

**VILLAGE OF GILBERTS**  
**UTILITY/REFUSE BILLING ACCOUNT**  
**PAYMENT AGREEMENT POLICY**

*ADPOTED 12/5/2023 RES. 44-2023*

**PURPOSE**

There are many good reasons to allow for an extension of time for customers to pay their utility bill. Assisting our customers in a time of need helps to foster a positive image of the Village. Payment plans are meant to be used from time to time and not habitually.

The purpose of this policy is to establish procedures regarding customer billing and payment concerns and provides guidelines for delayed payments (payment agreement).

The Village of Gilberts Utility Bill Account Modification Policy is herein established to maintain the integrity of the Village Utility and Refuse Accounts.

The Village acknowledges that unique facts and circumstances may arise from time to time. In such a case, the Village Administrator, or his or her designee, may elect to take additional actions not listed herein on a case-by-case and non-precedential basis.

**DEFINITIONS**

Delinquent/Late Payment: Any payment not received on or before its due date.  
Shut Off: Water service termination.  
Payment Agreement: Agreement between customer and the Village to extend payments over an agreed amount of time to bring the account current.

**POLICY**

This policy is herein established to ensure that all customers of the Village are treated equally and provides guidelines to ensure the integrity of the Water, Sewer, and Refuse accounts. Further, this policy is meant to ensure, that due to the inability of some customers to make payment, the system remains solvent and the inability of some does not cause any undue burden to others.

**GUIDELINES**

**Payment Agreement**

As a courtesy to customers with unpaid utility/refuse bills, the Village of Gilberts may grant a payment plan if upon review of the facts and circumstances the Finance Director or his/her designee deems a payment plan to be warranted. Customer must have a clean payment record (as

deemed by the Finance Director). Only one such plan shall be allowed per account during any rolling 12-month period.

- The customer must agree to pay a deposit. The deposit amount will be \$50.00 or 25% of the outstanding bill rounded up to the nearest even dollar amount, whichever amount is greater.
- No agreement shall be longer than six (6) months (1<sup>st</sup> month Deposit, 5 months of payments), dependent upon the amount of the balance. See chart below.
- An agreement will not be established after the due date of any month.
- Late fees and other charges will **stop** accruing as long as plan is followed.
- Deposit must be submitted when agreement is signed.
- Agreement may only be signed by the resident and an authorized person in the Finance Department.
- Agreement must be signed to be considered in force.
- A copy of the signed payment agreement will be given to the signer. A copy will also be mailed to the service address.
- On a monthly basis, the customer must pay the payment agreement amount plus any current amount on or before the 10<sup>th</sup> of the month.
- The Payment Agreement shall be considered delinquent and service may be disconnected with no further notice if:
  - payment is not received on or before the bi-monthly due date of regular utility bills (10<sup>th</sup> of FEB, APR, JUN, AUG, OCT or DEC)
  - no payment is received by the 10<sup>th</sup> of JAN, MAR, MAY, JUL, SEP or NOV
  - a payment is returned or reversed for any reason
- Shut off of service will result on any delinquent payment unless the full amount outstanding is paid immediately in cash, cashier's check, money order, or credit card.
- If a customer moves within our service territory, the Agreement will transfer to the new account and continue without interruption. If the customer moves out of our service territory, they will be required to pay off the Agreement with the final bill.
- Discretion may be used in individual cases as circumstances warrant.

### **Special Extension Periods**

Notwithstanding the foregoing, there is a situation where payment plans may be established with special extension periods:

- Leak - When a leak on a property occurs and a substantial balance is present, a payment plan may be allowed for up to 12 months.

**RESPONSIBLE VILLAGE OFFICIAL**

The Finance Director or his/her designee shall be the Village official responsible for the overall implementation and administration of this Policy.

**PAYMENT PLAN BREAKDOWNS**

<b># Months</b>	<b>Amount Due</b>
2	\$1 - \$149
3	\$150 - \$299
4	\$300 - \$449
5	\$450 - \$599
6	\$600 +