



ORDINANCE NO. 2015-01

AN ORDINANCE OF THE BOARD OF COUNTY COMMISSIONERS OF NASSAU COUNTY, FLORIDA, AMENDING ORDINANCE NO. 2014-002, WHICH ESTABLISHED RULES AND REGULATIONS, RATES, FEES, AND SERVICE CHARGES TO BE IMPOSED FOR THE USER OF WATER AND SEWER SERVICES FOR THE WATER AND SEWER SYSTEM OWNED AND OPERATED BY NASSAU COUNTY; SPECIFICALLY AMENDING SECTION 3, RULES AND REGULATIONS; PROVIDING FOR SEVERABILITY; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the Board of County Commissioners of Nassau County, Florida adopted Ordinance No. 2014-002 on January 15, 2014; and

WHEREAS, the Board of County Commissioners of Nassau County, Florida has found it necessary to amend Ordinance No. 2014-002 to further clarify the procedures for customer delinquency of account payment and water disconnections due to late payments.

NOW, THEREFORE, BE IT ORDAINED by the Board of County Commissioners of Nassau County, Florida, that Ordinance No. 2014-002, specifically Section 3, Paragraph x, shall be amended as follows:

1. **SECTION 3. Rules and Regulations.**

x. **DELINQUENT BILLS/TURN OFF** – Bills are due when rendered. However, the Utility shall not consider the Customer delinquent in paying any bill until the day following the due date for the current bill. ~~twenty-first (21<sup>st</sup>) day after the Utility has mailed or presented the bill to the Customer for payment.~~ Water and/or wastewater service may then be discontinued only after the Utility has mailed or presented within five (5) working days a written notice to the Customer in accordance with Florida Administrative Code and Nassau County Code. An account not paid by the cut-off date will be subject to the Non-Payment Processing Charge and the associated charges will apply. Payment must reach the Customer

Service Office by 3:30 p.m. to ensure turn-on on the same day. Delinquent turn-on will be scheduled according to route efficiency. Delinquent turn-on after hours will be subject to the Violation Reconnection Outside Business Hours Charge.

Failure to receive payment by 9:00 a.m. of the cut-off date will trigger assessment of a premise visit fee even, if payment is made before the physical turn-off has been completed. This charge is to compensate the Utility for actual costs incurred for administrative processing, field services, scheduling, and driving time.

Water and/or wastewater service shall be restored only after the Utility has received payment for all past-due bills and penalties and re-connect charges from the Customer. The Utility shall discontinue utility service to the property until the party receiving the benefit of the utility service establishes a new account consistent with the requirements of the Nassau-Amelia Utility Rules and Regulations.

There shall be no liability of any kind against the Utility for the discontinuance of water and/or wastewater service to a Customer for the Customer's failure to pay the bills on time.

Overdue accounts are sent to a collection agency after every attempt is made by the Billing Department to collect the outstanding debt. After the accounts have been in collection for over 180 days, a request will be made to the County Manager to remove these past due accounts from the active accounts receivable. In the event that a Customer has an outstanding balance on another Utility account, the Utility will transfer the outstanding balance to the current account. All delinquency procedures and service charges will apply.

## **2. EFFECTIVE DATE.**

This Ordinance shall be filed with the Office of the Secretary of State, pursuant to law.

This Ordinance shall become effective on the 1<sup>st</sup> day of February, 2015.

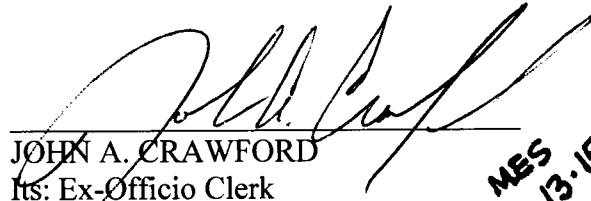
DULY ADOPTED this 12th day of January, 2015.

BOARD OF COUNTY COMMISSIONERS  
NASSAU COUNTY, FLORIDA



PAT EDWARDS  
Its: Chairman

ATTEST AS TO CHAIRMAN'S  
SIGNATURE:



JOHN A. CRAWFORD  
Its: Ex-Officio Clerk

MES  
01-13-15

Approved as to form:



Mollie M. Garrett, Esq.  
Attorney at Law