

VILLAGE OF ALMENA
Office of the Clerk
PO Box 277, Alma, WI 54805

Resolution – 2018 – 2
Utility Billing Policy

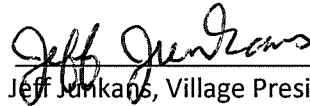
WHEREAS, it is in the best interest of the village that it establish a Utility Billing Policy for the Village of Alma, and;

WHEREAS, The Village of Alma, Barron County, Wisconsin Village Board has considered the policy and feels it is in the best interest of all citizens to establish a utility billing policy, and;

NOW THEREFORE, BE IT RESOLVED: That the Village Board of the Village of Alma, Barron County, Wisconsin adopts the attached Utility Billing Policy as it relates to Utilities for the Village of Alma, dated this 9th day of January, 2018.

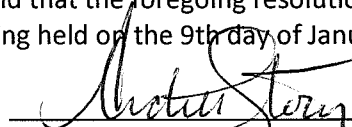
Adopted this 9th day of January, 2018.

VILLAGE OF ALMENA



Jeff Junkans, Village President

Ardith Story, hereby certifies that she is the duly appointed, qualified, and acting Clerk-Treasurer of the Village of Alma, Barron County, Wisconsin, and that the foregoing resolution was duly adopted by the Village Board of such Village at its regular meeting held on the 9th day of January, 2018.



Ardith Story, Clerk-Treasurer

Village of Almena Utility Billing Policy

Adopted: 9-January-2018

Resolution 2018-2

Temporary Water Shut Off

For our residents who are absent from their home for any length of time, for any reason, base charges will be billed on a quarterly basis.

If the property owner requests the water shut off at the curb stop, the base charges will still apply plus an additional fee of \$25.00, or more if outside of normal business hours for utility staff, for each occurrence for reconnecting and connecting at the curb stop will be billed. Fees may be waived for repair and maintenance purposes.

Billing Responsibility

Bills for water service are the sole responsibility of the property owner of the premises where the service is provided. All bills are the obligation of the property owner and will be mailed directly to the owner's address. Billing to any person(s) other than the listed property owner requires advanced approval from the utility administrator.

Bills are mailed first class in the USPS and to the owners address and/or to the address on the utility service application. It is the responsibility of the property owner to notify the clerk at the village in a timely manner of address and/or change in service.

Bills are issued quarterly and are out by the 1st of the month following the end of the quarter. Bills are due within 15 days of issuance. Past due notices are automatically generated after the 20th for all delinquent accounts with a 3% late fee assessed.

Late charges will not be removed for any circumstance other than by error of the clerk. The village is not held responsible for services of the USPS.

Collection Policy

The village water utility is governed by the Wisconsin Public Service Commission (PSC) similar to the utilities such as electric, telephone, and gas. The following collection policies are subject to the PSC rules and regulations:

1. Deferred payment agreements may only be made in writing. Verbal agreements in person or over the phone will no longer be accepted.
2. Signing a payment plan agreement does not affect your responsibility to pay current charges on time by given due dates.
3. Allowing current charges to become delinquent automatically places you in default of deferred payment agreements.
4. Upon default of a deferred payment agreement the village shall not be required to offer subsequent negotiation of a deferred payment agreement prior to disconnection.
5. Failure to make agreed upon payments may result in the immediate disconnection of service and service may not be reconnected until past due balances are paid in full. In addition, there will be a minimum reconnection fee of \$25.00 for each occurrence.

6. In the event of disconnection, the utility may require a deposit to insure payment of future bills.

Payment history, size of delinquent account, and the time the account has been outstanding are all considered upon review and acceptance of a deferred payment agreement. Deferred payment agreements are intended to be scheduled so that the balance is paid down to zero prior to the issuance of any new utility bills.

Customer Rights under a Deferred Payment Agreement

1. You have the right to suggest a different payment agreement.
2. Upon signing a deferred payment agreement you are agreeing you owe the stated amounts.
3. If you believe the terms of the deferred payment agreement are unreasonable, do not sign it.
4. If you cannot come to terms with the village on a deferred payment agreement, you may request the PSC to review the disputed issues.

Time Frame to Disconnection

Pursuant to Wisconsin Admin Code PSC 185.50 the following policies will be enforced.

1. Utility bills are issued on a quarterly basis and are due 20 days after issued.
2. After 20 days, bills become past due and a 3% late charge is assessed. Past due notices are sent out and are due 10 days from the mailing.
3. Upon failure to pay from the past due notice, the village will send a disconnection notice via letter format of which payment is due ten (10) days after mailing.
4. If customers fail to pay or establish a deferred payment agreement, a 24-hour shut off notice will be placed at the residence and/or handed to the business manager notifying that the service will be disconnected within 24 hours.

Disconnection

Full payment is expected to keep service connected in cases where customers wait until the final notice of disconnect, without prior communication to the clerk. Upon disconnect, the clerk may require a deposit to insure payment of future bills, per PSC 185.36.

Upon deadline of the 24-hour disconnect notice, the public works staff shall arrive at the service property to disconnect service. Public Works staffs are not in a position to negotiate nor grant extensions nor discuss your utility agreement. Contact the clerk for this information. Once the payment deadline expires, service will be disconnected and a reconnect fee of \$25.00 will be required in order to return to regular services. In addition, a payment of the delinquent account will be required. Such disconnection may subject customers to a deposit paid to the village in addition to their delinquent account.

Recommend Payment Alternative for Delinquent Customers

Monthly payments may be set up with a deferred payment agreement. The clerk will work with customers to identify budget needs specific to the individual's account.

Village of Almena

131 Soo Ave. East
PO Box 277
Almena, WI 54805

Office of the Clerk
Office of the Treasurer

P: 715-357-6600
F: 715-357-6601
eMail: clerk@chibardun.net

DEFERRED PAYMENT AGREEMENT

Account Number _____ Amount of Balance Due _____

Name _____

Service Address _____

Phone _____

<u>Scheduled Payment Date</u>	<u>Scheduled \$</u>	<u>Paid \$</u>	<u>Balance</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Do you have hot water in your home? Yes / No *Circle Yes or No*

Signing this agreement does not affect your responsibility to pay current charges on time. Allowing current charges to become delinquent automatically places you in default of this agreement. Upon default of this agreement you will not be offered subsequent negotiation of a new agreement prior to disconnection.

I understand that if I fail to make agreed upon payments my water/sewer service will be disconnected and WILL NOT BE RESTORED UNTIL ALL BALANCES ARE PAID IN FULL. In addition, I further understand I may be charged up to a \$25.00 reconnect fee.

I have read this document and will abide by the terms of the payment agreement, subject to approval below.

Customer Signature _____ Date _____

The Deferred Payment Agreement submitted and listed above is hereby ACCEPTED / REJECTED by the village.

Clerk Signature _____ Date _____