



SEWER BILLING OVERDUE GUIDELINES

1. Overview

1.1. Objective

To outline how the Village of Shiloh responds to overdue sewer bills and recovers outstanding payments.

1.2. Scope

These guidelines apply to all Village of Shiloh Sewer customers, including new construction.

1.3. Summary

The Village of Shiloh follows an established process when payments are overdue. If payments remain outstanding for an extended period of time, the Village will attempt to contact property owners, tenants or management companies (if applicable); by phone, email, mail or in person.

The Village of Shiloh has payment plans available to help customers who are unable to pay their bills due to financial difficulties. Any payment plan will be approved by the Village Administrator or Village Clerk. We encourage customers to contact us as early as possible if they are unable to pay their bills so that we may arrange assistance to avoid local debt recovery, small claims court, collections, revocation of occupancy permit and liens.

2. Guidelines

2.1. Responsibilities

The Village of Shiloh commits to:

- Issuing accurate, timely bills for sewer services
- Treating customers fairly and with courtesy at all times
- Ensuring customers have access to payment plans

Customers are required to:

- Pay their bills promptly
- Advise the Village of Shiloh if they are unable to pay their bills
- Commit to a payment plan once agreed upon with the Village Administrator or Village Clerk (Note: Customers who default on their payment plan agreement will be submitted to local debt recovery, small claims court, collections, revocation of occupancy permits and liens)



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2.2. Overdue Bills

The Village of Shiloh has the following process in place when payments are overdue and the property owner and/or tenant has not contacted us:

- **1-30 days past due** – 10% late fee assessed on balance due and letter is sent to property owner and tenant (when applicable)
- **31-60 days past due** – 10% late fee assessed on balance due and a certified letter is sent to property owner and tenant (when applicable)
- **61+ days past due** – Any and all of the following may occur: 10% late fee will continue to be assessed monthly on balance due. Account will be turned over to local debt recovery and/or small claims court
- **90 days past due** – Liens will be filed per Section 50.089 of the Municipal Code
- **After 120 days past due** – Foreclosure of lien proceedings per 50-090 and revocation of occupancy permit per Section 150.05 of the Municipal Code
- **Account may be turned over to collections**

Notes:

1. Under no circumstances shall account balances be waived.
2. Property Owner Responsibility: Per Section 50.087 of the Municipal Code – the owner of the premises, the occupant thereof and the user of the service shall be jointly and severally liable to pay for the service to the premises and the service is furnished to the premises by the Village only upon the condition that the owner of the premises, occupant and user of the services are jointly and severally liable therefore to the Village.