

## Water Sewer Board Meeting 10-16-2018

Attendance: Ron Mills, Elgin Ellis, Dan Jere

Next meeting is scheduled for November 20<sup>th</sup>, 2018

- Dale Garrett attended the meeting and brought to the boards' attention that his residence at 10044 W. Lake Street Loop has very poor water pressure in the upstairs of the house. This resident has a curb stop but the curb stop is not hooked into the resident and is supplied water from the neighbors curb stop. This was discovered when shutting off water to the neighbor's home 2 yrs ago. There have been many discussions with the sewer department about correcting or repairing the problem. Dale was told that once the boat launch was completed in the summer it would be completed. Now attending the Sewer and Water Board meeting his has be assured that it will be repaired. After speaking with Rich Philips the following day, it was agreed that the Township will provide the copper line and other hook up components and Dale will pay for the contractor to excavate and install.

Rich informed Dan Jere on 10-18-2018 that he would coordinate with Paul Fox and Fox Excavating to coordinate and have this resolved quickly.

- Addressed the none payment list and all the residents that do not make any effort to pay their water bill. The board will advise the Township Board Members to enforce the ordinance as per Page 15 10.3 through 10.3.8. The water and sewer board will recommend the following to the board members.
  - Send letter of notice of intent to enforce the ordinance to all those that have not made payments in the past year and put them on notice that if failure to make a payment or fulfill an agreed upon payment plan than water services will be terminated and will have to be paid in full prior to service being turned back in.
  - Establish a payment plan that will require the resident to come to the Township office and fill out paper work and sign to agreed upon payment plan and or schedule. The document will inform the resident that if payment is not paid as per the agreement than services will be terminated.
  - Require the Water Department to follow the ordinance as detailed and terminate water services.
- 4 Quarter No Usage Fee will be written out and will be presented to the Board for approval in full. A form will be created and agreed upon that will require the resident to come to the township office and complete and sign in agreement to the terms and conditions of the program. Dan Jere is to work on the wording and form to be presented to the board to initiate the program.

Meeting Adjourn

## Policy and Procedures for Water Billing Services and Collections.

There has been an ongoing non-payment of water bills by residents of the Superior Township that have no effort and no payment for multiple years resulting in the water bill being written off to the residents tax bill to be collected by the Chippewa County tax collection. To address this problem, the Water and Sewer Board is advising the Superior Township Board members to following:

- Send a letter notifying any resident that made no payment or delinquent water bills that have been sent for the 2018 year and the outstanding balance will assessed to be collected by the county tax assessor that water and sewer bills will need to be paid quarterly and that delinquent or late water and sewer bills are subject to the procedures of the Township Ordinance.
- With the letter notifying residents of non-payment or delinquent payments provide the Township Ordinance page 15 and 16 10.2 through 10.3.8 explaining billing, collections and customer payments.
- Provide an option for a monthly payment schedule rather than a lump sum quarterly payment. The resident must enter into a written agreement that is signed by both the resident and Township clerk and or receptionist that is signed and dated with specified payment plan and options. Furthermore, the agreement that will require a signature will also have the Township Ordinance explaining if late payments or unpaid bills penalties are assessed to the water bill.
- If no payment is made it is recommended that a reminder notice of the bill to be sent certified mail along with a door hanger reminder that the resident stating their water is subject to being turned off and will not be turned on until the water bill is paid in full along with fees of turning off \$30.00 fee and turning on of the water of \$30.00 fee is paid in full.
- Have the Water Department enforce the ordinance and policy set forth in the Township Ordinance.

#### 4 Quarter Water Ready to Serve Fee Waiver

##### Superior Township Water and Sewer Department

If a property owner request to have water services discontinued to avoid receiving a water bill/ready to serve fee for a residence, commercial building, rental property or parcel of land that no longer has a home, trailer or structure that is actively using water:

- A request must be made in person at the Township Office and a 4 quarter water fee waiver form must be completed, signed and dated by the property owner making the request and signed by an employee of Superior Township.
- All past due balances must be paid in full at time of shutting off of the curb stop in addition to the \$30.00 fee for turning off the curb stop before the start date of 4 quarter will begin.
- Resident must sign and date request for the services to be shut off and the beginning of the 4 consecutive quarters will start the day the request is filed with the Township along with any outstanding balances, fee and penalties are paid in full.
- Person making the request must acknowledge the date given at the time all previous balances, fees and penalties are paid in full as the 1<sup>st</sup> day of the 5<sup>th</sup> quarter and must show a signature or initials of the date to be determined the 1<sup>st</sup> day of the 5<sup>th</sup> quarter.
- No retro dated start dates will be allowed.
- If request to turn water services back on before the 1<sup>st</sup> day of the 5<sup>th</sup> quarter, the resident will have to pay all previous quarters ready to serve fees and turn on fee of \$30.00 before water will be turned back on at the curb stop.
- If request to turn on water one day into the 5<sup>th</sup> quarter, there is no ready to serve fees to collect and only a \$30.00 fee will be collected prior to turning the water back on at curb stop.

The 4 quarter ready to serve fee waiver is intended for those that own a parcel of property that is not actively using water. It is explicitly expresses that the property owner be current with all water department billings and pay any and all fees and penalties prior to the policy to effective date start. Once all fee's or monies are collect water will be turned off at the curb stop and must remain off for 4 consecutive quarters to avoid the ready to use fee's. If the water is turned on at any time prior to the 1<sup>st</sup> day of the 5<sup>th</sup> quarter, the property owner will have to pay all previous quarters ready to serve fee's in addition to the \$30.00 turn on fee in full prior to the water being turned back on at the curb stop.

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Name

Date of Request

Address

Reason for applying for 4 Quarter Water Ready to Serve Fee Waiver:

First day of shut off:

Initials

First day of the 5<sup>th</sup> quarter:

Initials

By signing this application, person agrees to the above listed dates and timelines to qualify for the 4 Consecutive Quarter Ready to Serve Fee Waiver. If water is requested to be turned on any day before the 5<sup>th</sup> quarter, all previous quarters along with turn on fee of \$30.00 must be paid in full prior to water being turned back on.

Signature:

**Office Use only**

Has all previous balances been paid in full including any fees, penalties and the \$30.00 turn off fee been collected?

First day of turn off water:

First day of 5<sup>th</sup> quarter eligibility: