

City of Titusville  
City Services  
107 N Franklin St  
Titusville PA 16354

# City of Titusville

## City Services



[www.cityoftitusvillepa.gov](http://www.cityoftitusvillepa.gov)

12/01/2018

**YOUR RIGHTS & RESPONSIBILITIES AS A UTILITY CUSTOMER**

*Water, Sewer, Refuse / Recycling*

*This institution is an equal opportunity provider and employer*



Notes:



Multiple horizontal lines for writing notes.

### How your Utility Bill is calculated

The City of Titusville (herein referred to as the "City") has the responsibility to mail you a bill for your utility services once every billing period. This bill will be based on either an actual or estimated reading. The total amount of water consumed as shown by the meter reading will be used in computing the bill.



### Meters and Meter Readings

The City will schedule an actual meter reading at least once per year but tries to get actual readings every other month. If a Public Works employee visits your residence to obtain a meter reading, they will carry identification, which you may ask to see for your protection. *Your water meter is the property of the City.* You are legally prohibited from removing and/or tampering with the meter. You have the responsibility to keep the meter free from obstructions by restraining dogs or by removing obstacles that the meter reader might encounter at your residence. *You have the responsibility to provide access to the meter.* Repairs for meter damage due to freezing, hot water, or external causes are your responsibility as well.

### Estimated Bills

Estimated readings are calculated based on your usage history. Your bill may be estimated when obstructions, extreme weather conditions, emergencies, strikes, or other circumstances prevent the City from getting a meter reading.

## Missed Meter Readings

If your meter cannot be read the City will estimate your usage from previous readings. The City will record why it couldn't be read and will replace or fix the meter for future readings.

### How to Check Your Bill for Accuracy

If you think that your bill is incorrect, check it in the following ways:

1. **Read your meter.** Your usage should have increased between the time the City read your meter and when you take the reading. (The bills in 1,000s or the 1<sup>st</sup> 4 dials on the meter)
2. **Compare the bill** to the one you received at the same time last year to see if there is any change in your usage. Remember to compare differences in usage rather than dollar amounts as rates may have changed. Consider severe weather conditions and changes in living habits (additions, new appliances, additional family members, etc.) that could increase the amount of your usage. Call the City Services Clerk to obtain a copy of the "Finding Water Leaks" information guide if you suspect a leak.
3. **Request a meter flow test.** There is a charge for this service. (See Article 191 of City Ordinance)



*Leaf collection is contracted out to Advanced Disposal.* Advanced Disposal will be up leaves in the fall. (Bio-degradable bags only)

### Leaf Waste

Leaves should be bagged in biodegradable bags and placed at the curb for pickup by Advanced Disposal. **Pick up dates will change year to year.** (Usually twice in the fall) Customers can also take them behind our Waste Water Treatment plant. Please cut bag and dump leaves out and take bag with you.

## Ownership of Recyclable Material

Persons generating recyclable materials and leaf waste shall be deemed to be the owners of such recyclable materials and leaf waste until such time materials are placed at curbside or similar location for collection by the City or its agents.

Once recyclable materials and leaf waste have been placed by the curbside for collection, all such materials shall be deemed to be owned by the City or its assignees.

## Prohibited Acts

No person, other than those specifically authorized by the City, shall collect, remove or pick-up any recyclable materials or leaf waste once they have been placed at the curb side for collection.

No person, shall place any recyclable materials at the curbside or other authorized site for collection more than twenty-four hours in advance of the date designated by the City for collection.

No person, shall dispose or attempt to dispose of recyclable materials and leaf waste when combined with other forms of waste or in a manner prohibited by rules and regulations adopted by the City.

Improper disposal of hazardous household waste. Call the Crawford County Solid Waste Authority at (814) 333-7366 for proper disposition.

No person shall burn leaf waste.

## Paying your Bill

### *When to pay your bill*

Bills are mailed the last business day of the month, due by the 15<sup>th</sup> of the next month unless the 15<sup>th</sup> falls on a weekend. In that case, bills will be accepted through the next full business day as paid on time. In not paid by the due date, your account will be charged a 10% late fee on the unpaid current bill balance.

### *Options to pay your bill*

- Auto debit from your bank account(see City Services Clerk)
- Placed in 24-hour drop box along right side of City Hall
- Mailed to 107 N Franklin St, Titusville PA 16354-1734
- Web-site: [www.cityoftitusvillepa.gov](http://www.cityoftitusvillepa.gov)
- Made in person M-F 9:00 – Noon at City Hall Treasurer's Office
- Farmers Bank (Titusville Only)
- Master, Discover & Visa Cards (fees apply)

### *Billing Errors & Special Charges*

If a billing error occurs and you have been over-billed, the City will refund or credit your account. If you have been under-billed, the City will attempt to make reasonable payment arrangements with you.

**Fees** may be added to your bill for things such as service Turn On/Off requests, meter flow tests, meter parts (backflows and bottoms), and returned check (NSF) charges.

Checks returned "NSF" to the City of Titusville will receive notice from the Treasurer's Office. Returned checks for City Services payments will be considered void and re-applied on the account for which the check was written and a fee will be added on to the City Services account. A full description of the NSF process is available in the Treasurer's Office at City Hall.

## Applications for City Services

### Security Deposits

A Security Deposit of \$100.00 is due when opening a new account. *The security deposit is returned (with NO interest) at the end of one (1) year if your account is current when the one year time period is up. If your account is not current, the deposit will be applied to the delinquent balance. Security Deposits will be paid only to the person named on the application and responsible for the account. If the Security Deposit is not paid before a tenant moves in, services will be discontinued.*

*If you move* within a year and continue to be a City Service customer, the deposit will carry over to your new address. Your final bill must be paid in full before you can hold City Services in your name at another location. If you move within a year and are no longer a customer the Security Deposit will be applied to your balance due and a refund will be issued for any credit balance left on the account.

### New Account Set-up and Moving Fees

There is non-refundable \$25.00 new account or moving set up fee that will be charged on your 1<sup>st</sup> bill. If water is off at this location there will be a \$25 charge turn on fee. Also \$25.00 turn off fee.

## Payment Arrangements

A payment arrangement is an agreement you reach with the City to make reasonable payments over a period of time for the amount of money you owe. An example of a payment arrangement includes paying 1/3 of the past due balance in addition to the current monthly bill. The size of payments will be determined by such things as: your ability to pay (your income, family size, etc.), your payment history, the length of time your payment has been overdue, and the size of the unpaid balance. *If at any time a payment is not made in the current month, water service will be terminated and will not be reinstated until full payment of the account balance is received.*

### What happens when water service is discontinued (shut-off)

- You will receive a letter from the City Building Inspector informing you that you have ten (10) days to restore service
- If service is not restored, your property will be rendered uninhabitable
- You will be ordered to vacate the premises

## Landlord / Tenant Rights

The City follows policies set forth in the [Landlord Tenant Act](#) as well as the [Utility Services Tenants Rights Act](#).

### Tenants

*When the service is in your landlord's name, and he/she fails to pay the City Services bill or instructs the City to shut off your water service, the City will post a notice explaining your rights and duties related to continuing service. You must contact City Hall to apply for service in your name. If you have an outstanding bill in your name at another address you must pay that bill before service can be turned on in your name at another residence.*

### Landlords

*When your rental becomes vacant you must notify the City Services Clerk immediately. If a credit is due for the current month, one will be issued. There will be no credits issued for previous month vacancies where the City has not been notified of the vacancy.*

*The City will not shut-off your service*

- On a Friday, Saturday, Sunday, holiday, the day before a holiday or any day the City is closed – **except in emergency conditions**
- For non-payment of bills in someone else’s name, unless you are found responsible by a court.

All tenants named on the lease are equally responsible for City bills.

**The Restoration Process – getting service back on**

The City will restore your service by the end of the first full business day after you pay the delinquent amount owed plus the Turn Off and Turn On Fees.

You are required to pay in person at City Hall. After payment is verified at the Treasurer’s Office, you are required to schedule a Service Turn on Request with the City Services Clerk.

**Someone must be home in order for your water service to be turned back on.**

**Reports to Collection Agency**

Any customer (tenant or owner) whose water service cannot be shut off for any reason and who cannot or does not make arrangements to pay a past due balance, or defaults on payment arrangements, will be turned over to a collection agency. There is a 25% penalty on balances turned over to the collection agency.

**Liens against the service location**

The City has the right to enter a lien against the property for unpaid balances. The owner is ultimately responsible for all delinquent City Service balances.

*If you Move*

THERE IS A \$25.00 MOVING FEE that will be assessed each time you move. This fee will be on your 1<sup>st</sup> bill.

- *You have the responsibility to notify the City Services Department at least seven (7) days before your moving date.*
- You have the responsibility to give the City access to your meter for a final reading and shut off of service.
- You will continue to be billed for services until we have received the proper notification.
- You are responsible to pay any utility bill you still owe at your old address. If you do not pay the final bill, water service at your new City address will be terminated and your delinquent bill will be turned over to a collection agency.

*If you plan to be away*

You have the responsibility to make arrangements for paying your bills. Remember, your utility service continues even while you are away and you will be billed during your absence. Failure to make arrangements for payment of these bills could result in shut off of your service and/or penalty charges.

*If you will be away for an extended period of time*

You may request the water be shut off and a final reading done. *Someone must be present the day we shut off to sign the request confirming the service was completed.* You will be charged a Turn Off Fee. The City cannot be held responsible for “freeze-ups” and / or water damage issues when water is restored.

**Complaints**

Should you have a complaint regarding your services, **contact the City Services Clerk at 814-827-5300 ext 315.** If your complaint does not get resolved to your satisfaction, contact the City Manager. Further discussions will be directed to the City Solicitor.

## Garbage / Refuse / Rubbish

The City's agent/contractor Advanced Disposal shall collect a reasonable accumulation of refuse from each customer weekly for a standard fee. It is unlimited pick up but for weight limits for hauling please try to keep to (3) 45 gallons bags per week weighing no more than 75 lbs. per bag. This fee is included in your monthly City Services Bill.

Please take corrugated cardboard down to our Public Works Garage & put in the dumpster

Please call Advanced Disposal: (800) 749-4167 to schedule bulk items or if you have an additional amount that needs hauled away. No extra fee will be charged.

## Shut-Off / Termination Process

The shut-off / termination of water service is a very serious matter. *It is important to contact the City Services Department as soon as you receive a shut-off notice.* The City will follow these steps before shutting off your service:

- At least ten (10) days prior to the scheduled shut-off date the City will notify you in writing. This notice is called a **Delinquent Shut-off Notice**. The notice will inform you about what action you can take to avoid having your service shut-off. (If you are a tenant, a copy of this notice is sent to your landlord as well)
- Three (3) days before your service is shut-off, you will receive a **RED TAG** notifying you that you must pay or contact the City Services Department. This RED TAG will be posted on your door. There is a **\$40.00 fee** associated with the posting of this notice.
- If your delinquent balance is *not paid in full* between the date on your delinquent notice and three (3) days after you are RED TAGGED, YOUR WATER SERVICE WILL BE DISCONTINUED.
- The RED TAG is your final notice.

*Once your service has been terminated, the service may not be restored until the next business day.*

To have service restored after hours an Emergency – Call Out fee must be paid in advance for \$150.00 (See City Ordinance – Article 191 for fee updates)

**Credit Policy for New Customers** – *When you apply for service, the City has the right to check your credit history. In addition, before providing service, the City does require that you pay any unpaid bills that you owe from previous years. You will be charged a "new" customer account set up fee. You cannot be held responsible for another person's bill unless you own the property, were married to that person at the time the bills were incurred, or were named on the rental lease.*

If you have difficulty paying your City Services bill or are not making payments for any other reason, *contact the City Services Department at City Hall as soon as possible*. By notifying us immediately, you may avoid shut-off of your service. The following information concerns both your rights and responsibilities regarding service shut-off.

See page 6 for information regarding *Payment Arrangements*.

### Water Service Shut Offs

- **Failure to pay**, for a period greater than 30 days
- **Non-payment** of
  - An undisputed bill for service
  - A payment arrangement
  - A security deposit
- **Tampering** with City meters or other City property, or theft of utility service.
- False statement or **fraud** in obtaining your utility service
- **Refusal** to allow City employees to read your meter or check City meter equipment.
- **Violations of rules** which may cause harm to individuals or damage City equipment. \*
- Public Works discovers a situation deemed **a risk of point source contamination** or cross connections with other water/utility sources. i.e.; sewer leaks and/or connections to well and City water. \*
- **Leaks** causing property damage or creating hazardous conditions. \*
- **Emergency situations** posing a risk of personal injury or property damage. \*
- Failure to meet time limit for making repairs.

\* These are considered emergency situations

## Garbage Pickup Guidelines

*(Complete guidelines are available by contacting Advanced Disposal)*

- Set out garbage **after 5 p.m.** the night before scheduled pickup
- Containers/bags should be no more than **45 gallons**, suitable for collection purposes, and of such weight that can be handled by (1) man (no more than 75 lbs.). Containers must be removed from the street within 24 hours of pickup
- **No hazardous household wastes**. Due to State regulations, the refuse hauler CANNOT accept excrement, flammable liquids (solvent, paint thinners, oil, containers holding liquid paints, gas or kerosene), auto batteries or parts or any material that may be considered hazardous, infectious or toxic.
- No household remodeling and repair refuse **in excess of 100 pounds** per month or at any time in any quantity greater than can be handled by two workers.
- No computers, TV's, printers or other computer peripheral devices will be accepted
- *Air conditioners, freezers, and refrigerators must be marked with sticker by an authorized Freon removal company.* (Contact Refuse Hauler: 1-800-749-4167)
- Tree trimmings, hedge clippings, and similar materials shall be cut to length not to exceed three (3) feet and must be securely tied in bundles not more than two (2) feet thick before being deposited for collection.
- Grass clippings shall be picked up by Refuse hauler
- **BULK ITEMS:** When you have bulk items for collection, *please contact Advanced Disposal directly at least TWENTY FOUR HOURS IN ADVANCE of your regularly scheduled day of waste collection.* Describe the item in detail and they will advise you of the best way to prepare the item for collection. Common bulk items include; Mattresses/Box Springs, Appliances, Hot Water Tanks, and Furniture



**RECYCLING IS EASY – RECYCLING WORKS – IT’S THE LAW**

**APPROVED CONTAINERS**

**FREE** recycling containers are available at the City Public Works Garage located at 120 St John St. *Any questions regarding refuse/recycling pick-up please call Advanced Disposal at 1-800-749-4167.*

**Sorry Tags** – The hauler should place “sorry” tags on refuse /recycling that is not being picked up. The tag should explain the reason for refusal.

**RECYCLING GUIDELINES**

- Set out recyclables the same day as scheduled refuse pickup
- Rinse recyclables and discard lids
- Use prescribed container
- Do not place recyclables in plastic bags
- Recyclables co-mingled with non-recyclables will not be picked up

**WHAT CAN BE RECYCLED**

**GLASS** – Clear, amber, and green glass from beverage bottles and food jars. (NO window glass, light bulbs, crystal, glass tumblers, ceramics, mirrors, or ovenware.)

**CANS** – aluminum, steel, bi-metal food cans. (NO aluminum siding, toys, lawn furniture, foil trays, or un-emptied paint cans.)

**PLASTICS** – (PETE, HDPE) Stamped #1 - #2 on the bottom. (NO motor oil, antifreeze, pump top or spray bottles.)

Symbol	Name	Description	Examples
	Polyethylene Terephthalate	Clear, tough, resistance to heat	Plastic soft drink, water, sports drink, mouthwash, ketchup and salad dressing bottles, peanut butter, pickle, jam jars
	High Density Polyethylene	Stiff, strong, resistance to chemicals and moisture	Milk, water, juice, cosmetic, shampoo, dish and laundry detergent bottles; bathroom and kitchen cleaning containers; yogurt and margarine tubs.

**CARDBOARD** – Place in container located at the Public Works Garage at 120 St. John St.



**NEWSPAPERS/MAGAZINES** – Place in a brown paper bag or lay bound with twine on top of your recyclables.

