



Village of Poplar Grove – Board Meeting Memo

Kristi Richardson

February 18, 2026

****Subject:****

Water & Sewer Payment Plans

1. Background:

As a courtesy, the Village has offered water and sewer payment plans. The intent of a payment plan is to provide residents with a mechanism to come out of the rears on their account to a current balance.

2. Current Status:

There is not policy surrounding the issuance of water and sewer payment plans. Unfortunately, this courtesy has been abused by residents. Abuse includes using the plan to avoid any late fee penalties, avoidance of termination, making smaller payments without coming current on their account, and/or having a payment plan implemented month to month to month.

3. Fiscal Impact:

Impact will include water and sewer penalty income, staff time for management of payment plans, staff time to create policy, legal review fees.

4. Legal Review (if applicable):

Legal was made aware of this area of concern and did provide some guidance on the creation of a policy.

5. Recommendation:

It is my recommendation we adopt the proposed policy provided on the issuance criteria for water and sewer payment plans.

6. Supporting Documents (if applicable):

Attached – proposed water and sewer installment payment plan

Not Applicable

****Signature:****

Kristi Richardson

Village President