

ORDINANCE NO. 2025-14

**AN ORDINANCE OF THE CITY OF NORTH SALT LAKE
AMENDING TITLE 4, CHAPTER 3, SECTION 6 AND TITLE 8,
CHAPTER 1, SECTION 3 OF THE CITY CODE PERTAINING TO
CITY UTILITY HARDSHIP ASSISTANCE**

WHEREAS, the City of North Salt Lake is an incorporated city in Davis County Utah;
and

WHEREAS, the City Council of North Salt Lake has determined that certain amendments to the City Code relating to utility fees, rates, and charges are necessary; and

WHEREAS, the City Council has identified the need to provide for utility billing reduction assistance to customers of the City's water, storm water, and/or solid waste utility fees under circumstances where, among other criteria, household income is at or below 150% of the Federal Poverty Level; and

WHEREAS, the Audit Committee of the City of North Salt Lake met on December 3, 2024, March 18, 2025, and June 17, 2025 to discuss application procedures and qualification criteria for a hardship assistance program; and

WHEREAS, the Audit Committee proposed that qualified applicants with utility accounts in good standing may receive a 50% billing reduction for a period of three months; and

WHEREAS, the period of hardship assistance may be extended for an additional three months with demonstrated proof of continued need; and

WHEREAS, City utility customers may be granted hardship assistance for no more than six months within a 36-month period.

NOW, THEREFORE, BE IT ORDAINED by the City Council of the City of North Salt Lake as follows:

Section 1. Code Amendment. Title 4, Chapter 3, Section 6 and Title 8, Chapter 1, Section 3 of the City Code are hereby amended as attached in Exhibit A.

Section 2. Severability. If any section, part or provision of this Ordinance is held invalid or unenforceable, such invalidity or unenforceability shall not affect any other portion of this Ordinance, and all sections, parts and provisions of this Ordinance shall be severable.

Section 3. Effective Date. This Ordinance shall take effect immediately upon publication and posting.

APPROVED AND ADOPTED by the City of North Salt Lake, Utah on this 15th day of July, 2025.



CITY OF NORTH SALT LAKE

Brian J. Horrocks

BRIAN J. HORROCKS
Mayor

ATTEST:

Wendy Page

WENDY PAGE
City Recorder

City Council Vote as Recorded:

Council Member Watts Baskin	<u>aye</u>
Council Member Clayton	<u>aye</u>
Council Member Jackson	<u>aye</u>
Council Member Knowlton	<u>excused</u>
Council Member Van Langeveld	<u>aye</u>

Certificate of Posting Ordinance:

I, the duly appointed recorder for the City of North Salt Lake, hereby certify that the foregoing Ordinance No. 2025-14 was passed by the governing body on the date shown above, and that copies were posted as required by Utah Code 10-3-711.

Recorded this 16th day of July, 2025.

Wendy Page
Wendy Page, City Recorder



[Seal]

EXHIBIT A

TITLE 4 HEALTH AND SANITATION

CHAPTER 3 GARBAGE AND REFUSE

SECTION:

4-3-6: SERVICE CHARGES:

A. Required: All residents within the City shall pay monthly garbage service charges in such amounts as specified in the comprehensive fee schedule resolution.

B. Vacancies: If a dwelling unit or a place of business has remained vacant for an entire month, the owner or possessor of the site may make arrangements with the **City Recorder utility billing department** for ~~no~~ **reduced** garbage collection charges during the continued vacancy of the premises.

C. Method Of Payment Of Service Charges:

1. The garbage service charges imposed by this section shall be added to the charge made for water furnished through the water system of the City, and shall be billed and collected in the same manner as water service charges are billed and collected.

2. In the event that the obligee for the water service charges and the obligee for the garbage service charges do not coincide, or in the event that practical economic and administrative reasons do not make combined billing and collection feasible, in the opinion of the City Council, the garbage service charges may be collected with such frequency and in such manner as the City Council shall by regulation provide. (Ord. 2018-08, 9-4-2018)

3. Residential property owners experiencing hardship and meeting specific criteria may apply for assistance as described by City Code 8-1-3(C), "Hardship Assistance".

TITLE 8 PUBLIC UTILITIES

CHAPTER 1 WATER USE AND REGULATIONS

SECTION:

8-1-3: FEES, RATES AND CHARGES:

A. Rates And Connection Fees: The rates, penalty fee for delinquency in payment, connection fee, reservoir fee, inspection fee and other charges incidental to connection and services from the city water system shall be in such amounts as specified in the comprehensive fee schedule resolution. The governing body may promulgate rules for levying, billing, guaranteeing and collecting charges for water services and all other rules

necessary for the management and control of the water system. Rates for services furnished shall be uniform with respect to each class or classes of service established or that may hereafter be established. (1989 Code § 14-117)

B. Delinquency; Discontinuance Of Service:

1. The City shall provide a utility bill containing the utility service charges assessed to each customer once a month. The utility bill may be sent electronically, or by mail.
2. The utility bill shall specify the amount charged for utility service, the available methods of payment, and the date payment is due.
3. Utility bills shall be delivered by the twentieth of each month for services provided during the previous month. The due date for the utility bill shall be the last day of the same month as the utility bill is delivered.
4. Delinquent Notification Procedure:
 - a. If utility bills are not paid by the fifteenth of the following month, a notice of "Past Due" amount will appear on the customer's next utility bill.
 - b. If the past due amount remains unpaid thirty (30) days after the original due date within ten (10) days an automated voice message call will be sent to the telephone number the customer has provided as their primary contact.
 - c. If the past due amount remains unpaid sixty (60) days after the original due date within ten (10) days the City will attempt a direct call (not automated) to the telephone number the customer has provided as their primary contact.
 - d. If the bill is not paid within twenty four (24) hours of the direct call the City may disconnect the delinquent customer from water services.
 - e. Shut-offs for non-payment may be done not sooner than a delinquency of at least sixty five (65) days or when two (2) monthly payment due dates have passed without payment.
 - f. After water service is disconnected, the City will only reconnect the delinquent customer when the total charges are paid in full or other arrangements are made with approval of the Finance Director or City Treasurer.
5. The City is hereby authorized and empowered to enforce the payment of all delinquent water charges by an action of law in the name of the City. (1989 Code § 14-121; amd. 2012 Code; Ord. 2021-07, 8-17-2021; Ord. 2022-03, 6-7-2022; Ord. 2023-14, 11-7-2023)

C. Hardship Assistance

The City of North Salt Lake recognizes that residents may experience temporary financial hardship due to unforeseen circumstances. This policy establishes a hardship assistance program that provides a 50% billing reduction on City utility charges (Water, Storm Water, and/or Solid Waste) for up to three consecutive months for qualifying customers under the following guidelines:

1. Eligibility Criteria. To qualify for hardship assistance, applicants must meet the following criteria:
 - a. Account Holder Status:
 - i. The applicant must be the named account holder for a residential utility account within the City of North Salt Lake.
 - ii. The account must be in good standing for at least six (6) months prior to applying.
 - b. Demonstrated Financial Hardship:
 - i. The applicant must provide documentation proving financial hardship due to one or more of the following reasons:
 1. Job Loss or Reduced Work Hours: Unexpected job loss or significant reduction in work hours within the last six (6) months.
 2. Medical Hardship: Significant out-of-pocket medical expenses exceeding 10% of household income.
 3. Natural Disaster: Home or primary residence damage due to a declared disaster (e.g., flood, earthquake, wildfire).
 4. Disability: Temporary or permanent disability affecting the ability to work and meet financial obligations.
 5. Death, divorce, or separation from an immediate household member resulting in significant reduction in household income within the last six (6) months.
 - c. Household income must be at or below 150% of the Federal Poverty Level (FPL), as published annually by the U.S. Department of Health and Human Services (HHS).
2. Application. Applications for assistance must include the following:
 - a. Completed Hardship Assistance Application Form.
 - b. Proof of Hardship (One of the following):

- i. Job Loss: Termination letter, unemployment benefit statement, or severance agreement.
 - ii. Medical Expenses: Copies of medical bills, insurance claim denials, or a physician's certification.
 - iii. Natural Disaster: FEMA determination letter, insurance claim, or city/state emergency declaration.
 - iv. Disability: Social Security Disability Insurance (SSDI) letter, physician's statement, or disability benefits approval.
 - v. Death, divorce, or separation: Death certificate, finalized divorce decree, separation agreement, or other substantiated evidence.
 - c. Proof of Income (One of the following):
 - i. Most recent pay stubs (last two months), most recent tax return (1040 form), or Social Security, Disability, or Unemployment benefits statement.

3. Verification & Approval.

- a. The utility billing department will confirm all required documentation is submitted. Incomplete applications will be returned with a request for missing documents.
- b. The City reserves the right to verify hardship claims by contacting employers, medical providers, insurance agencies, and other government entities.
- c. Applicants will receive written notification of decision within fifteen (15) business days of submission.
- d. If approved, the 50% billing reduction will be applied to the next billing cycle for up to three (3) consecutive months.

4. Program Extension.

- a. Applicants who have been approved for hardship assistance may request an extension of up to three (3) additional months. Such requests must be submitted to the City in writing prior to the expiration of the initial assistance period.
- b. Approval of an extension shall be contingent upon the applicant's demonstrated ongoing need for assistance.

5. Program Limitations & Funding.

- a. No applicant may receive hardship assistance for more than six (6) months within a 36-month period.

- b. The City may suspend or modify this program for any reason, including funding availability.
- 6. Appeals. Any applicant who is denied hardship assistance shall be notified in writing and provided with information regarding their right to appeal.
 - a. An applicant may file a written appeal to the City Recorder within ten (10) business days of the date of the denial notice.
 - b. The appeal shall be heard by the City's designated Administrative Law Judge (ALJ) in accordance with statutory municipal administrative hearing procedures:
 - i. The City shall provide the applicant with written notice of hearing time, date, and location.
 - ii. At the hearing, the applicant will be allowed to present evidence, call witnesses, and be represented by counsel.
 - iii. The City shall maintain an official record of the hearing, including audio/visual recordings or transcripts.
 - iv. Following the hearing, the ALJ shall issue a written decision whether the applicant demonstrated continued need and may affirm, reverse, or remand the denial.
 - v. The written decision shall be mailed to the applicant within thirty (30) days of the hearing.