

Village of Benzonia – Delinquent Water Bill Policy (Quarterly Billing)

Purpose

To ensure fair, consistent collection of water (and, if applicable, sewer) charges while complying with Michigan law and protecting public health.

Billing Cycle

Bills are rendered quarterly in January, April, July and October.

Ready to Serve

Ready to serve fees are charges assessed to all properties within the Village for access to and support of the municipal water system's infrastructure, regardless of whether the property is actively using village water or is served by a private well.

Leak Ordinance

Leak adjustments will be processed pursuant to Village Ordinance 2015-02, which establishes the conditions under which customers may receive a billing adjustment for documented and repaired water leaks.

Due Date & Grace

Bills are due within 30 days of the bill date. Payments received after Day 30 are delinquent and assessed a 5% late penalty on the unpaid balance.

Notices

1. Delinquency/Late-Fee Notice mailed or emailed: Issued at Day 31 showing penalty and total due.
2. Shutoff Warning: If still unpaid at Day 60, a shutoff warning is mailed.
3. Door Hanger Issued: If still unpaid at Day 91, stating the shutoff date no sooner than 10 days from notice.

Service Discontinuance (Shutoff)

Accounts 90+ days delinquent are eligible for shutoff. Service will not be restored until all past-due charges, penalties, and a turn-on fee are paid.

Lien & Tax Roll Certification

Charges for water/sewer service constitute a lien on the premises under Act 94 of 1933. Accounts delinquent for six (6) months is certified to the Village Tax Assessor on the annual schedule for placement on the next tax roll, to be collected like property taxes by May 1st of each calendar year.

Payment Plans & Hardship

The Village will offer reasonable payment plans and comply with any state-mandated affordability/shutoff protections (e.g., no shutoff while a customer is current on a plan or enrolled in an assistance program; required notice periods).

Dispute Procedure

Customers disputing a bill may request an administrative review within 30 days of the delinquency notice. The Village will investigate and respond in writing; shutoff is paused during a timely, good-faith dispute.

Returned Payments

Returned checks/ACH are assessed an NSF fee and considered unpaid on the original due date.

Turn-On Fee & After-Hours

Reconnection requires \$100 payment of a turn-on fee (set by resolution) and may include an after-hours fee if applicable.

Effective Date & Authority

Adopted by Village Council