

## CUSTOMER INFORMATION

Phone (662)728-6259

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E-Mail [info@boonevillegaswater.com](mailto:info@boonevillegaswater.com)

**Booneville Gas, Water & Sewer Department**  
**Residential User Agreement**

We welcome you to our services. The following is a list of information about your monthly bill and services that you will receive from us.

If you excavate or dig on your property, please call Mississippi One Call at **811** or 1-800-227-6477 to have buried utilities located. **This is a federal law.**

All residential utility bills are mailed out the last working day of the month. If you do not receive your bill within the first few days of each month, please call our office - we will be glad to look it up for you. If you have any questions regarding your bill, please call our office at 662-728-6259 and someone will be glad to assist you.

The net amount is due by the 10<sup>th</sup> of each month. When the 10<sup>th</sup> falls on the weekend you have through the following Monday to pay the net amount. The gross amount (which includes the penalty) is due after close of business on the 10<sup>th</sup>.

Turn-offs for non-payment of a bill start on the 21<sup>th</sup> of each month. There is a \$45 reconnect fee when services are turned off for non-payment. This must be paid before services are reconnected.

You are required to provide free and safe access to all meters on said property. Meters are read each month and we need access to them. It will be the responsibility of the customer to pay the bill for services provided while on the Booneville Gas & Water System.

If you wish to transfer or turn off services, you must come into the office. **No transactions may be made by phone.** Any deposits to be applied to the bill and any refunds will take place after the next month's board meeting. All refund checks must be approved by the Mayor and Board of Aldermen.

Every effort is made to ensure the accuracy of the utility billing and the confidentiality of each customer. All changes in service are done in the office and not over the telephone. Should you need services discontinued or changed, you **must** come into the office to do so. When terminating services, please bring your deposit receipt in with you. Only the person named on the account or in possession of the deposit receipt can make changes to services. If you do not have your receipt, bring your driver's license with you so proper identification can be made.

We bill for city garbage pickup through this office as a line item on your monthly bill. **PLEASE SEE THE ATTACHED WASTE COLLECTION ORDINANCE FOR COMPLETE DETAILS.** A cart is provided at each address, and it **must remain at said address.** It is **not** the property of the renter, landlord or property owner. If your cart is stolen, a police report must be presented at our office to get a

replacement cart. If there are any questions, please call our office at 662-728-6259.

Each customer is responsible for monitoring and maintaining any buried gas piping that is downstream of their meter. If this piping is not maintained and periodically checked for leaks or heavy corrosion, an unsafe condition could occur. If an unsafe condition (leak) is found or should occur, it the customer's responsibility to make repairs immediately.

The customer agrees that they have followed the guidelines set forth by the State Department of Health regarding onsite wastewater disposal.

BY THE CITY OF BIRMINGHAM, MISSISSIPPI, THE FOLLOWING AGREEMENT TO THE ORDINANCES AND REGULATIONS SHALL BE ADDED TO THE CITY OF BIRMINGHAM, MISSISSIPPI, CODE OF ORDINANCES:

Chapter 100 - Solid Waste Collection and Disposal  
Section 100-1 - Purpose and Scope of Ordinance  
The purpose of this ordinance is to provide for the collection and disposal of solid waste in a safe and sanitary manner and to protect the health and safety of the citizens of the City of Birmingham.

### ARTICLE II. SOLID WASTE COLLECTION AND DISPOSAL

Section 100-2 - Definitions  
As used in this ordinance, the following definitions shall apply:  
"Garbage" means any refuse, rubbish, or other solid waste that is not a liquid, gas, or other hazardous material and is not a liquid, gas, or other hazardous material.

Section 100-3 - Placement of Garbage  
Garbage shall be placed in a container or receptacle for pickup prior to 8:00 AM on the day of pickup and shall be placed in a container or receptacle for pickup prior to 8:00 AM on the day of pickup.

Section 100-4 - Prohibited Practices  
It shall be unlawful for any person to place or deposit any garbage or other solid waste in a container or receptacle for pickup prior to 8:00 AM on the day of pickup.

Section 100-5 - Enforcement  
The City of Birmingham shall have the authority to enforce this ordinance and to issue citations for violations of this ordinance.

Section 100-6 - Penalties  
Any person who violates this ordinance shall be liable for a fine of up to \$500 and/or imprisonment for up to 60 days.

Section 100-7 - Severability  
If any provision of this ordinance is held to be invalid, the remaining provisions shall remain in effect.

ADOPTED BY ALDERMAN [Signature] AND CONFIRMED BY ALDERMAN [Signature]

**CITY OF BOONEVILLE AMENDED SOLID  
WASTE COLLECTION AND DISPOSAL ORDINANCE**

BY THE ADOPTION OF THIS ORDINANCE THE CITY OF BOONEVILLE DOES HEREBY REPEAL THE FOLLOWING SECTIONS OF THE CITY OF BOONEVILLE, MISSISSIPPI CODE OF ORDINANCES: 8-99. (Same-Container Requirements)

THE BOARD OF ALDERMAN AND THE MAYOR FOR THE CITY OF BOONEVILLE DO HEREBY DECLARE AND ADOPT THE FOLLOWING AMENDMENT TO THE SOLID WASTE COLLECTION AND DISPOSAL ORDINANCE FOR THE CITY OF BOONEVILLE, MISSISSIPPI, THE FOLLOWING AMENDMENT TO THE ORDINANCES AND SECTIONS THERETO SHALL BE ADDED TO THE CITY OF BOONEVILLE, MISSISSIPPI, CODE OF ORDINANCES.

Comes now the Mayor and Board of Alderman for the City of Booneville and does find that improper placement and care when placing household garbage outside to be picked up, can and does create a health risk to the Citizens of Booneville, Mississippi. It also creates a nuisance to neighbors when said trash is placed in bags alone or in bins and those bags become damaged or destroyed due to animals and or nature damaging those bags, and trash is strewn onto neighboring properties, or the streets of the City of Booneville.

The Mayor and Board of Aldermen therefore propose this new ordinance, regarding containers for garbage, time that garbage may be put out for pickup and other holding containers/fences for trash.

That this Ordinance serves the public health and safety of the Citizens of the City of Booneville, Mississippi.

**ARTICLE III, SOLID WASTE COLLECTION AND DISPOSAL**

**Section 8-99 A**

**APPROVED CONTAINERS FOR GARBAGE.**

Garbage shall be placed in disposable plastic bags, tied or sealed to prevent escape of refuse and maintained in containers issued by the City of Booneville, by and through Waste Connections. Said container shall have an attached lid, that is secured to the garbage can or a lid that will close firmly on the garbage can. The lid must be able to close in its entirety on the garbage can. (No loose bags of trash may be placed outside of a premises or outside for collection). The occasional use of private containers and the overflow of holiday trash or special occasion trash, will be looked at on a case by case basis.

**Section 8-99 B**

**HOURS OF PLACEMENT**

Garbage containers shall not be placed upon any street or sidewalk for pickup prior to 6:00pm on the evening before the assigned pickup day for the particular area of the City and all garbage containers shall be removed and placed back upon private property by within 24 hours of the day of the pickup assignment. (No loose bags of trash may be placed outside of a premises or outside for collection.)

**Section 8-99 C**

**HOLDING CONTAINERS/FENCES FOR TRASH**

After public hearing and required legal publication, all holding containers, apparatuses, fences and other structures built or used to hold garbage at the end of a person's property shall be removed and the required garbage containers used to hold said garbage. (No loose bags of trash may be placed outside of a premises or outside for collection.)

**Section 8-99 D**

**STORING GARBAGE CONTAINERS**

At all times, garbage containers shall be stored in area in close proximity of the owner's house or outbuilding on the owner's property. (No loose bags of trash may be placed outside of a premises or outside for collection.)

**Section 8-99 E**

**PENALTY**

Any person who owns, rents, leases or otherwise occupies a premises in any capacity, who violates any portion of this ordinance shall be fined \$25.00 for the first violation; \$50.00 for the second violation and \$100.00 for each and every offence thereafter. Further the violator can be ordered to pay restitution to any other individual that has incurred expenses in having their property cleaned from strewn garbage.

**Section 8-99 F**

**ENFORCEMENT**

This Ordinance shall be considered a zero tolerance ordinance and shall be enforced by all City of Booneville Law Enforcement, The Building/Code Inspector and anyone else that has been sworn in and has Law Enforcement Authority for the City of Booneville, Mississippi.

ON MOTION MADE BY ALDERMAN Williams AND SECONDED BY ALDERMAN

This policy adopted by the City of Booneville, Mississippi, at a public meeting, on the 17th day of April, 2020.

**CITY OF BOONEVILLE, MISSISSIPPI  
GAS AND WATER METER ACCESS POLICY**

COMES NOW, the City of Booneville, Mississippi, by and through its Gas and Water Department, and hereby adopts this, their Meter Access Policy, for all customers receiving any services from the City of Booneville, Mississippi, including gas and water.

That due to recent dangers to City personnel, and obstructions to individual meters, the City finds that it is in the best interest of its employees and the City of Booneville, Mississippi, to adopt a policy for meter access and safety.

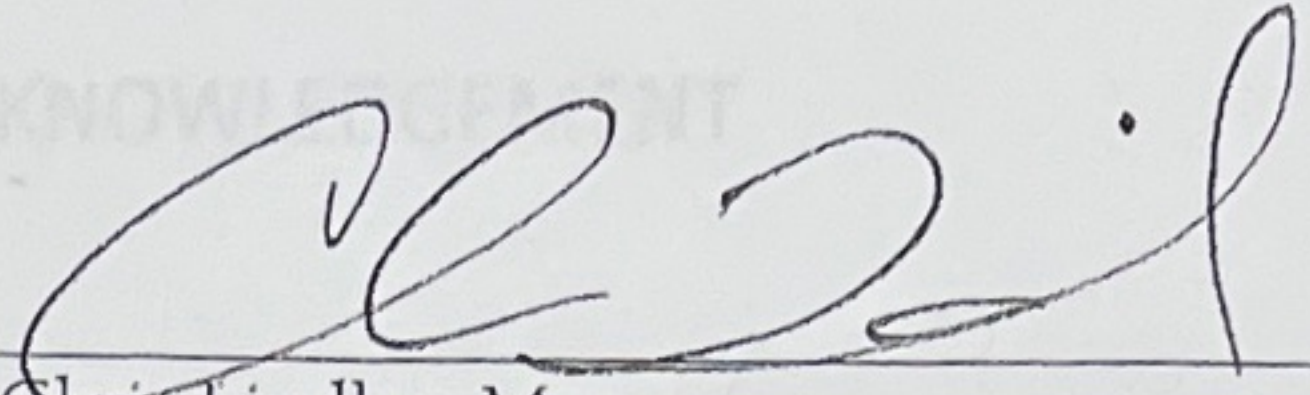
That effective immediately, and upon notice, any and all customers receiving any service from the City of Booneville, Mississippi, including gas and water services, shall comply with the following:

1. That any and all meters for said services shall be unobstructed from anything that would be considered a barrier blocking the City from access. This includes all natural and manmade barriers or obstructions.
2. That all dogs and vicious animals shall be kept up and away from any meter that must be read or serviced by the City. Notice will be given, and the animal should be removed from the area.

That if any of these above requests are not met, and notice given, the party shall have thirty (30) days in which to remove the obstruction or animal, or the City will immediately stop providing gas and/or water services. Further, that any reconnection or relocated fees, shall be paid by the owner of the meter.

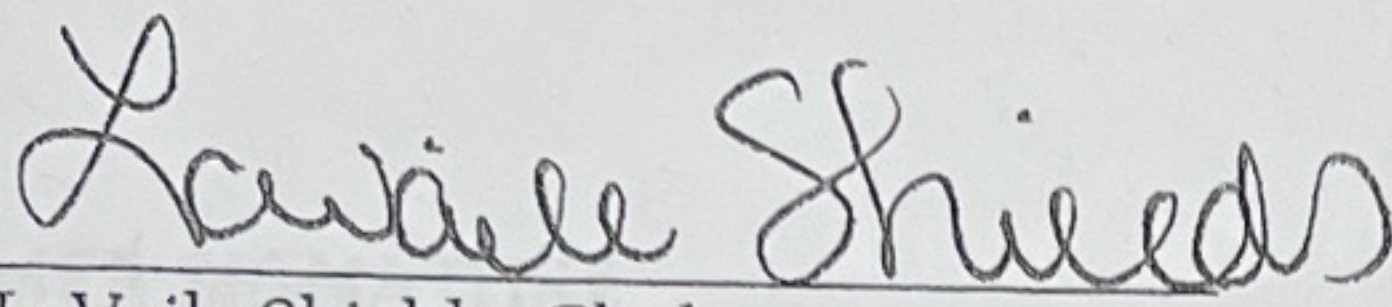
This policy adopted by the City of Booneville, Board of Aldermen during their regular meeting, on the 7<sup>th</sup> day of April 2020.

CUSTOMER ACKNOWLEDGEMENT

  
Chris Lindley, Mayor

\_\_\_\_\_, HAVE RECEIVED A COPY OF  
THE GAS & WATER METER ACCESS POLICY ISSUED BY THE BOARD OF ALDERMAN  
OF BOONEVILLE, MS.

ATTEST:

  
LaVaile Shields, Clerk

CUSTOMER  
DATE

AUTHORIZED REPRESENTATIVE  
DATE

CITY BOONEVILLE GAS & WATER DEPARTMENT

GAS AND WATER METER ACCESS POLICY

RR: DELINQUENT ACCOUNTS POLICY

CUSTOMER ACKNOWLEDGEMENT

Due to the large number of write-offs of delinquent accounts, the City of Booneville finds that it is in the best interest of the City of Booneville and all gas and/or water customers that it should institute a delinquent account policy. Said policy shall be as follows:

I, \_\_\_\_\_, HAVE RECEIVED A COPY OF THE GAS & WATER METER ACCESS POLICY ISSUED BY THE BOARD OF ALDERMAN OF BOONEVILLE, MS.

CUSTOMER SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

AUTHORIZED REPRESENTATIVE \_\_\_\_\_

DATE \_\_\_\_\_

The City of Booneville Gas & Water Department will deny a service customer who has a delinquent account, from obtaining gas and/or water services in his or her name, a family member's name, or any other person's name on behalf of the current delinquent account holder, until said delinquent bill is paid in full. Further, that service will not be reconnected for the gas and/or water meter at that physical location, until said outstanding bill is paid in full.

If the delinquent account remains delinquent for more than sixty (60) days, then any related deposits held by the City of Booneville, will be applied to the balance of the delinquent account. After the deposit is applied to said account, the account shall be turned over to a collection agency, and all costs and collection fees allowed by law shall be added to the collection of the outstanding balance.

This policy shall be applied to all account holders, and is not intended to harm any one person or group of people, but so that all gas and/or water customers serviced by the City of Booneville Gas and Water Department shall have the best available gas and/or water service and products at the best available price, as determined by the City of Booneville. This policy applies to all gas and water customers for the City of Booneville within the city boundaries and up to one mile outside of the city boundaries.

## CITY OF BOONEVILLE GAS AND WATER SERVICE POLICY

### RE: DELINQUENT ACCOUNTS POLICY

Due to the large number of write-offs of delinquent accounts, the City of Booneville finds that it is in the best interest of the City of Booneville and all gas and/or water customers that it services, to institute a delinquent account policy. Said policy shall be as follows:

All account holders receiving gas and/or water services from the City of Booneville, Mississippi, shall be billed a monthly statement showing the usage amounts, the dates of usage, and total costs for said gas and/or water, during the reported period. Said bill will include the gas usage, the water usage, sewer, garbage and rubbish charges. Said bills shall be mailed to the account holder, at the mailing address given to the City of Booneville Gas & Water Department, at the time services were begun. Said bill will have the date the payment is due for the gas and/or water used. After the due date, penalties will be added.

That after the due date, a statement will be mailed to the account holder stating that gas and/or water services will be discontinued, if payment of the account is not made in full within 10 days of the due date.

If the service is disrupted to an account holder, and the account is later brought up to date, a re-connect fee of \$45.00 will be added to the current delinquent bill and must be paid in full, with the delinquent bill, before services are reinstated.

The City of Booneville Gas & Water Department will deny a current customer who has a delinquent account, from obtaining gas and/or water services in his or her name, a family members' name, or any other person's name on behalf of the current delinquent account holder, until said delinquent bill is paid in full. Further, that service will not be reconnected for the gas and/or water meter at that physical location, until said outstanding bill is paid in full.

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## City of Booneville Gas & Water Department

### Adjustment Policy

On the recommendation of the Utilities Department Manager, if clear and convincing evidence exists that a water leak occurred resulting in an unusually, high water usage, the Department Manager, may adjust a customer's water and/or sewer bill once within any twelve month period. If clear and convincing evidence exists that the said water leak spanned a second month, the Department Manager may adjust the customer's water and/or sewer bill a second month. If said leak spans a third month, the Board of Alderman may adjust the third month by action of the Board and an order spread on the minutes.

The customer is responsible for bringing copies of repair bills/receipts where the leak has been repaired before an adjustment will be considered. A request for an adjustment must be made by the customer to the Department Manager who will make a decision for the validity of the leak and any adjustments to be made.

The adjustment will be calculated as follows: The previous twelve (12) months' bills will be used and the highest and lowest bills will be excluded. The average of the remaining ten (10) months' bills for sewer will determine the adjusted sewer bill. The water bill will be adjusted from the cost of water. Customers must pay the cost of water no matter what kind of adjustment is requested.

In the case of a customer that is on Booneville sewer, but on another water system, an adjustment will be requested only when that water system contacts Booneville Water Department and reports that they have adjusted that customer's water bill. In this instance, the bill will be adjusted to the amount the rural water system reports to us. Request for Adjustment forms must be obtained from the Booneville Water Department and returned to same when completed.

The Department Manager will present any third month's request for adjustment at the next board meeting provided the request is completed and received on or before the Wednesday immediately prior to the next regularly scheduled Board meeting. Adjustments will be on water and/or sewer, and any penalties that may occur.

A customer may request a pool adjustment once per twelve (12) month period. The adjustment will be calculated as follows: The previous twelve months' bills will be used and the highest and lowest bills will be excluded. The average of the remaining ten (10) months' bills for sewer will determine the adjusted sewer bill. Customer must pay all water charges. All pool adjustments will be done at the Department Manager's discretion.

No late penalties will be adjusted due to on-time postmark on bills received in the mail. It is the customer's responsibility to mail payments in time to be received in the Gas & Water office by the due date.

The City of Booneville Mayor and Board of Aldermen have approved a new policy for bill collections at the Booneville Gas & Water office. The new policy will save the City approximately \$2,000 per year in man hours going through each payment received looking for postmarks and adjusting said penalties off accounts.

Therefore, effective January 1, 2018, all bills must be received in the office by the close of day on the date the bill is due to avoid penalties. No penalties will be adjusted off payments received after the 10<sup>th</sup> of the month for residential customers and the 20<sup>th</sup> of the month for commercial customers. Payments made in the night deposit will be processed the next business day.