must remain current to be allowed to dispose of the liquid waste.
- 4.** Customers with delinquent accounts will not be allowed to dispose of liquid waste until their outstanding past due balances are paid in full.

ADMINISTRATION AND ENFORCEMENT

The City of Vicksburg's Water and Gas Administration policies and procedures shall be administered and enforced by the Water and Gas Administration's Director. Any Customer aggrieved by the Director's decision may file a written request within five (5) days from the Director's decision with the City Clerk for a review of the Director's decision.

1. Any requests for reviews of the Director's decision will be referred to the Water and Gas Utility Review Committee which will consist of the Finance Director, City Attorney and City Clerk. They will review the written request from the Customer, decision of the Director, billing statements and other documents to decide whether to affirm, modify or reverse the decision of the Director. The Committee must issue a written decision to the aggrieved Customer.
2. All written requests must have the customer's name, address, telephone number and specify in detail the nature of grievance or complaint.
3. Filing a request for a review will not stop utility services from being disconnected for non-payment.