

# CITY OF NEILLSVILLE UTILITY POLICY

## UTILITY BILLS

Utility bills are mailed to customers quarterly (January 1, April 1, July 1 and October 1).

Bills are due and payable upon receipt.

Payment options:

- In person at the City Clerk's office, 106 W. Division Street
- By mail to the City Clerk's office, 106 W. Division Street, Neillsville, WI 54456
- By credit card, debit card, or e-check through the city's website o Go to [www.neillsville-wi.com](http://www.neillsville-wi.com) and click on "Pay Your Bills Online"

## RESPONSIBILITY FOR PAYMENT

Customers will continue to be responsible for payment of service until they call to cancel service or another customer applies for service.

## COLLECTION SCHEDULE

Any balance due after the 20<sup>th</sup> of the month in which the bill is mailed (January 20, April 20, July 20 and October 20) will incur a 3% late charge. To avoid the late charge, payment must be received in the Clerk's office (not postmarked) by the 20<sup>th</sup>.

Balances remaining after the 20<sup>th</sup> of the month as described above will be considered delinquent.

Delinquent Bill Service Disconnection Process:

- On, or about, the 30<sup>th</sup> of the month in which the bill is mailed (see dates above), a 10-day disconnection notice will be mailed to the customer and the landowner (if applicable). Payment of the delinquent amount in full, or at least 1/3 of the delinquent amount due plus a Deferred Payment Agreement\* for the balance, must be received in the Clerk's office (not postmarked) by 5:00 p.m. on the on the day before the disconnection date listed on the disconnection notice. If timely payment is not received as described above,
- A 24-hour disconnection notice will be delivered to the service address, and to the customer's address, if different than the service address, in the form of a door hanger. Notice will also be mailed to the landowner (if applicable). Payment of the delinquent

amount in full, or at least 1/2 of the delinquent amount due plus a Deferred Payment Agreement\* for the balance, must be received in the Clerk's office (not postmarked) by 5:00 p.m. on the required payment date listed on the disconnection notice.

If timely payment is not received as described above,

- Service will be disconnected on the day following the payment due date. Reconnection of service requires payment of the delinquent amount in full plus the reconnection charge in place at the time of disconnection. Reconnections take place between the hours of 7:00 a.m. and 3:00 p.m. only. For payments received after 3:00 p.m., reconnection of service will take place the following business day.

#### \*DEFERRED PAYMENT AGREEMENT

If you are a residential customer and, for some reason, you are unable to pay the full amount of the water utility service arrears on your bill, you may contact the water utility to discuss arrangements to pay the arrears over an extended period of time. This time payment agreement will require:

1. Payment of a reasonable amount at the time the arrangement is made (see COLLECTION SCHEDULE above).
2. Payment of the remainder of the outstanding balance in installments over a reasonable length of time.
3. Payment of all future water/sewer utility bills in full by the due date.

Customers may set up a Deferred Payment Agreement at any time after receiving a bill.

We encourage any customer who is unable to pay the bill in full to complete a Deferred Payment Agreement immediately upon receiving the bill. Doing so allows the customer to pay over time, and notifies the utility that payment can be expected on a specific date(s).