

CITY OF CHETEK
Disconnection Policy for Utility Service

I. PURPOSE OF POLICY

The City of Chetek desires to create reasonable standards governing “extended period” disconnection requests for properties that become vacant, uninhabitable due to fire, condemnations, remodeling, seasonal occupancy, or other valid reasons not specifically noted herein. The City of Chetek regards the term “extended period” to mean at least one (1) calendar month. Disconnection requests will not be granted for partial months.

II. REQUIREMENT OF DISCONNECTION OF SERVICES

1. Disconnection shall be a minimum of one (1) calendar month. All units will be charged for storm water and public fire protection. Property owners must complete a request per occurrence for each unit.
2. Minimum charges shall continue to be billed regardless of usage.
3. PERMANENT DISCONNECTION may be requested if service will be shut off continuously for twelve (12) months. If service is turned on within the twelve month period customer shall be back billed for all charges back to the original shut off date. (per public service commission regulations)

_____ **initial to confirm you have read and understand these requirements**

_____ **Initial** - The City will not credit accounts for service prior to disconnection request

4. All accounts must have a zero balance prior to disconnection.
5. Any property found to be in violation of the above provisions will have the disconnection application revoked and said property will be charged for service dating back to disconnection date.
4. Any and all unpaid utility charges, interest, and/or penalties will be placed on the tax roll against the property as a special charge.

III. IMPLEMENTATION

Implementation of this policy is deemed to be in the best interest of the citizens of the City of Chetek. This policy’s intent is to serve and coordinate various requests for service disconnection and reconnection among aforementioned parties to conserve time, manpower, and fiscal resources. Its overall purpose is to be both reasonable and fair to all parties affected by standards listed within this document. This policy may be amended as needed, so long as amendments satisfy the overall intent of the document, by a vote of the Common Council of the City of Chetek.

IV. APPEAL

Any property owner may appeal to the Common Council any and all disconnection/ reconnection applications denied by the City Clerk’s office. To appeal, said property owner must submit a signed written request of appeal to the City Clerk for presentation to the Common Council.

**CITY OF CHETEK
REQUEST TO DISCONTINUE UTILITY SERVICES**

Date received in office _____

Instructions: If this request is for the current month (vacated on the 1st of the month) the application needs to be submitted before the 15th of the month. If we receive an application after the 15th of the month, or the request date is after the 1st of the month, the effective date will be the 1st of the following month. This application must be **filed annually**, except for properties vacant due to fire, or condemnation or permanent disconnection.

Account Number: _____ Telephone Number(s): _____

Name on account _____ House address _____

- _____ I am requesting to discontinue service due to the following:
- _____ home is uninhabitable
 - _____ resident is in the nursing home/long-term hospital stay
 - _____ remodeling - anticipated completion date _____
 - _____ for sale – name of Realty Company _____
 - _____ to be rented
 - _____ on vacation

_____ This home is a seasonal home – used during summer months only
Seasonal residents will be charged for a minimum of 5 months of garbage service from May 1st through September 30th each year. _____ **I understand charges will automatically begin May each year**

I will use weekly curbside pickup _____

I will use bag service _____ (allowed up to 8 bags per month)
I understand bags must be placed in dumpster behind city hall.

Water status while I am gone:

- _____ I request my water meter be turned off at the street while I am gone.
- _____ I request my water meter be temporarily removed while I am gone.
- _____ I request a Permanent disconnection of service. **I have read and understand the policy on permanent disconnection of services. Public Works department shall shut water off at the curb and remove meter. If unable to shut water off at the curb, modifications shall be made by the customer to prevent water from being accessible.**

Month to stop service _____ **full months only!**

Month to begin service _____ **will be charged for a full month**

I understand charges will automatically be billed on the month indicated.

SIGNATURE _____ **DATE** _____

Date Notified City Shop Via Email: _____ Initials: _____
(forward this form for meter removal, shuts offs, and permanent disconnections)

Public Works authorization for Permanent Disconnection of water/sewer _____ date _____

Processed on _____ By _____