

# Village of Almena

Office of the Clerk  
Office of the Treasurer

131 Soo Ave. East  
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Almena, WI 54805

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## Water/Sewer Utility Account Application

Occupant's Name: \_\_\_\_\_

Own/Rent:  Own  Rent      Move-In Date: \_\_\_\_\_

Street Address: \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_      Email: \_\_\_\_\_

The Village of Almena bills for water/sewer on a quarterly (3-month) basis on the 1<sup>st</sup> day of the month with payment due by the 15<sup>th</sup> day of the same month. I understand if my bill is not paid in full by the due date, it is subject to penalties including late fees and possible disconnection. I understand that if I vacate the property without giving written notice, I am responsible for the charges until the Village receives notice. If my account is in arrears as of November 1<sup>st</sup> of each year, the balance plus penalty(ies) will be added to the tax roll of the property. If I cannot pay my bill in full, I will immediately contact the Clerk/Treasurer to set up a Deferred Payment Agreement to ensure there is no interruption of my water/sewer service.

Occupant's Signature \_\_\_\_\_ Date \_\_\_\_\_

### **COMPLETE IF ANOTHER ADULT IS LIVING AT YOUR ADDRESS**

Co-Occupant's Name: \_\_\_\_\_

My name is on the lease or deed:  Yes  No      Phone: (\_\_\_\_\_) \_\_\_\_\_

Co-Occupant's Signature \_\_\_\_\_ Date \_\_\_\_\_

### **IF RENTAL PROPERTY: LANDLORD TO COMPLETE THIS SECTION**

Landlord's Name \_\_\_\_\_ Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Landlord's Address \_\_\_\_\_  
\_\_\_\_\_

Landlord's signature \_\_\_\_\_ Date \_\_\_\_\_

*By signing, I certify that I am the owner of the above property and understand my responsibilities as it relates to the Village Water and Sewer Utility, including notifying the Clerk within three business days to have a meter read, changes to the account or property, transfer of sale or foreclosures and that delinquent accounts are applied to the Real Estate Tax Roll and/or sent to collections. I will give notification to the Village of Almena, specifically the Clerk/Treasurer, if the property is vacated, which includes a forwarding address, and understand that if a tenant terminates service, the utility will be put in my name until an application is received and on file with the Clerk/Treasurer from a new occupant.*

## **POLICY ON WATER DISCONNECTS**

**Effective November 15, 2017 the disconnect policy will be consistently followed. Disconnects will begin if bills are unpaid.**

The purpose of this policy is to establish guidelines which are to be followed in a uniform manner, exercised consistently, and in accordance with the rules of the Wisconsin Administrative Code, Chapter PSC 185. Reasons for disconnection include:

1. Failure to pay a delinquent account, deposit request, deferred payment agreement or court-awarded costs or fees incurred by the Village of Almena for collection,
2. Failure to pay an outstanding, undisputed account balance owed at a previous address or at an address where the customer still resides and there is not a payment arrangement in place,
3. Failure to provide the Village of Almena personnel access to meters or other utility equipment,
4. Interfering with proper metering,
5. Unauthorized reconnection of service, or
6. Where an unsafe or dangerous situation exists (can be shut off without notice).

Utility payments are due fifteen (15) calendar days from the date of billing. For example, a billing issued on October 1<sup>st</sup> is due on October 15<sup>th</sup>. After 15 days past the due date or when one of the above occurs except item number 6, the resident or landlord and tenant will receive the following notice:

### **DISCONNECTION NOTICE**

1. The bill enclosed with this notice includes your current charge for Utility service and your previous unpaid balance.
2. You have 10 days to pay the Utility service arrears or your service is subject to disconnection.
3. If you fail to pay the service arrears, or fail to contact us within the 10 days allowed to make reasonable payment arrangements, we will proceed with disconnection action.
4. To avoid the inconvenience of service interruption and an additional charge of \$25.00 for reconnection, we urge you to pay the full arrears IMMEDIATELY AT THE VILLAGE HALL.
5. If you have entered into a Deferred Payment Agreement with us and have failed to make the payment you agreed to, your service will be subject to disconnection unless you pay the amount due within 10 days.
6. If you have a reason for delaying the payment, call us and explain the situation.

### **PLEASE CALL (715) 357-6600 IMMEDIATELY IF:**

1. You have a question about your Water/Sewer Utility service arrears.
2. You are unable to pay the full amount of the bill and are willing to enter into a payment agreement with us.

#### Deferred Payment Agreements

If, for some reason, you are unable to pay the full amount of the arrears on your bill, you may contact the Village Hall to discuss arrangements to pay the arrears over an extended period of time.

This payment agreement will require:

- Payment of a reasonable amount at the time the agreement is made.
  - Payment of the remainder of the outstanding balance in monthly installments over a reasonable length of time.
  - Payment of all future Utility service bills in full by the due date.
3. There are any circumstances you think should be taken into consideration before service is discontinued.
  4. Any resident is seriously ill.

#### Illness Provision

If there is an existing medical emergency in your home and you furnish the Village Hall with a statement signed by either a licensed Wisconsin physician, or a public health official, we will delay disconnection of service up to 21 days. The statement must identify the medical emergency and specify the period of time during which Disconnection will aggravate the existing emergency.

In any situation where you are unable to resolve billing disputes or disputes about the grounds for proposed disconnection through contacts with the Village Hall, you may make an appeal to the Wisconsin Public Service Commission, Madison, Wisconsin. ***In the event the Village of Almena is not able to collect any bill for Utility services, even though Deposit and Guarantee Rules are on file, the bill may be put on the tax roll as provided in Sec. 66.069, Wisconsin Statutes.***

### **DISCONNECTION AND RECONNECTION**

Prior to disconnection, the Village of Almena will make an attempt to personally contact the customer. Once disconnection takes place, the resident or current tenant must pay 100% of the outstanding charges plus a reconnection fee, as previously stated, to be reconnected.

Requests for reconnection must be made between the hours of 9 a.m. and 2 p.m. Monday through Friday except on holiday. Outstanding balances and the reconnection fee must be made in full before service is restored.