

VILLAGE OF SPENCER
105 S PARK ST, PO BOX 360
SPENCER, WI 54479
715-659-5423
DEPUTYCLERK@VIL.SPENCER.WI.US

Water Account Set-Up

Account number: _____ (assigned by office) Move In Date: _____

Occupant's name: _____ Date of birth: _____

Occupant's driver's license number: _____ State: _____

Address: _____ Phone: _____

Address (if different than street address such as PO BOX)

Co-occupant's name: _____ Phone: _____

Co-Occupant's driver's license number: _____ State: _____

Co-Occupant's Date of birth: _____ Own _____ Rent _____

I understand that the Village of Spencer bills for water/sewer/garbage/recycling on a monthly basis on the 25th day with payment due by the 15th day of the following month. I understand if my bill is not paid in full by the due date, it is subject to penalties including late fees and possible disconnection. I understand that if I vacate the property without giving written notice, I am responsible for the monthly charges until the Village receives notice. If my account is in arrears as of October 1 of each year, the balance plus penalty will be added to the tax roll of the property.

Occupant's Signature _____ Date _____

Co-Occupant's Signature _____ Date _____

IF RENTING OR ANOTHER OWNER

Landlord's Name _____ Phone: _____

Landlord's Address _____

I, _____ landlord of the above address, understand that if the above tenant does not pay their bill, it will ultimately be added to my tax roll. I am required to give written notification to the Village Office if a tenant vacates a property, which includes a forwarding address, so the tenant continues to be billed until the delinquent amount is put on the property tax roll. I understand that if a tenant terminates service, the utility will be put in my name until written notice is received from a new occupant.

Landlord's signature _____ Date _____

*Future accounts will not be established if the occupant has a previous account in arrears

POLICY ON WATER DISCONNECTS

Effective October 15, 2016 – This policy will be consistently followed. Disconnects will begin if bills are unpaid. The purpose of this policy is to establish guidelines which are to be followed in a uniform manner, exercised consistently, and in accordance with the rules of the Wisconsin Administrative Code, Chapter PSC 185.

Reasons for disconnection include:

1. Failure to pay a delinquent account, deposit request, deferred payment agreement or court-awarded costs or fees incurred by the Village of Spencer for collection,
2. Failure to pay an outstanding, undisputed account balance owed at a previous address or at an address where the customer still resides and there is not a payment arrangement in place,
3. Failure to provide the Village of Spencer personnel access to meters or other utility equipment,
4. Interfering with proper metering,
5. Unauthorized reconnection of service, or
6. Where an unsafe or dangerous situation exists (can be shut off without notice).

Utility payments are due twenty (20) calendar days from the date of billing. For example, a billing issued on September 25th is due on October 15th. After 15 days past the due date or when one of the above occurs except item number 6, the resident or landlord and tenant will receive the following notice:

DISCONNECTION NOTICE

The bill enclosed with this notice includes your current charge for Utility service and your previous unpaid balance.

You have 10 days to pay the Utility service arrears or your service is subject to disconnection.

If you fail to pay the service arrears, or fail to contact us within the 10 days allowed to make reasonable payment arrangements, we will proceed with disconnection action.

To avoid the inconvenience of service interruption and an additional charge of \$25.00 for reconnection, we urge you to pay the full arrears IMMEDIATELY AT THE VILLAGE OFFICE.

If you have entered into a Deferred Payment Agreement with us and have failed to make the payment you agreed to, your service will be subject to disconnection unless you pay the amount due within 10 days.

If you have a reason for delaying the payment, call us and explain the situation.

PLEASE CALL THIS TELEPHONE NUMBER, 715-659-5423 IMMEDIATELY IF:

1. You have a question about your Utility service arrears.
2. You are unable to pay the full amount of the bill and are willing to enter into a payment agreement with us.
3. There are any circumstances you think should be taken into consideration before service is discontinued.
4. Any resident is seriously ill.

Illness Provision

If there is an existing medical emergency in your home and you furnish the Village Office with a statement signed by either a licensed Wisconsin physician, or a public health official, we will delay disconnection of service up to 21 days. The statement must identify the medical emergency and specify the period of time during which disconnection will aggravate the existing emergency.

Deferred Payment Agreements

If, for some reason, you are unable to pay the full amount of the arrears on your bill, you may contact the Village Office to discuss arrangements to pay the arrears over an extended period of time.

This payment agreement will require:

1. Payment of a reasonable amount at the time the agreement is made.
2. Payment of the remainder of the outstanding balance in monthly installments over a reasonable length of time.
3. Payment of all future Utility service bills in full by the due date.

In any situation where you are unable to resolve billing disputes or disputes about the grounds for proposed disconnection through contacts with the Village Office, you may make an appeal to the Wisconsin Public Service Commission, Madison, Wisconsin.

- (1) In the event the Village of Spencer is not able to collect any bill for Utility services, even though Deposit and Guarantee Rules are on file, the bill may be put on the tax roll as provided in Sec. 66.069, Wisconsin Statutes.

DISCONNECTION AND RECONNECTION

Prior to disconnection, the Village of Spencer will make an attempt to personally contact the customer. Once disconnection takes place, the resident or current tenant must pay 100% of the outstanding charges plus a reconnection fee, as previously stated, to be reconnected.

Requests for reconnection must be made between the hours of 8 am and 3pm Monday through Friday except on holiday. Reconnection may take place on the following business day if made after 3 pm. Outstanding balances and the reconnection fee must be made in full before service is restored.