

VILLAGE OF BENZONIA

WATER SHUT OFF AND COLLECTION POLICY

This policy has been approved by the Benzonia Village Council to be used by Village personnel in the collection of water service charges and the shut off and discontinuance of service for delinquent water charges.

1. As soon as a charge for water service becomes delinquent, a notice will be sent to the customer by regular mail. The notice shall advise the customer that the water charge is delinquent, that a 3% late payment penalty is being added to the bill and, unless paid in full within 10 business days, water service may be shut off, resulting in an additional shut off fee.
2. If the water charge remains unpaid, the Village will send another notice to the customer by certified mail, return receipt requested, advising the customer that, unless the delinquent charges for water service are paid in full by a specific date, water service to the premises will be shut off, resulting in an additional shut off fee and, if ultimately paid, an additional turn on fee. A copy of said notice shall be attached to the door or other conspicuous place on the premises.
3. If the charge for water service, including any additional fees or penalties, is not paid in full by the date in the notice given under 2, above, the Village may shut off the water to the premises and shall notify the county health department of such action. The deadline in the notice given under 2, above, applies even if the certified mail has not been picked up so long as a copy of the notice was posted on the premises as provided above.
4. Upon shut off, the applicable shut off fee established by the Village Council shall be added to the bill.
5. Before water service to the premises is turned back on, all charges for water service, including any fees, and additional penalties, and including the water turn on fee, must be paid in full. As provided in Chapter 2061 – 6A of the Water and Sewer Ordinance, the Village may also require a deposit before the water is turned back on.
6. On May 1 of each year, the Village will certify all unpaid charges for such services furnished to any premises which, on the 30th day of April preceding, have remained unpaid for a period of six (6) months, to the treasurer for the Village who shall place the same on the next Village tax roll.
7. The Village may waive the requirement that all charges be paid in full before water service is turned back on where the customer has entered into a written

agreement to pay said charges over a period of time (not to exceed 6 months),
which agreement has been approved by the Village Council.

Approved by the Benzonia Village Council on November 5, 2012.