



# VILLAGE OF CHATHAM

*Family. Community. Prosperity.*

## Changes in Past Due Notifications and Collections Process as well as Enforcement of Owner Liability and Assessment of Reconnect Fee Changes Beginning June 1, 2016

### ***Mailing of Reminder Notices Ending***

The Village of Chatham has adopted a new Customer Services Policy Handbook that will go in effect in June. A copy of the manual can be found on the Village's website at [www.chathamil.net](http://www.chathamil.net). Reminder notices will no longer be mailed or delivered, but information regarding past due balances and penalties will appear on customer's regular monthly bill. Customers who are delinquent and subject to disconnection will still receive disconnect notices. Another important change is the observance of a five day grace period from the monthly bill due date before penalties are assessed. Utility bills are due on the 15<sup>th</sup> of each month. A five day grace period will be observed before the 10% late penalty is applied to past due bills on or about the 20<sup>th</sup> of the month.

### **Enforcement of Property Owner Liability**

The Village will now be enforcing the property owner liability clause which establishes joint liability of utility charges for both the tenants and property owners. Property owners will be liable for any utility charges left unpaid by the tenant. Before a new tenant will be allowed to establish service any unpaid balance will be required to be paid. Both the owner and tenant are

### **Enforcement of Property Owner Liability-Continued**

required to sign the customer deposit application. Property owners will also receive copies of their tenant's disconnect notices.

### **Reconnect Fees, Due Dates, Amounts Due and Payment Plans**

Beginning June 1<sup>st</sup>, the Village will begin assessing a \$50 reconnect fee when service is disrupted due to non-payment. The fee will be required to be paid prior to service reconnection. The Village has also formalized their policy in regards to payment plans. Customers subject to disconnection may make arrangements to pay past due balances. Payment of the past due balance will be required to be completed by the 15<sup>th</sup> of the month following the disconnect date. Payment plans may not be established after utility services have been disconnected. Amounts due and payment due dates will be enforced.