

Spring Valley Utility Collection Policy

Water and Sewer: If the utility bill remains or if adequate arrangements are not made, the water and sewer will be disconnected 10 days after the disconnect notice is issued. We will Call you the day before disconnect as a reminder of disconnection

Deferred Payment Agreements: A deferred payment agreement (DPA) will be offered to residential customers who cannot pay their balance in full. A DPA consists of two elements: a reasonable down payment and an installment plan to pay the remaining outstanding balance over a specified period of time. Payments must be received on or before the due date. A late or missing payment will cause the DPA to "default" and place utility services in jeopardy of disconnection.

- As a general rule, the minimum down payment will be 1/3 of the total amount owing. The remaining balance will be divided into two installments. The balance needs to be paid in full by the next billing cycle.
- If there is a default on the DPA the Village will re-negotiated one time and it will be more stringent than the previously offered DPA.
- DPA can be found on the Spring Valley website www.springvalleywi.com

Reconnection of Services:

Two conditions must be met in order to have services restored.

1. A \$25.00 reconnect fee must be paid
2. Account must be paid in full (including the \$25.00 reconnect fee).

Landlord Notification: Landlords will continue to receive a duplicate copy of disconnect notices.

Exceptions Made For Health Reasons:

Spring Valley customers must contact the Village Office immediately if any resident of the household is seriously ill or if there are other extenuating circumstances, as the presence of infants, young children, elderly, occupants with disabilities, life support equipment, or occupants with developmental or mental disabilities. Services will be continued for **up to 21** days if a statement is provided from a licensed Wisconsin physician, public health or social service official which identifies the medical or protective services emergency which exists in the household and specifies the period of time during which disconnection of utilities service would

aggravate the circumstances. During this time period it is to be required to make adequate payment arrangements to preserve utility services on a permanent basis.

Past Due Tax Roll Information:

- **September 30th** - Utility charges due before this date not paid by November 15th will be transferred to the tax roll.
- **October 15th** - A certification notice is sent to customers that have a balance from delinquents utility charges incurred before September 30th. This notice will indicate that if this amount is not paid by a specific date, the delinquent utility charges, along with a penalty, will transfer to their tax bill.
- **November 1st** - A penalty is assessed to those customers who have not paid utility charges incurred before September 30th.
- **November 15th** - Unpaid utility charged incurred before September 30th are transferred to the tax roll along with the penalty assessed on November 1st.

Contact and Payment Information

Contact: Lindsay DuBois or Rita Goveronski at the Village Office.

Phone: 715-778-5635

Fax: 715-778-5030

E-Mail: svoffice@springvalleywi.com

Village Office hours are 8:00am-4:30pm Monday - Friday. Village Hall is closed between 12:00pm-12:30 for lunch. Payments can be made at the Village Office or for after hours convenience there is a drop box located outside the North doors of the Village Hall.