

**Village of Birch Run
Water & Sewer Department
Rules & Regulations**

Billing Procedures

1. The Village of Birch Run (hereafter “Village”) will bill each water and sewer customer, barring any unforeseen delays, on the first workday of each billing period for the readiness-to-serve water charge from the previous quarter. The bill on January 1st, April 1st, July 1st, and October 1st will also include the quarterly water usage, the quarterly sewer charges, and any outstanding special assessments if applicable.
2. The quarterly water bills will be due on the last day of the month billed, except when the last day of the month falls on a Sunday or Holiday, the bill will be due on the next regular business day.
3. A ten percent (10%) penalty will be assessed to any outstanding quarterly water and sewer bill not paid on or before the due date. Penalties will be assessed prior to the publication of Shut Off Notices.
4. Shut Off Notices will be mailed to outstanding water and sewer customers on the first workday of the month, barring any unforeseen delays, following the January 1st, April 1st, July 1st, and October 1st quarterly bill that is issued.
5. Customers with unpaid bills will be given until the fifteenth (15th) of the month following the January 1st, April 1st, July 1st, and October 1st quarterly bill to pay the total outstanding balance including penalty. Failure to pay the total outstanding balance including penalty within the specified time period will result in the loss of water and sewer service.
6. The Village will assess a \$35.00 fee for each turn-off and \$35.00 fee for each turn-on service.
7. Any customer that has their water and sewer services terminated due to a failure to pay their bill will be required to pay the total outstanding balance, including turn-off and turn-on service fees, before water and sewer services are restored.
8. Customers who are approved to receive financial assistance from a Federal, State, or County agency or charitable organization towards paying their bill will receive a credit for the late penalty assessed on their account. The credit for the late penalty will not be applied until the total outstanding balance has been paid in full by both the customer and the Federal, State, or County agency or charitable organization that is providing the assistance.

Payment Plan

1. Any customer who makes an effort to make payment on the total outstanding balance will not have service discontinued unless said customer fails to comply with the terms of any payment plan.
2. Any customer requesting a payment plan arrangement will be required to submit a "Payment Plan Application" form. Forms may be submitted in-person, by US Mail, by email, or by fax. Payment plans may be taken over the phone in cases where a hardship exists.
3. Payment plan shall be limited to a period no greater than to bring bill current prior to next billing cycle.
4. Payment plans are not available to customers who fail to contact the office prior to actual shut off.
5. Customers who default on the terms of the payment plan will be notified by first class mail. Any customer that defaults on the terms of the payment plan will be responsible for payment of the total outstanding balance. Failure to comply within 10 days of the date of notification will result in discontinuation of service.
6. Customers who have a dishonored (NSF) check, draft, or order returned to the Village will be notified by first class mail. The customer will be responsible for payment of the total dishonored check, draft or order amount plus the Village Council adopted dishonored check, draft, or order processing fee by either cash, cashiers check, or money order. Failure to comply within 10 days of the date of notification will result in discontinuation of service.
- 7.) Customers who default on payment plan arrangements two (2) times within a twelve (12) month period will no longer be eligible for payment plans with the Village.

Shut-Off --- Turn-On Services

1. The Village will shut off any customer with an outstanding balance commencing the first workday after the due date on the Shut Off Notice.
2. Shut off will not take place on a Friday or within two days of any Village recognized holiday.
3. Water may be turned on after 3:30 p.m. once an after hours turn-on fee of \$135.00 is paid by the customer.
4. Water customers may request their water be turned off while on vacation. A \$35.00 turn-off and a \$35.00 turn-on fee will be assessed. Water customers that have their water turned off while on vacation will still be responsible to pay the readiness-to-serve fee.
5. No fee will be charged to any customer whose water and sewer service was disconnected in error.

Notification for Discontinuation of Service

1. The Village will mail Shut Off Notices by first class mail to each customer with an outstanding balance, with the exception of those customers who have already established a payment plan prior to the publication of the Shut Off Notices.
2. The Village DPW will place a notification card on the front door of each delinquent customer's house or business prior to shut off. The notice will indicate the date water service will be shut off due to non-payment.

Tap-in & Connection Fees

1. The Village will charge, in advance of work, any Village customer for new, additional, or reconnected water service the following tap in charges:

<u>Size of Line</u>	<u>Amount</u>
1 inch and larger	Residential connection fees will be \$1,000.00 minimum paid in advance. All additional costs will be charged as time and material and billed to the water customer.

2. Village connection charges shall be assessed in accordance with Chapter 51, Water System Capital Expansion & Maintenance Charge Ordinance and Chapter 52, Water And Sewer Facilities Capital Expansion Rate Ordinance of the Village of Birch Run Code of Ordinances.
3. Water and Sewer billing will commence upon completion and payment of the Application for Service.

Disconnection Fees

1. The Village will charge, in advance of work, any Village customer for disconnection from the Birch Run water system. The disconnection fee will be \$1,000.00 minimum paid in advance. All additional costs will be charged as time and material and billed to the water customer.
2. Any property owner requesting disconnection from the Birch Run water system will be required to sign the "Birch Run Water System Release Form".
3. Disconnection from the Birch Run water system will be done at the requesting property owner's lot line.
4. Any Birch Run water system customer that requests disconnection, who is also a Birch Run sewer system customer, will be required to procure and maintain a metering device on their alternate source of water supply (i.e. well system) at the property owner's expense.

Miscellaneous

1. The Village Council will establish charges for services to be provided, which are not otherwise specified.
2. Periodically, the City of Saginaw requires its wholesale customers to institute a water ban. Customers who violate a water ban instituted by the Village shall be guilty of a municipal civil infraction and shall be assessed a fine pursuant to Chapter 35 of the Village of Birch Run Code of Ordinances.
3. The complete water meter, both inside and outside, must remain unobstructed (i.e. pets, shrubs, stored materials) for maintenance and/or meter reading. Customers with an obstructed meter will be notified by first class mail. Failure to comply within 10 days of date of notification will result in discontinuation of service.
- 4.) Failure to respond to requests sent via first class mail, by the Village, to access Village owned water meters within the time period stipulated on the notification will result in a discontinuation of service and will be subject to all fees associated with discontinuation of service.

Application for Service

- 1.) New customers (accounts) of the Village water/sewer system will be required to complete and sign the “Water/Sewer Application” form before the water/sewer account will be set up in their name.
- 2.) New water/sewer customers will be required to submit a deposit on their account(s). The deposit for residential customers will be \$150.00 and the deposit for commercial customers will be \$250.00. (NOTE: A new customer does not refer to an existing customer who is transferring to another address in the Village. However, the existing customer must be in good standing or the deposit will be required for the account established at the new address.) *Clarification on 2/23/15 by the Village Council*
- 3.) Upon termination of an account, the deposit will be applied to the customer’s final bill. Once the deposit is applied, the customer will receive either:
 - a.) a refund of the excess deposit
 - b.) a final bill for an additional amount owed
- 4.) Deposits are non-transferable.
- 5.) After 24 consecutive months (2 years) of service, commencing at the time the deposit is received, a residential customer may qualify for a full refund of their water/sewer deposit when

or if the following conditions have been met during the previous 24 month period:

- a.) no more than one (1) late payment
- b.) no disconnections for non-payment of water/sewer bill
- c.) no returned NSF (non-sufficient funds) checks

Requests for water/sewer deposit refunds must be made in writing and submitted to the Village Office. Commercial customer deposits will be kept for the duration of water/sewer service with the Village.