

Overview

The purpose of this policy is to establish guidelines that are to be followed in a uniform manner, exercised consistently, and in accordance with the rules of the Wisconsin Administrative Code, Chapter PSC 185.

Policy

Payments on accounts are due twenty (20) calendar days from the date of billing. For example, a billing issued on September 30 is due on October 20.

Procedures

After ten (10) days past the due date, the following shall occur:

Section A – Past Due Notices

1. A past due notice, requiring a response within 10 days, will be sent to the resident, tenant, or landlord of the delinquent account with payment plan options provided.
2. For customers unable to pay the outstanding balance in full, a payment of 30% of the outstanding amount will be due immediately with the balance payable under a Deferred Payment Agreement (DPA).
3. Deferred Payment Agreements will require a monthly payment of at least 10% of the remaining balance and will require customers to pay future monthly bills in full by the due date.

Section B – Disconnection Notice

1. After a minimum of ten (10) days, for outstanding accounts without a valid DPA, a door hanger will be placed on the service address of the resident or landlord/tenant to follow up on the above-mentioned written notice. Inability of the City to contact the customer, or a failure of the customer to respond within this period, will advance the collection into an immediate phase of “Disconnection”.
2. Any default of a Deferred Payment Agreement on the part of the customer or responsible party(s) will advance any delinquent balance into the “Disconnection” phase. A default will also disqualify the customer from a future Deferred Payment Agreement.

Section C – Disconnection

1. Disconnections will be performed in accordance with Public Service Commission policies.
2. The Accounting Specialist - Utility Billing will provide the Department of Public Works Water & Sewer Division (DPW WS) a listing of addresses to be disconnected on a timely basis. DPW WS staff will not enter negotiations with a resident, tenant, or landlord on the payment of any amount, nor will DPW WS staff collect any monies in full or partial settlement of a delinquent account. Matters of this nature will be referred to the Finance Department.
3. Once DPW WS staff arrive at a premise, the disconnection will proceed. If a customer disputes the disconnection due to payment made or a DPA, DPW WS staff will direct the customer to contact Finance staff. Finance will then confirm with DPW WS staff if the disconnect should

proceed or be canceled based on the status of the account. A partial payment made on an outstanding balance without a signed DPA will result in disconnection.

4. Disconnection will take place on Tuesday through Thursday of the scheduled week.

Section D – Reconnection

1. Once a disconnection has taken place, the customer must pay a reconnection fee of \$30, plus the outstanding balance in full, or enter into a Deferred Payment Agreement (see Section A for details). Payments, DPAs, and reconnections must be completed before 3:00 pm.

Section E – Occupancy During a Disconnection Period

1. Should the City of Platteville be made aware that a disconnected residence remains occupied for a period of three (3) days, the matter will be referred to the Building Inspector. Should the Building Inspector determine that the residence is uninhabitable because it has no water and sewer service, the residence shall be placarded which will prohibit occupancy until the delinquency is resolved.

2. Landlords are ultimately responsible for their rental units. Every effort is made by the City to collect from the tenant and keep the landlord informed of action being taken. Landlords are encouraged to protect their own interests in a manner they see fit for each situation. It is not the City's responsibility to dictate to landlords how they should deal with their tenants.

3. A tenant with a balance who is vacating a premise will not be allowed utility services at another premise until the prior bill is paid in full. A balance from one residence will not be allowed to be carried over to the next.

4. Requests from landlord, realtor, etc. to have the placard removed will not be honored until the respective outstanding bill is paid in full, or the Building Inspector has verified compliance.

5. With all the above efforts, the City's preference is to work with customers who are having difficulty making payments, out of respect for their various situations. However, the City shall proceed with serving the best interests of the Utilities and their customers.

Section F – New Connections

1. An existing resident who will be vacating the premises must notify City Hall to request a meter reading for the day of moving and provide a forwarding address and telephone contact number. An existing resident may not make arrangements for a new incoming resident to change the name on the account.