Village of Stetsonville

Policy for Delinquent Water/Sewer Bills

The Village water and sewer bills are sent out monthly and become due and payable at the end of the month upon issuance following the period for which service is rendered. A late payment charge of 1% per month will be added to bills not paid at end of the month of when the bill was issued. Delinquent water and sewer penalties will not be waived.

Procedure for Delinquent Accounts:

1. If an account is past due and has an overdue balance of $300 the resident will receive a disconnection notice by mail.
2. The resident has 10 days to contact the Village and pay the past due balance or enter into a deferred payment agreement. If the resident chooses a DPA they must pay a minimum of 30% of the balance in arrears. The remaining balance will be paid according to the terms agreed upon in the Deferred Payment Plan Agreement. Failure to honor promise of payment voids the Deferred Payment Plan Agreement. Failure to keep the most recent bill paid on time also voids the Deferred Payment Plan Agreement.
3. If payment is not received, a disconnection notice will be placed on the door and the Village will make an effort to contact the resident via phone or in person to inform them that in 24 hours their water will be disconnected.
4. If after 24 hours no payment is received, the village will disconnect the water at the curb.
5. In order to have the water at curb stop turned back on, there is a charge of $40 during business hours and $60 after hours and on weekends. Overdue balance must be paid in full or have entered into a Deferred Payment Plan Agreement, signed by the account holder and the Village.

April 2023