

1. Section 403-17 of the City Code, entitled “Discontinuance of water service for nonpayment of bills,” is amended and reenacted as follows:

Section 403-17. Discontinuance of water service for nonpayment of utility bills.

- A. The Department of Public Works shall prepare a list of all delinquent water, sewer, and stormwater utility service bills for the City Manager at the close of business on the 12th day of each month. The City Manager shall disconnect such service for any account with a delinquent balance in excess of \$12 in accordance with this section. When the customer is delinquent as to sewer service or the stormwater fee only, the same shall be discontinued by cutting off the water. Any account on the delinquent list, and where administrative action has been initiated to disconnect the water service, will be assessed an administrative service charge of \$70. The utility service shall not again be provided to a user or resumed on the premises until the respective water and sewer service bills shall have been paid to the City Treasurer.
- B. For industrial and commercial customers, the Department of Public Works shall send notice to the owner and tenant or lessee of impending cutoff, not less than 30 days before the intended date of cutoff.
- C. For residential customers, the Department of Public Works shall not disconnect service:
 - 1. Until the account is at least 45 days in arrears;
 - 2. On any Friday, weekend, state holiday, or the day immediately preceding a state holiday; and
 - 3. On any day in which the temperature is forecast by the National Weather Service to be higher than 92 degrees Fahrenheit in the City within 24 hours thereafter.
- D. The City Manager shall cause a plain-language explanation of the City’s utility disconnection policy on the City website in English and Spanish.
- E. With respect to any residential account, the Department of Public Works shall, in addition, provide notice of delinquency and impending cutoff in each bill following the delinquency of the account, including (i) the current amount of the delinquency, (ii) available bill repayment assistance plans (e.g., from the Department of Social Services), and (iii) any available payment plans. The Department of Public Works shall undertake reasonable efforts to make contact with the delinquent residential customer through email, text message, telephone call, or door hanger. The foregoing shall not be construed to require that all such methods be used or exhausted.

(Statutory Reference: Code of Virginia, §§ 15.2-2121.1, 15.2-2121.2, and 15.2-2121.3.)