

VILLAGE OF FORESTVILLE

UTILITY PAYMENT POLICY

POLICY 102

All utility bills are due monthly on the date indicated on the actual bill.

In the event of non-payment by due date, the following shall occur:

1. A FINAL NOTICE AND WARNING OF SERVICE DISCONTINUANCE is issued by the computerized billing system. Full payment must be received in the office by 4 PM on the date indicated to avoid shut off.
2. If payment is made by check and the check is returned "NSF" or Insufficient Funds, the Village will allow the check to be automatically re-submitted according to banking policy.
3. The Village will impose of \$35.00 handling fee for this service
4. If the check is returned twice marked "NSF", the water will be scheduled for shut off within two business days of the returned check.
5. Village is under no obligation to report the 'NSF' status to the consumer. Consumer bears the entire responsibility of maintaining appropriate funds in their account.
6. Account holder will be charged \$75.00 to turn the water off and another \$75.00 to return the water service to the Account holder, for a total of \$150.00 in additional fees.
7. A payment of the past due balance and the reconnection fees must be paid in full in order to restore the water service.

In the event of non-payment by the due date for properties with only Sewer/Ready to Serve Fees, the following shall occur:

1. A reminder notice is issued by the computerized billing system. Full payment must be received in the office by 4 PM on the date indicated in order to avoid a \$75.00 Administrative Fee.
2. If payment is made by check or ACH and the check or ACH is returned "NSF" or insufficient funds, the Village will impose a \$35.00 handling fee for this service.
3. The Village is under no obligation to report "NSF" status to the consumer. Consumer bears the entire responsibility of maintaining appropriate funds in their account.

IF YOU ARE EXPERIENCING FINANCIAL DIFFICULTIES, PLEASE CONTACT THE VILLAGE IMMEDIATELY TO WORK OUT AN ACCEPTABLE PAYMENT SCHEDULE.

FAILURE TO DO SO WILL RESULT IN THE LOSS OF WATER SERVICE AND EXPENSIVE FEES.