

## VILLAGE OF MERRIMAC UTILITY PAYMENT POLICIES

1. **NEW ACCOUNTS.** New accounts for water and sewer service will be opened upon receipt of an application for service (see Attachment). The application form may be completed by the customer or the customer's landlord and submitted to the Village. The Village may also accept this information by phone call, fax or email.
2. **BILLING PERIOD.** The Public Service Commission rules state that utility accounts are due 20 days after the bill date. Village of Merrimac bills are mailed on the last day of the month. Because of the lag time in mail service (to Merrimac PO for mailing; to Milwaukee for processing; then back to Merrimac for delivery), the Village will allow approximately 24 days before a bill is past due. The actual due date will depend on which day of the week the 24<sup>th</sup> falls. Weekends are excluded.
3. **PAST DUE NOTICE #1.** If a bill is two months past due, a notice will be affixed to the bill as follows: "Your account is past due. Please remit payment promptly."
4. **PAST DUE BILL – DEFERRED PAYMENT AGREEMENT.** If a bill is three months past due or is approaching a past due balance of \$200.00, the customer will be offered a Deferred Payment Agreement under which they will pay at least one-half of the past due balance plus an agreed amount each month toward the remaining past due balance until the account is current.
5. **WATER SHUT-OFF.** If a customer signs a Deferred Payment Agreement and defaults or does not sign the agreement offered and their past due balance exceeds \$200.00, a 10-Day Shutoff Notice will be sent to the customer. If no payment is received by the end of ten days, a door hanger will be placed on the customer's door warning that the water to the residence or place of business will be shut off in 24 hours. If the customer's water is turned off, a \$25.00 reconnection fee will be charged.
6. **TAX ROLL PROCESS.** In accordance with PSC rules, the Village may roll over certain past due utility bills onto the real estate tax bill of a property if:
  - Past-due charges of a customer (or the tenant of a Village landlord) exist on October 15 for services provided prior to October 1, and
  - The municipal treasurer gives notice to the owner (and tenant) of:
    - The amount of arrears and penalty,
    - Notice that the arrears and penalty must be paid by November 1 or a 10 percent penalty will be added, and
    - Notice that if the amount is not paid by November 15, it will be placed on the parcel's property tax bill