

Village of Waldo Municipal Utility Policy & Procedure

Section 1: Delinquent Accounts

1.1 Billing and Payment Terms

- **Billing Cycle:** Bills are sent out on or as close to the 20th of the month, pending holidays or weekends.
- **Payment Due Date:** Payments are due within 20 days from the billing date, as mandated by the PSC.
- **Late Payment Charges:** A late payment charge, as specified in the utility rate schedule, will be applied to any unpaid balance after the due date. No additional late payment charges may be applied after the account is deemed delinquent.

1.2 Disconnection Procedure

- **Disconnection Notice:** A 10-day Disconnection Notice will be issued when an account is 90 days delinquent or owes \$500 or greater, whichever comes first.
- **Disconnection Timeline:** The customer has ten (10) calendar days from the date of the Disconnection Notice to pay the outstanding balance or enter into a Deferred Payment Agreement (DPA). Failure to do so may result in service disconnection.
- **Reconnection:** Service will be reconnected upon full payment of the outstanding balance and a reconnection fee of \$25.00.

1.3 Deferred Payment Agreements (DPAs)

- **Eligibility:** Residential customers may request a DPA to pay arrears over time. The utility is not required to offer a DPA to tenants under certain conditions, such as significant arrears or previous defaults.
- **Agreement Terms:** DPAs will require a reasonable down payment and regular installment payments to cover the arrears before the next billing cycle.
- **Default:** Failure to adhere to the DPA terms will result in the entire balance becoming due and may lead to service disconnection after proper notice. If a resident defaults on a DPA, they will not be granted a second DPA without submitting a written explanation of why the agreement was not fulfilled and a plan for how future default will be avoided. This written response will be presented to the Utility Board, who will determine whether another DPA will be approved.

1.4 Special Considerations

- **Medical Emergencies:** If disconnection would aggravate a medical emergency, the utility may delay service shut off for up to 21 days upon receiving appropriate documentation from a licensed physician or public health official.
- **Winter Disconnection Rules:** Water service used as a primary heat source cannot be disconnected for nonpayment from November 1 through April 15.

Section 1.5 Tax Roll Process for Delinquent Accounts

- **Annual Tax Roll Certification:** In accordance with Wisconsin Statutes § 66.0809, all municipal utility accounts that are delinquent as of September 30th of each calendar year will be placed as a lien on the property and transferred to the property tax roll.
 - **Notification to Property Owners:** On or before October 15th, the Village will mail a notice to each property owner with a delinquent utility account. This notice will include:
 - The amount owed,
 - A statement that the unpaid balance will be placed on the tax roll as a special charge,
 - A deadline to pay the balance by November 1st to avoid additional penalties or transfer to the tax roll.
 - **Penalty for Late Payment:** Any payment received after November 1st but by November 15th will be accepted with a 10% penalty added to the delinquent balance.
 - **Final Tax Roll Submission:** Amounts still delinquent as of November 15th will be certified to the Sheboygan County Treasurer and added to the owner's annual property tax bill as a special charge lien, subject to the same collection procedures as property taxes.
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Section 2: Leak Adjustment Policy

2.1 Customer Responsibility

- **Notification:** Customers are responsible for monitoring their water usage and promptly repairing any leaks on their property.
- **Leak Notification:** If a resident shows up on the leak list during a meter reading, a letter will be sent to notify them.

2.2 Leak Adjustment Eligibility

- **Unintentional Leaks:** If a customer experiences a leak that was unknown and beyond their control, they may be eligible for a billing adjustment.
- **Notification and Repair:** No adjustments will be made for water supplied after the customer has been notified of the leak and has had an opportunity to correct the condition.

2.3 Application Process

- **Submission:** Customers must submit a written request for a leak adjustment within 30 days of receiving the high usage bill.
- **Documentation:** The request must include evidence of the leak and proof of repair, such as plumber invoices or repair receipts.
- **Review:** The Utility Board will review the request, and the Village Clerk will notify the customer of the decision in writing within 30 days.