

TOWN OF GREENVILLE  
ORDINANCE NO. 2013-WR-021

**RESOLUTION CONCERNING THE ESTABLISHMENT OF S.O.P. 05-01-2013 STANDARD OPERATING PROCEDURE FOR THE GREENVILLE MUNICIPAL WATER AND SEWER UTILITY OF THE TOWN OF GREENVILLE, INDIANA**

WHEREAS, the Greenville Municipal Water and Sewer Utility Council for the Town of Greenville, Indiana, in the interest of compliance with I.C. 8-1.5-3-4 has deemed it necessary that the Greenville Municipal Water and Sewer Utility Council develop a resolution concerning Standard Operating Procedures for the Greenville Municipal Water and Sewer Utility and;

WHEREAS, the Greenville Municipal Water Utility has purchased the Heritage Springs WWTP and will take possession and take over operations on May 1<sup>st</sup>, 2013 and;

WHEREAS, it is necessary to develop a new S.O.P. to replace S.O.P. 01-14-08 validated by Town of Greenville Resolution 2009-R-025 because of the acquisition of the Heritage Springs WWTP by the Greenville Municipal Water Utility;

NOW, THEREFORE, BE IT ORDAINED BY THE GREENVILLE MUNICIPAL WATER AND SEWER UTILITY COUNCIL OF THE TOWN OF GREENVILLE, INDIANA, AS FOLLOWS:

**STANDARD OPERATING PROCEDURES – GREENVILLE MUNICIPAL WATER AND SEWER UTILITY S.O.P. 05-01-2013**

**WATER UTILITY**

1. These procedures replace procedures stated in S.O.P. 01-14-08 adopted by Town of Greenville Resolution 2009-R-025 dated May 26<sup>th</sup>, 2009.
2. Each month customers receive a billing that indicates their water consumption and charges for the previous month.
3. Payments are due on or before the 15<sup>th</sup> of the month, after the 15<sup>th</sup> of the month penalties are accrued.

**PROCEDURES FOR CUSTOMER'S DELINQUENT WATER ACCOUNTS ARE AS FOLLOWS:**

1. If the account is not paid during the current billing cycle they shall receive another bill during the next billing cycle with the past due charges of 10% on the remaining balance with current charges added together.

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2. If the amount is not paid on or before the 15<sup>th</sup> of the month, and they have a two month balance the customer receives a disconnect notice.
3. The disconnect notice provides the customer with the amount they owe and the date it must be paid to avoid being disconnected.
4. The customer at this point has the option to contact the Greenville Municipal Water and Sewer Utility, prior to the disconnect date, to make payment arrangements.
5. The two-month balance along with A \$50.00 reconnect fee must be paid in full to re-establish water service.
6. The Greenville Municipal Water and Sewer Utility requires a minimum of 24 hours to re-instate water service, on the same business day if they receive the payment during regular business hours, and the personnel to do so.
7. If a customer requests water service to be re-instated after regular business hours, the decision shall be made by the Greenville Municipal Water and Sewer Utility Superintendent or Assistant Greenville Municipal Water and Sewer Utility Superintendent if Superintendent is not available. A charge of \$50.00 will be added to accommodate overtime hours it would take to re-instate service.

SEWER UTILITY

1. Each month customers receive a billing that indicates their charges for the month.
2. Payments are due on or before the 15th day of the month billed, after the 15th day of the month penalties are accrued.
3. Disconnection of Water Service for non-payment of Sewer billing is allowed under Indiana Code I.C. 8-1.5-3-4 {d}.

PROCEDURES FOR CUSTOMER'S DELINQUENT SEWER ACCOUNTS ARE AS  
FOLLOWS:

1. If the account is not paid during the current billing cycle they shall receive another bill during the next billing cycle with the past due charges of 10% with current charges added together.
2. If the amount is not paid on or before the 15th day of the month, and they have a two month balance the customer will receive a water disconnect notice.
3. The water disconnect notice provides the customer with the amount they owe for sewer service and the date it must be paid to avoid having their water service disconnected.

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4. The customer at this point has the option to contact the Greenville Municipal Water and Sewer Utility, prior to the water service disconnect date, to make payment arrangements.
5. The two-month sewer usage balance along with the water service reconnect fee OF \$50.00 must be paid in full to re-establish water service.
6. The Greenville Municipal Water and Sewer Utility requires a minimum of 24 hours to re-instate water service, on the same business day if they receive the payment during regular business hours, and the personnel to do so.
7. If a customer requests water service to be re-instated after regular business hours, the decision shall be made by the Greenville Municipal Water and Sewer Utility Superintendent or Assistant Greenville Municipal Water and Sewer Utility Superintendent if Superintendent is not available. A charge of \$50.00 will be added to accommodate overtime hours it would take to re-instate service.

EFFECTIVE DATE OF THIS RESOLUTION

1. Effective Date of this Resolution shall be May 1<sup>st</sup>, 2013
2. The Greenville Water and Sewer Utility Clerk Treasurer shall have this Resolution published in the paper of record {New Albany Tribune} prior to May 1<sup>st</sup>, 2013.

ADOPTED BY THE GREENVILLE MUNICIPAL WATER AND SEWER UTILITY COUNCIL OF GREENVILLE, INDIANA, ON THE 8th DAY OF APRIL, 2013.

PRESIDENT OF THE GREENVILLE MUNICIPAL  
WATER AND SEWER UTILITY COUNCIL  
OF GREENVILLE, INDIANA

  
TALBOTTE RICHARDSON,

  
JACK TRAVILLIAN,  
CLERK/TREASURER

PREPARED BY: RANDAL JOHNES

**johnesdrafting**

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**From:** "Pride, Charlie" <cpride@sboa.IN.gov>  
**To:** "johnesdrafting" <johnesdrafting@insightbb.com>  
**Sent:** Tuesday, March 19, 2013 10:52 AM  
**Subject:** RE: Revised Resolution  
IC 8-1.5-3-4 [d] allows you to do this.

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**From:** johnesdrafting [mailto:johnesdrafting@insightbb.com]  
**Sent:** Tuesday, March 19, 2013 10:49 AM  
**To:** Pride, Charlie  
**Cc:** Greenville Water Utility Superintendent Getrost; Greenville Water Utility Office Manager Stone; Greenville Council President Richardson; Greenville Attorney Chris Lane  
**Subject:** Fw: Revised Resolution

Mr. Pride,

Can we tie the water service shut off to the non-payment of sewer charges as stated in the Resolution?

Randal Johnes

----- Original Message -----

**From:** [Pride, Charlie](#)  
**To:** 'johnesdrafting'  
**Sent:** Tuesday, March 19, 2013 10:12 AM  
**Subject:** RE: Revised Resolution

Mr. Johnes:

If you are not under the IURC, you can charge a 10% penalty on delinquent water accounts.

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**From:** johnesdrafting [mailto:johnesdrafting@insightbb.com]  
**Sent:** Tuesday, March 19, 2013 10:02 AM  
**To:** Pride, Charlie  
**Cc:** Greenville Water Utility Superintendent Getrost; Greenville Water Utility Office Manager Stone; Greenville Council President Richardson; Greenville Attorney Chris Lane  
**Subject:** Revised Resolution

03-19-2013

Mr. Pride,

I am sending a revised copy of the previous Resolution I had sent you yesterday for review. I was informed this morning that I was incorrect on the late fee penalty for the water service. I have changed the Resolution to reflect a 10% late fee charge for the first \$3.00 and a 3% late fee charge for the balance of monies owed. I have left the 10% for the sewer service as it was.

Looking forward to hearing from you.

Randal Johnes  
Town Manager  
Greenville, Indiana

**Greenville Municipal Water and Sewer Utility  
P.O. Box 188, 9706 Clark Street  
Greenville, In. 47124  
{812} 923-9821**

04-12-2013

To: All current customers of the Waste Water Treatment Plant located in the Heritage Springs Sub-Division located in Greenville, Indiana.

From: Gary Getrost Superintendent of the Greenville Municipal Water and Sewer Utility of Greenville, Indiana.

Greetings,

This letter is to inform you and welcome you as a customer of the Greenville Municipal Water and Sewer Utility.

The Greenville Municipal Water and Sewer Utility acquired the Waste Water Sewer Treatment Plant located in Heritage Springs Sub-division. We purchased the facility and current customer base from Thieneman Environmental LLC.

The Greenville Municipal Water and Sewer Utility shall take possession of, and assume operation of the WWTP on May 1<sup>st</sup>, 2013.

On or about May 31<sup>st</sup>, 2013 you will be receiving a billing for the waste water service provided for the month of May 2013. Your billing shall be due by the 15<sup>th</sup> day of the following month {June}.

Billing for the month of May shall be the current amount of \$65.00 you have paid in the past to Thieneman Environmental LLC for your service.

The billing for service you receive will show the amount due and to whom to make the payment. You can also pay for your service at our office located at 9706 Clark Street Greenville, Indiana. Office Hours are from 8:00 am -12:00 pm and 1:00 pm – 4:30 pm Monday thru Friday {closed on most national holidays}.

We are looking forward to providing your Waste Water Service needs along with your Water Service we are currently providing.

We are providing as an enclosure Town of Greenville Resolution 2013-WR-021 which will explain the Standard Operating Procedures for the Greenville Water and Sewer Utility as a reference for you.

If you have any questions concerning your service to begin on May 1<sup>st</sup>, 2013 please feel free to contact Office Manager Amy Stone of the Greenville Water and Sewer Utility at {812} 923-9821 or visit her at 9706 Clark Street Greenville, Indiana.

Sincerely,

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Gary Getrost Superintendent  
Greenville Municipal Water and Sewer Utility  
Greenville, Indiana