



Village of Poplar Grove – Board Meeting Memo

Kristi Richardson
Administration

7/17/25

****Subject:****

Water Fee Ordinance Update Discussion

1. Background:

Water and sewer billing complaints and concerns have been ongoing from residents, thus leading to a review of the ordinance.

2. Current Status:

Staff, Trustee Cheek, and myself, have reviewed the existing ordinances surrounding Time of Payment; Liability 6-2-4-2, Termination of Service 6-2-4-4, and Right to Appeal 6-2-4-5

3. Fiscal Impact:

Fiscal impact to the village will be reflected in potentially less collected penalty charges, such that the board would approve proposed recommendations surrounding the assessment of disconnection account threshold and termination of service fees. Additional fees will include legal services to update the ordinance and codification costs.

4. Legal Review (if applicable):

No action has been taken in regard to legal review on this matter, at this time.

5. Recommendation:

It is the recommendation of the staff, Trustee Cheek, and myself to change the following:

6-2-4-2 Time of Payment Liability – Section A, line 4

“In the event a payment is made, any remaining balance of \$150.00 or 2 months of delinquent balances shall constitute a disconnection notice to be mailed to the service residence ten days following the due date.”

6-2-4-4 Termination of Service – Section A, line 1, 2nd sentence “If account remains unpaid by the end of the month with a remaining balance of \$150.00 or 2 months of delinquent balances, water services will be shut off and will result in a \$45 shut off fee, and service shall

not be reinstated until all past due invoices are paid in full, or a payment plan agreement has been executed pursuant to 6-2-4-2(A)."

It is also recommended to add language surrounding a hardship provision to negate an individual from termination services during the hardship.

6-2-4-5 Right to Appeal

We recommend this process should be followed before residents appeal to the board for consideration of their grievance. Language should be revised to reflect current board meetings (instead of the committee of the whole finance and public works), such that the resident is unhappy with the outcome from the Right to Appeal process and wishes to request a hearing. The last recommendation is to add a number or time frame (12/24 months) in which a resident may appeal. (See last sentence in the 1st paragraph – "A credit pursuant to this section shall be granted not more than times over the life of the account.")

6. Supporting Documents (if applicable):

☐Attached

☐Not Applicable

****Signature:****

Kristi Richardson
Village President