

SANGAMON COUNTY, ILLINOIS

ORDINANCE
NUMBER 20 - 31

**AN ORDINANCE AMENDING THE VILLAGE CUSTOMER SERVICES POLICY
HANDBOOK (REVISED MARCH, 2020)**

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Chatham
on Nov. 24, 2020

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62705

ORDINANCE NO. 20- 31

AN ORDINANCE AMENDING THE VILLAGE CUSTOMER SERVICES POLICY HANDBOOK (REVISED MARCH, 2020)

WHEREAS, the Village of Chatham (“Village”), Sangamon County, State of Illinois, is a duly organized and existing Village created under the provisions of the laws of the State of Illinois, and is now operating under the provisions of the Illinois Municipal Code; and

WHEREAS, the Village has created a Customer Services Policy Handbook to clearly outline the rights and obligations of recipients of electric, water, and sewer services from the Village of Chatham, as well as the rights and obligations of the Village as a provider of those services; and,

WHEREAS, the Village adopted a revised version of Village’s Customer Services Policy Handbook effective March 1, 2020; and,

WHEREAS, the Village Customer Services Policy Handbook (Revised March, 2020) eliminated payment plans offered by the Village to allow customers to repay their balances over time; and,

WHEREAS, due to the COVID-19 pandemic, the Village resumed offering payment plans after the Village Customer Services Policy Handbook (Revised March, 2020) was passed; and,

WHEREAS, the Village wishes to continue to allow payment plans in certain circumstances and amend its Village Customer Services Policy Handbook (Revised March, 2020) accordingly; and,

WHEREAS, the Village President and Board of Trustees of the Village believe it is in the best interest of the Village to amend the Village Customer Service Policy Handbook (Revised March, 2020) as set forth herein to allow for payment plans in certain circumstances.

NOW, THEREFORE, BE IT ORDAINED by the President and Board of Trustees of the Village of Chatham, County of Sangamon, as follows:

Section 1. Recitals. The foregoing recitals shall be and are hereby incorporated into and made a part of this Resolution as if fully set forth in this Section 1.

Section 2. Amendment of Customer Service Policy Handbook (Revised March, 2020). The Village Customer Service Policy Handbook (Revised March, 2020) is hereby amended by adding the following V.J. as follows (added; ~~deleted~~):

V.J. COVID-19 Utility Payment Plan.

V.J.1. The Village will temporarily suspend utility disconnections until March 1, 2021. While the Village will perform no disconnections during this period, residents are encouraged to stay as current as possible with their utility payments. Residents are encouraged to make payments in an amount so as to avoid eventual disconnection. The Village will continue to charge late payment fees during this time. Such penalties shall accrue at a rate of 5% through March 1, 2021, at which time the penalty rate shall revert to the 10% rate.

V.J.2. For balances accruing between December 1, 2020 and March 1, 2021, residential customers will be allowed to enter a payment plan for delinquent accounts under the following terms and conditions:

V.J.2.i. Balances of \$500 or more shall be allowed a twelve-month payment plan where the total amount owed as of the date the payment plan is entered is divided equally into twelve payments one being due each of the following twelve months on the due date of that month's bill, beginning on the due date of the March bill payable in April, in addition to that month's charges. For example, if a customer has a past due balance of \$600 and requests a payment plan, that customer would have twelve monthly installments of \$50 due over the next twelve months in addition to that month's current charges.

V.J.2.ii. Balances of under \$500 shall be allowed a six-month payment plan where the total amount owed as of the date of the payment plan is divided equally into six payments with one being due each of the following six months on the due date of that

month's bill, beginning on the due date of the March bill payable in April, in addition to that month's charges. For example, if a customer has a past due balance of \$300 and requests a payment plan, that customer would have six monthly installments of \$50 due over the next six months in addition to that month's current charges.

V.J.2.iii. The payment plan amount shall include all balances owed (current and past-due) as of the date of its entry, and it will be divided into six or twelve monthly installments (see details above), the first of which will be due on the due date of the March bill payable in April. If the first payment plan monthly installment is not paid when due or by the regular monthly utility shut-off date (whichever is later) the customer's utilities will be shut off.

V.J.2.iv. Customers who enter a payment plan will not be subject to disconnection under Section I.C.2 of this Handbook provided they adhere to the terms of this Policy and the payment plan. Customers that fail to meet the obligations set forth in the payment plan will be subject to disconnection. Once services have been disconnected, all charges on the account must be paid in full in order for utilities to be re-established.

V.J.2.v. Customers who enter into a payment plan that are subsequently disconnected will not be charged fees for any disconnection.

V.J.2.vi. Customers who enter into a payment plan, are subsequently disconnected, and then reconnected will not be charged fees for any such reconnection.

V.J.2.vii. There is a limit of one payment plan per customer at any given time.

V.J.2.viii. If a customer seeks an expansion of an existing payment plan, that customer must petition their case to the Utility Oversight Committee which meets at 6:00 p.m. on the second Monday of every other month (Feb, Apr, Jun, Aug, Oct, & Dec). The Utility Oversight Committee shall have the discretion to extend such payment plan on a six or twelve month basis in accordance with this policy.

V.J.2.ix. Entering into a payment plan shall not stop monthly penalties for past due balances.

V.J.2.x. Payment plans entered into under this Section V.J.2. must be requested by the customer between March 1, 2021, and March 15, 2021.

V.J.3. Beginning on March 1, 2021, until December 31, 2021, those with no past due balance as of March 1, 2021, but with a past due balance arising after March 1, 2021, can request a payment plan beginning April 1, 2021 under the following terms and conditions:

V.J.3.i. Balances of \$500 or more shall be allowed a six-month payment plan where the total amount owed as of the date the payment plan is entered is divided equally into six payments with one being due each of the following six months, in addition to that month's charges. For example, if a customer has a past due balance of \$600 and requests a payment plan, that customer would have six monthly installments of \$100 due over the next six months in addition to that month's current charges.

V.J.3.ii. Balances of under \$500 shall be allowed a three-month payment plan where the total amount owed as of the date of the payment plan is divided equally into three payments with one being due each of the following three months, in addition to that month's charges. For example, if a customer has a past due balance of \$300 and requests a payment plan, that customer would have three monthly installments of \$100 due over the next three months in addition to that month's current charges.

V.J.3.iii. The payment plan amount shall include all balances owed (current and past-due) as of the date of its entry, and it will be divided into three or six monthly installments (see details above), the first of which will be due on the due date of the March bill payable in April. If the first payment plan monthly installment is not paid when due or by the regular monthly utility shut-off date (whichever is later) the customer's utilities will be shut off.

V.J.3.iv. Customers who enter a payment plan will not be subject to disconnection under Section I.C.2 of this Handbook provided they adhere to the terms of this Policy and the payment plan. Customers that fail to meet the obligations set forth in the payment plan will be subject to disconnection. Once services have been disconnected, all charges on the account must be paid in full in order for utilities to be re-established.

V.J.3.v. Customers who enter into a payment plan that are subsequently disconnected will not be charged fees for any disconnection.

V.J.3.vi. Customers who enter into a payment plan, are subsequently disconnected, and then reconnected will not be charged fees for any such reconnection.

V.J.3.vii. There is a limit of one payment plan per customer at any given time.

V.J.3.viii. If a customer seeks an expansion of an existing payment plan, that customer must petition their case to the Utility Oversight Committee which meets at 6:00 p.m. on the second Monday of every other month (Feb, Apr, Jun, Aug, Oct, & Dec). The Utility Oversight Committee shall have the discretion to extend such payment plan on a three or six month basis in accordance with this policy.

V.J.3.ix. Entering into a payment plan shall not stop monthly penalties for past due balances.

V.J.4. Payment plans can be requested by phone at 217-483-2451. The Village will

maintain a list of resources for customers at the following website: <https://www.chathamil.net/resource/billassistance>. Customers are encouraged to seek assistance as soon as possible as aid, if available, may be delayed by the assisting body due to resource limitations.

Section 3. Severability. In the event a court of competent jurisdiction finds this ordinance or any provision hereof to be invalid or unenforceable as applied, such finding shall not affect the validity of the remaining provisions of this ordinance and the application thereof to the greatest extent permitted by law.

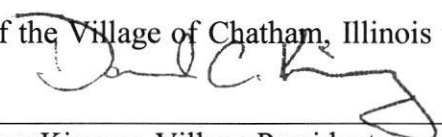
Section 4. Repeal and Savings Clause. All ordinances or parts of ordinances in conflict herewith are hereby repealed; provided, however, that nothing herein contained shall affect any rights, actions, or causes of action which shall have accrued to the Village of Chatham prior to the effective date of this ordinance.

Section 5. Effective Date. This Ordinance shall be in full force and effect from and after its passage, approval and publication in pamphlet form as provided by law.

SO ORDAINED this 24 day of Nov, 2020, at Chatham, Sangamon County, Illinois.

	AYE	NAY	ABSTAIN	ABSENT
KRISTEN CHIARO	X			
ANDREW DETMERS	X			
BRETT GERGER	X			
RYAN MANN				X
MATT MAU		X		
PAUL SCHERSCHEL	X			
DAVE KIMSEY				
TOTAL	4	1		1

APPROVED by the President of the Village of Chatham, Illinois this 24 day of Nov, 2020.



Dave Kimsey, Village President

Attest:



Amy Dahlkamp, Village Clerk

EXHIBIT A
VILLAGE CUSTOMER SERVICES POLICY HANDBOOK
(REVISED MARCH, 2020)