

Utility Billing and Disconnection Procedures and Policy

1. Bills are sent end of the month around the 28th day and are due the 20th of the month or the Monday after the 20th if the 20th lands on a weekend. Late payments are 10% of the water & sewer portion of the bill if not received by the 20th.
2. Past dues if past 30 days when next month bills are sent out it is due the 10th of the month. If not paid door hangers are delivered by maintenance personnel and requested payment by 15th or water is shut off. NO EXCEPTIONS unless payment arrangements have been made. The arrangements can be as follows:
 - a. Pay their bill in full.
 - b. Make payment arrangements.

After the 15th if no arrangements have been made or bill has not been paid, they will be disconnected due to non-payment. There will be a \$25 reconnect fee which may be waived the first time of shut off. To restore service, the customer has the choice to:

- a. Pay the past due amount and the current month's bill, if they pay both months, there will be no reconnect fee.
- b. Pay the past due amount and the \$25.00 reconnect fee.
- c. Pay the past due amount and have the \$25.00 reconnect fee put on the next bill. If they are shut off with the reconnect fee on their bill, they cannot have service restored until everything is paid (past due including old reconnect fee, new month plus new reconnect fee). Leaving an account balance of \$0.

Installment plans:

1. The customer is to make payment arrangements no later than 12 pm on the disconnect day stated on the disconnection notice.
2. If arrangements are made by the shut off day established in the disconnection notice, the customer is to pay at least 50% of the billed owed and can have up to the 1st of the following month to pay the 2nd half.
3. If the customer defaults on the installment payment plan the village will shut off services immediately. The customer will then be required to pay all amounts owed on the payment plan to get the account current including reconnect fees.
4. Customers will only be eligible for installment plans three times during a 12 month period of time. The 12 months will start at the time of the first installment plan rather than being a calendar 12 months.