



## 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. In order to avoid water service disconnection, local debt recovery, small claims court, collections, revocation of occupancy permits or liens, we encourage customers who are unable to pay their bill to contact us as early as possible so that we may arrange financial assistance.

### 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 Illinois American for water service disconnection, local debt recovery, small claims court, collections, revocation of occupancy permits or 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 the current balance due and final notice is sent to property owner and tenant (*when applicable*) prior to water service disconnection
- **61+ days past due** – Any and all of the following may occur: 10% late fee will continue to be assessed monthly on current charges; Illinois American Water is contacted and the water service disconnection process begins
- **90 days past due** – Liens will be filed
- **After 120 days past due** – Foreclosure of lien proceedings
- **Account may be turned over to collections**

### **Notes:**

1. Under no circumstances shall account balances be waived.
2. 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.