



UTILITY BILL POLICY & PROCEDURES

Monthly Meter Readings

- Between the 10th and 15th of each month the Department of Public Works (DPW) will collect the readings of all the water meters within the village.
- Readings are to be reviewed by village staff for discrepancies and/or high readings.
- When high readings are found, a letter will be sent to the property owner informing them of the high usage.

Monthly Billing Information

- Each month, 20 days prior to the following month's 15th day, the utilities bills will be created.
- These bills are created based upon information received from the DPW during their monthly meter readings conducted between the 10th and 15th.
- Each bill will contain
 - the customers billing address as provided by the customer
 - time period of readings
 - usage during that time period
 - service and/or additional fees, when applicable
 - payment due date and amount due when late fee applied
 - listing of all fees and their rates per meter
- Payment of bills is due on the 15th of the month, unless otherwise stated on the bill due to weekends or holidays.

Fees

- A 1% penalty will be applied after the due date to the full balance due on the account.
- On October 15th of each year, notices will be sent to all delinquent users as of September 30th. Payment of the overdue balances not paid by November 1st will be subject to a 10% penalty. Overdue balances not received by November 15th will be forwarded to Sheboygan County for payment to be collected on the annual tax bills as a special charge.
- A \$50 fee will be assessed to the account when a payment has been returned to the village due to insufficient funds. (\$30 water, \$20 sewer)
- Reconnection requests during normal business hours shall be \$30.
- Reconnection requests after normal business hours shall be \$50.

Disconnection of Services

- Payment of bills is due on the 15th of the month, unless otherwise stated on the bill due to weekends or holidays.
- Notice of Disconnect will be mailed 2 days after the payment due date.
- Account users will have 10 days to pay the balance due or service will be disconnected.
- If a medical emergency occurs within the home, disconnection will be extended to 21 days with the receipt of a signed statement from a medical official.



UTILITY BILL POLICY & PROCEDURES

Deferred Payment Agreement

- If a user is unable to pay the full balance due on their account in the allotted time they may enter into an agreement.
- Payment of the remainder of the outstanding balance in weekly installments over a 1-month period.
- Entering into an agreement does not relieve a customer of the obligation to timely and completely pay all other utility charges/bills sent out during the agreement timeframe.

Disputes

- Acceptable disputes are to only include high usage due to a faulty meter.
- All disputes shall be submitted to village hall, in writing, within 10 days following receipt of notice.
- The written dispute shall state the nature of the dispute and secondary evidence from a licensed plumber.
- When a valid dispute is received, the DPW will have 5 days to come to a decision based on the information presented. During this time additional requests may be made by the DPW for further clarification.
- If the decision of DPW is unsatisfactory, the customer, within 10 days may make a written request for a hearing with the Public Works Committee.
- At the conclusion of the hearing of the Public Works Committee, the decision of the committee is final and binding.
- If a dispute is submitted in an untimely manner or the customer has previously submitted a dispute, said dispute will be rejected.

Deduct Meters

- Purchasing of deduct meters can be done at village hall. Price is dependent upon the cost of the meter at time of sale.
- Around the 1st of the month these meter readings will be sent to village hall via, calling in, emailing in, written on utility stub w/payment, or through the village website.
- If it is unclear as to what the reading is given verbally, it can be required of properties to send a photo of the meter for verification.
- The difference of the current and prior reading will be credited on the next bill as a sewer credit at the current rate being charged.
- When users move out of the village and the reading results in a positive balance on the account, the refund of the credit will be mailed to the forwarding address.