

**VILLAGE OF FORESTVILLE
UTILITY PAYMENT POLICY**

POLICY 102

All utility bills are due bi-monthly (every other month) on the date indicated on the actual bill.

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

- A REMINDER NOTICE is issued by the computerized billing system 10 days after the bill is due.
- Full payment must be received in the office by 4pm of the date indicated, 30 days overdue, to avoid shut off.
- Account holder will be charged \$75.00 Reconnection fee and the service will be discontinued if payment is not received by shut off date. A payment of the past due balance and the reconnection fee must be paid in full in order to restore the water service.

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

- A REMINDER NOTICE is issued by the computerized billing system, 10 days after the bill is due.
- Full payment must be received in the office by 4pm of the date indicated, 30 days overdue, to avoid fee.
- Account holder will be charged \$75.00 Administration Fee if payment is not received by the indicated date.

In the event of a returned payment:

- If payment is made by check and the check is returned "NSF" or Insufficient Funds, the Village may allow the check to be automatically re-submitted according to banking policy.
- The Village will impose of \$35.00 handling fee for this service
- If the check is returned marked "NSF", the water will be scheduled for shut off within two business days of the returned check.
- 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.

If you are experiencing financial difficulties, please contact the Village Hall immediately to work out an acceptable payment schedule. FAILURE TO DO SO WILL RESULT IN THE LOSS OF WATER SERVICE AND EXPENSIVE FEES.