

VILLAGE OF NORTH FREEDOM

RESOLUTION 2021-002

REVISED 4-10-2023

**A RESOLUTION ADOPTING THE VILLAGE OF NORTH FREEDOM'S DELINQUENT
WATER UTILITY BILLS/DISCONNECTION POLICY**

BE IT SO RESOLVED, the Village of North Freedom desires to create and enforce a written policy to govern the handling of delinquent water utility bills. To fully effectuate this policy of promoting nondiscrimination, the Village shall endeavor to eliminate all discrimination that may occur in its own employment, public accommodation practices, and in the use of Village facilities or services. The Village of North Freedom will not violate federal, state or municipal laws concerning any level of discrimination.

RESOLVED FURTHER, the Village of North Freedom hereby adopts the following regulations set forth by the Public Service Commission of Wisconsin (PSC) Administrative Code, as may be amended from time to time, §185.37-Disconnection and Refusal of Service and §185.38-Deferred Payment Agreement (DPA).

RESOLVED FURTHER, the Village of North Freedom shall follow the following steps in order to determine whether a water utility account is delinquent and is at risk of disconnection:

Step 1: The initial water utility bill is sent out on or about the 1st day of every month. All customer accounts are allowed approximately 20 days after issuance of the bill to satisfy the balance obligation in full.

Step 2: If any customer accounts have not satisfied the balance obligation in full before the next water utility bill is mailed, and the account has a past due balance **of \$75.00 on account**, said account will receive a "Past Due – Disconnection Notice" with the next billing statement. The "Past Due – Disconnection Notice" will have a pay by date of **10 calendar days after mailing**.

Step 3: If a customer does not fully satisfy the past due balance on the account within the time allowed under step 2 above, the Village of North Freedom Water Utility may post a notice on the door of property notifying the customer that its service will be disconnected if the delinquent balance is not paid within 24 hours PLUS any reconnection fee for services to be turned back on if shut off. Notices will not be placed on residential or non-residential property doors a day before a legal holiday or the weekend (Saturday/Sunday) where the Village Office would not be readily available for residents.

RESOLVED FURTHER, if a customer cannot pay the delinquent balance in full, a Deferred Payment Arrangement (DPA) may be entered into between the Village and the customer to keep water services in place. The Village of North Freedom's requirements for entering into a DPA are as follows:

1: To enter a DPA, one must pay **25%** down of the balance owed upon signing. (Example: \$100.00 past due balance, to sign and enter a DPA, the resident will have to pay \$25.00 of the balance up front).

2: From there, the resident will pay a said amount, determined by the resident, (\$100.00 past due balance example: \$25.00 every other week until caught up) plus bring any current bill charges up to date.

3: The DPA will have due dates specified on it and payment must be made on or before said date. If payment is partial, late, or missed it will cause the DPA to "default" and the resident will be at risk for disconnection if the entire balance is not paid within 10 (ten) calendar days.

4: DPAs are to be signed at the Village Office during regular, posted office hours. A photocopy of the agreement will be given to said resident and once fully paid off, then the carbon copy of the DPA form will be given to the resident with a "PAID" stamp on it.

RESOLVED FURTHER, the Village of North Freedom's will follow the PSC and Wisconsin State Statutes of Municipal Law (Wis Stat §66.0809) in conducting the Tax Roll process.

Any unpaid utility bill with *any* past due balance will be placed on the tax roll. The timeline will be as follows:

October 1st: The Village of North Freedom will determine which accounts have arrears as of this date.

October 15th: The Village of North Freedom will mail written notices to the property owner if account is in an arrear.

November 1st: The Village of North Freedom will apply a 10% penalty to the account.

November 16th: Unpaid arrear is applied to the tax roll.

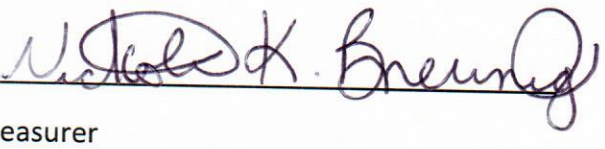
So passed on this 12th day of April, 2021 on a motion presented by Trustee Doering and seconded by Trustee Fluette.

This policy was adopted at the Village of North Freedom Regular Board Meeting on April 12, 2021.

APPROVED: 

Village President

I hereby certify that this policy was duly passed by the Village of North Freedom Board during its regular session on the 12th day of April, 2021.

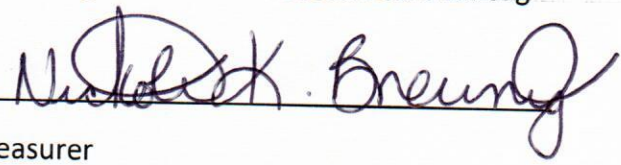
ATTEST: 
Clerk/Treasurer

Revised on this 10th day of April, 2023 on a motion presented by Trustee D.Weiland and seconded by Trustee M.Weiland.

APPROVED: 

Village President

I hereby certify that this policy was duly passed by the Village of North Freedom Board during its regular session on the 10th day of April, 2023.

ATTEST: 
Clerk/Treasurer