**Table of Contents**

Section 1 1.1 Accounts Collection Policy

Section 2 2.1 Anti-Nepotism Policy

Section 3 3.1 Automatic Bank Draft Policy

Section 4 4.1 Bad Debt Write-Off Policy

Section 5 5.1 Billing and Payment Policy

* 1. Collecting for Other Services

Section 6 6.1 Capitalization-Fixed Asset Policy

Section 7 7.1 Cell Phone Use in City Vehicles

Section 8 8.1 Code of Ethics

Section 9 9.1 Credit Card Payment Policy

Section 10 10.1 Cross Connection Policy

Section 11 11.1 Customer Fees, Rates, and Charges

Section 12 12.1 Discontinuance of Service (Cut-Offs) Policy

Section 13 13.1 Eminent Domain

Section 14 14.1 Fire Hydrant Use Policy

* 1. Fire Lines Policy

Section 15 15.1 Identity Theft Prevention Program

Section 16 16.1 Non-Discrimination Policy

Section 17 17.1 Public Records / Utility Records Policy

Section 18 18.1 Returned Check / Bank Draft Policy

Section 19 19.1 Subdivision and Developers Policy

Section 20 20.1 Substance Abuse Policy

Section 21 21.1 Surplus Property Disposal

Section 22 22.1 Tap and Meter Policy

Section 23 23.1 Theft of Service Policy

Section 24 24.1 Unclaimed Property Policy

Section 25 25.1 Utility Line Extension Policy

Section 26 26.1 Vehicle Use Policy

Section 27 27.1 Water / Sewer Adjustment Policy

Section 28 28.1 Outside City Sewer Service Policy

Section 29 Appendices

**Table of Contents (Continued)**

Appendices

* Emergency Plan (Current)
* Drug-Free Workplace Forms
* Cross Connection Survey
* Degree of Hazards
* Well User Agreement of Non-Use or Connection to the Public Water Supply
* Backflow Incident Report Form
* State Guidance
	+ Backflow Prevention Assembly Performance Evaluations
	+ Certificate of Competency for Testing and Evaluating Backflow Prevention Assemblies
	+ Lawn Irrigation Systems
	+ Approved Backflow Prevention Assemblies
* Rates/Fee Schedule
* Customer Contract
* Standard Water Specifications (Adopted 12-8-2020)
* Standard Sewer Specifications (Adopted 12-8-2020)