

Village Of Poplar Grove

Water & Sewer Installment Payment Plan Policy and Procedures

Adopted by the Board of Trustees on _____

I. Overview

The Village of Poplar Grove recognizes the need to offer water and sewer installment payment plans, from time to time, to assist residents struggling to pay their water and sewer bills.

This policy is intended for use by Village personnel as a general reference and will be revised as policies and procedures require revisions or clarification.

The Village reserves the right to amend this policy by approval of the Board of Trustees.

II. Purpose

The purpose of this directive is to:

- Remove potential abuse of water and sewer account activity
 - Provide the specific criteria as to which account(s) may qualify for water and sewer installment payment plan
 - Provide clear guidelines for how long a payment plan may be issued
 - Provide provisions as to how installment plans will be administered and what penalties may or may not be affected during the installment payment period
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III. Scope

This policy applies to all Village departments, employees, and elected officials involved in the procurement of goods or services.

IV. General Policy

This section describes the Village water and sewer installment payment plans criteria and procedures.

A. Installment Payment Criteria & Qualifications

1. Account must be in a minimum delinquent amount in excess of \$350.00
2. Account(s) have zero defaulted installment payment plans within the last twelve (12) consecutive months.
3. If an account(s) has defaulted on a previous installment payment plan within the last twelve (12) consecutive months, a review of the previous 24 months shall be conducted.

B. Installment Payment Plan Execution Requirements

In the case of customers experiencing financial hardship, the Village is authorized to enter into agreements with such customers for the payment in installments of bills issued with amounts in excess of \$350.00 prior to the bill becoming delinquent and of delinquent amounts owed to the department. Prior to entering into an agreement, the customer is required to provide a down payment in the amount of 25 percent of the total balance of the account. Such agreements shall include the following provisions:

1. Renters applying for Installment payment plans must have landlord/landowner approval.
2. No Installment payment plan is effective until payment plan has been fully executed (signed) by both parties;
3. All bills for current service must be paid in full on or before the billing due date;
4. The delinquent amount must be paid in full by regular payments over the period specified in the agreement;
5. If the delinquent amount is in excess of \$350.00 and the customer has entered into a payment agreement with the Village, the Village is authorized to temporarily suspend the imposition of the ten-percent late payment penalty, until the term of the agreement is satisfied and the delinquent amount including any prior late payment penalties incurred prior to the date the payment agreement is entered, are paid in full along with any current amount due. If a customer defaults on a payment agreement, the ten-percent late payment penalty and all other temporarily suspended penalties will be reinstated and the full amount will be immediately due and owing to avoid shutoff.
6. Service will not be terminated for the delinquent bill so long as the customer makes regular payments under the payment agreement and all bills for current service are timely paid;
7. Failure to comply with the provisions of the agreement shall result in the termination of service, after which the delinquent amount shall be due in full, along with the service restoration fee before service will be restored; and
8. The amount owed is a lien against the property served. (See Lien Policy).

9. No subsequent payment agreement shall be authorized for a customer until twelve (12) months have elapsed since the last payment was made on a prior payment agreement.
10. Executed installment payment plan defines payment expectations for the outstanding balance only. Current monthly fees will continue to be assessed and expected payment is required.

C. Terms

The length of the payment plan is defined as the term and is based on a scale. See below.

| Delinquency Balance | Term Length |
|----------------------------|--------------------|
| \$350 - \$500 | 3 months |
| \$501 - \$1,000 | 6 months |
| \$1,001 - \$1,500 | 9 months |
| \$1,500+ | 12 months |

***Any terms requested for over 12 months would need board approval.

D. Procedure

Residents may request an installment payment plan, such they meet the requirements above, via the office at 815-765-3201

A review of the account will be conducted for eligibility. If such the account is eligible for an installment payment plan, an agreement will be drawn; including the following information:

- Name of Account Holder
- Name of Landlord, if applicable
- Service Address
- Account Number
- Account Balance
- Payment Arrangement Amount
- Payment Arrangement Balance
- Date Added
- Expired Date
- Payment Due Dates
- Signature(s)

Installment Payment Plans to be executed by the Village President, Village Treasurer, or the Village Collector.