

**VILLAGE OF SUGAR GROVE**  
**DELINQUENCY POLICY**

**PURPOSE**

The purpose of this policy is to establish procedures regarding customer billings that are past due and provide guidelines for collection of past due accounts.

The Village of Sugar Grove Utility Bill delinquency Policy is herein established to maintain the integrity of Village Utility and Refuse Accounts.

The Village acknowledges that unique facts and circumstances may arise from time to time. In such a case, the Village Administrator, or his or her designee, may elect to take additional actions not listed herein on a case-by-case and non-precedential basis.

**DEFINITIONS**

|                    |   |
|--------------------|---|
| Second Notice:     | Letter sent to customer and/or owner regarding past due account.  |
| Disconnection:     | Water service termination.  |
| Penalty:           | Billing for services received/provided and not billed.  |
| Tag:               | Notice of service termination.  |
| Tag Fee:           | Fee assessed when a door tag is placed to notify customer of impending shut off.  |
| Restoration Fees:  | A fee assessed to restore services.   |
| Payment Agreement: | Agreement between customer and the Village to extend payments out over an agreed amount of time to bring the account current. |

**POLICY**

This policy is herein established to ensure that all customers of the Village are treated equally, provide guidelines and ensure the integrity of the Water, Sewer, and Refuse accounts. Further, this policy is meant to ensure, that due to the inability of some customers to make payment that the systems remain solvent and the inability of some does not cause any undue burden to others.

**GUIDELINES**

On a monthly basis an aged trial balance shall be produced. Customers that are 90 days delinquent shall be notified. The notification shall include:

- Delinquent amount
- Current Amount
- Due Date
- Payment type accepted

- Last date payment will be accepted
- Form of payment
  - Payments that are made on or prior to the due date shall be taken in all current acceptable forms of currency.
  - Payments made after the due date shall be accepted only in cash, cashier's check, money order or credit card. No exceptions shall be made.

All unpaid charges shall result in a lien being filed on the property. Liens shall be prepared as authorized in the Village Code 8-1-21. A notice of lien shall be filed with the Kane County Recorder with a copy sent to the property owner.

As a courtesy to customers with unpaid utility bills, the Village may grant one (1) payment plan per account during any rolling 12-month period; upon review of the facts and circumstances the Finance Director or his/her designee deems a payment plan to be warranted.

**RESPONSIBLE VILLAGE OFFICIAL**

The Finance Director or his/her designee shall be the Village official responsible for the overall implementation and administration of this Policy.