

**CITY OF MONROE
RESOLUTION NO. 2023-010**

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF
MONROE, WASHINGTON, APPROVING THE UTILITY
SHUTOFFS FOR NONPAYMENT DURING EXTREME
HEAT POLICY

WHEREAS, the City of Monroe (hereinafter referred to as City) aims to prioritize the well-being and safety of its residents during heat-related events while ensuring fair and responsible financial practices regarding water service; and

WHEREAS, the state legislature recently enacted Engrossed Substitute House Bill 1329; and

WHEREAS, the current water disconnect policy needs to be updated to reflect changes in state law; and

WHEREAS, the City has determined that adoption of a policy is necessary for the process of managing water disconnections during a National Weather Service heat-related alert;

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF MONROE, WASHINGTON, HEREBY RESOLVES AS FOLLOWS:

Section 1. Adoption of the City of Monroe Utility Shutoffs For Nonpayment During Extreme Heat Policy. The City of Monroe Utility Shutoffs For Nonpayment During Extreme Heat Policy is adopted in its entirety attached as Exhibit A.

Section 2. Effective Date; Retroactive Application. This resolution shall take effect immediately upon adoption. Provided, that the provisions of Exhibit A shall be deemed retroactively applicable to July 23, 2023, in order to ensure consistency with the effective date of Engrossed Substitute House Bill 1329.

ADOPTED by the City Council of the City of Monroe, at its regular meeting thereof, and APPROVED by the Mayor this 25th day of July, 2023.

Approved: July 25, 2023
Effective: July 25, 2023

CITY OF MONROE, WASHINGTON


Geoffrey Thomas (Jul 26, 2023 08:27 PDT)

Geoffrey Thomas, Mayor

ATTEST:


Jodi Wycoff (Jul 26, 2023 12:10 PDT)

Jodi Wycoff, City Clerk

Exhibit A

CITY OF MONROE

FINANCE POLICIES

POLICY SUBJECT: Utility Shutoffs for Nonpayment During Extreme Heat

REFERENCE NUMBER: #

EFFECTIVE DATE: July 25, 2023

APPROVED:

_____ Mayor

_____ City Administrator

SUBMITTED TO COUNCIL:

_____ N/A

_____ Yes Resolution # 2023/010 Date July 25, 2023

RECEIVED:

_____ Police

_____ Human Resources

_____ Clerk

_____ Engineering

_____ Finance

_____ Public Works

_____ Community Dev.

_____ City Attorney

_____ Risk Management

POLICY PURPOSE:

The City of Monroe aims to prioritize the well-being and safety of its residents during heat-related events while ensuring fair and responsible financial practices regarding water service. Engrossed Substitute House Bill 1329 prohibits water utilities from disconnecting water service due to nonpayment from residential users during certain heat-related events. The City of Monroe establishes the following procedures to comply with ESHB 1329 during a National Weather Service heat-related alert. The provisions of this policy apply exclusively to residential users.

For purposes of this policy, “National Weather Service heat-related alert” or “alert” includes any day that the National Weather Service has issued or has announced that it intends to issue an excessive heat warning, a heat advisory, an excessive heat watch, or a similar alert, for the area in which the residential user’s address is located.

The provisions of this policy shall be reasonably construed in a manner consistent with applicable state law, including without limitation ESHB 1329.

7/18/2023

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1. Notification and Contact Information

Regular bills, delinquency notices, and tags delivered to the property after water service is disconnected shall include the following text:

"During a National Weather Service heat-related alert, you may request reinstatement of service by calling 360-794-7400 during the period covered by the alert."

2. Delay of Water Disconnections

On the regularly scheduled shut-off day, Finance and Public Works staff will review the current National Weather Service data to determine if a heat-related alert is in effect. If there is no heat-related alert in place, shut offs for nonpayment will occur per the usual process.

If a heat-related alert is in effect for the scheduled date of shut off, water disconnection for nonpayment will be delayed until the next available day in the current week when the heat-related alert is lifted.

If the National Weather Service heat-related alert remains in place for the current week and the following week, the water disconnection for nonpayment will be rescheduled to the subsequent month on the regularly scheduled shut-off day.

3. Reinstatement Parameters

Customers requesting reinstatement of service due to a National Weather Service heat-related alert can avoid immediate shutoff once the alert is lifted by:

- A. Paying the past due balance in full prior to the alert being lifted.
- B. Entering into a payment plan by contacting the City prior to the alert being lifted.
 - a. The payment plan will stipulate that the current billing must be paid and remain current;
 - b. The past-due balance must be paid by the following May 15th, or as soon as possible after May 15th if needed to maintain monthly payments that are no greater than six percent of the customer's monthly income. Customers can choose to pay more than six percent of their monthly income to pay the past due amount prior to the following May 15th.
 - c. Failure to maintain the payment plan will result in shut off of services.

Subject to the foregoing parameters and the provisions of ESHB 1329, upon receipt of a request for reinstatement of service the City shall promptly make a reasonable attempt to reconnect service to the customer's dwelling.

If a customer fails to maintain the payment plan, declines to pay the full past-due amount, or refuses to fill out a payment plan, the water service will be disconnected on the first business day after the National Weather Service heat-related alert is lifted.

4. Charges and Fees

For customers requesting services to be restored during a National Weather Service heat-related alert, the utility shut-off and turn-on charges established by Schedule F of the City of Monroe fee schedule shall not apply. Penalties charged in the normal course of business for any past due amounts will still be assessed.

5. Reporting

The City of Monroe will maintain required documentation containing the number of customers shut off during a National Weather Service heat-related alert. This information will be reported on an annual basis to the Department of Commerce as required by ESHB 1329.

RES 2023 010 Utility Shutoffs for Nonpayment During Extreme Heat Policy Approval

Final Audit Report

2023-07-26

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