

# Brooklyn Policy and Procedure Manual

## WATER/SEWER DISCONNECTION POLICY

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- I Purpose:** It is the intent and purpose of the Village of Brooklyn to provide a policy and procedures which are to be followed in a uniform and consistent manner and in accordance with the rules of the Wisconsin Administrative Code, Chapter PSC 185.
  
- II Policy:** Water and sewer bills are issued monthly in the Village of Brooklyn. Customers should receive bills on or about the 5<sup>th</sup> of each month. Payment is due on or before the 25<sup>th</sup> of each month. Bills paid after the 25<sup>th</sup> of the month receive a 1% per month late fee. If the 25<sup>th</sup> falls on Saturday or Sunday, we will accept payments on Monday without issuing a late fee. An additional 10% penalty will be charged if the Village has to transfer any unpaid delinquent balances as of November 1<sup>st</sup> to the tax roll.
  
- III Non-Sufficient Funds:** A \$30 charge will be applied to the account when a check for a bill payment is returned for any reason. Any customer presenting a check which is returned must pay the amount of the check with either cash, certified check or credit card.

Any customer presenting two checks or bank drafts which are returned unpaid within a six-month period shall be unable to issue a check for payment on his or her account for the subsequent six-month period. During this period, the account must be paid with either cash, certified check or credit card.

A customer using the automatic payment system is responsible for maintaining sufficient funds in the customer’s deposit account on the dates on which payments are drawn. Any customer having insufficient funds in the customer’s deposit account or a closed account more than twice within a six-month period shall be disqualified from using the automatic payment system for a subsequent six-month period. During this period, the account must be paid with cash, certified check or credit card and a \$30 NSF charge will be applied to the account.

- IV Procedure:** After a customer accumulates a \$200 past-due balance the following procedures will be followed:
  1. **Written Disconnection Notice** – A written disconnection notice will be sent to the resident or landlord/tenant around the 5<sup>th</sup> of every month. This notice will require a response within 10 days of the disconnection notice. Service will be disconnected on or after the date shown on this notice. All delinquent payments are required to be received by 8 a.m. on the disconnection date. Any payment received after the 8 a.m.

deadline does not constitute a guarantee that services will still not be disconnected. The Village will attempt to collect 50% of the delinquent amount immediately, or another reasonable amount, and set up installments.

Immediately contact the Clerk's office:

- If you dispute the notice of a delinquent amount
- If you wish to negotiate a deferred payment arrangement.
- If any resident is seriously ill
- If there are other extenuating circumstances such as infants, young children, aged or handicapped residents, residents on life support systems or equipment, residents who have mental retardation or other developmental or mental disabilities.

\*\*Services will be continued or restored for 21 days if a statement is submitted from a licensed Wisconsin physician or notice from a public health or social service official identifying the serious illness of a resident and the period of time during which disconnection would aggravate the illness.

2. **Final Written Notice** – After the 10 days without response to the written disconnection notice, the Department of Public Works (DPW) will place a door hanger notice in order to contact the resident or landlord/tenant to make them aware that disconnection will be occurring within the next 24 hours. Inability to contact or a failure to respond within this 24-hour period will advance the collection into an immediate disconnection. The Village will attempt to collect 50% of the delinquent amount immediately, or another reasonable amount, and set up a payment arrangement.
3. **Disconnection** –
  - The Village will make every effort to disconnect on the third Tuesday of every month.
  - Exceptions may be made based on work schedules, emergencies, holidays, etc.
  - The Clerk's office shall provide the DPW a listing of disconnects to be addressed on a timely basis.
  - DPW staff will NOT enter into further negotiations with a resident, tenant, or landlord on the payment of any amount, nor shall they collect any monies in full or partial settlement of a delinquent account. DPW staff will refer you to the Clerk's office regarding matters of this nature.
  - Once on the scene to exercise a disconnection function, DPW shall proceed as planned, unless they are provided proof of a valid, up-to-date deferred payment arrangement or a receipt verifying payment has been made. Staff will confirm this with the Clerk's office.
4. **Reconnection** - Once a disconnection takes place, the resident or current landlord/tenant must pay 50%, or a reasonable amount, of the outstanding charges and make payment arrangements for the balance, plus a reconnection fee, to be reconnected. Reconnection fees for turning on the valve at the curb stop are \$25 between 6 a.m.

and 2 p.m. Monday through Friday (except holidays) and \$37.50 at any other time. Fees for reinstallation of a meter, including valving at a curb stop are \$30 between 6 a.m. and 2 p.m. Monday through Friday (except holidays) and \$45 at any other time. Once service has been disconnected, the DPW staff will have up to 48 hours to perform the reconnection after payment of outstanding charges and fees or deferred payment arrangements have been made. There will be NO guarantee that service will be reconnected immediately or within the same day that payment is received.

5. **Continued Occupancy During a Disconnection Period** – The landlord is ultimately responsible for his/her rental units. Every effort is made by the Village to collect from the tenant and keep the landlord informed of action being taken. Landlords are encouraged to protect their own interest in a manner they see fit for each situation. It is not the Village's responsibility to dictate to landlords how they should deal with their tenants.

A tenant with a balance due who is vacating a premises will not be allowed water/sewer services at another premises in the Village until the prior bill is paid in full. A balance from one residence will not be allowed to be carried over to the next.

Requests from landlords, realtors, etc., to have the service reconnected will not be honored until the respective outstanding balance is paid in full.

The Village's preference is to work with customers who are having difficulty making payments, out of respect for their various situations. However, the Village shall proceed with serving the best interests of the utilities and their customers.

6. **New Connections** – An existing resident who will be vacating the premises must complete a Utility Moving Out Form to request a meter reading for the day of moving and provide a forwarding address and telephone contact number.