

Late Payment and Delinquent Procedures

2015 Delinquent Rate Information - Effective August 1, 2015

Sewer

- Residential- Flat Rate of \$30.00 per month billed quarterly.
- Commercial- Minimum monthly charge of \$30.00 for 7,500 gallons. Thereafter \$2.14 per 1,000 gallons used.

Quarterly CYCLE – Delinquent Billing Procedure

Last Day of Month: Bill is mailed

15th of Following Month: Amount due

Day 16: 10% penalty assessed on any current past due balance

3 months later: Second monthly bill is mailed
(includes any previous balance and penalty fees)

A Red Notice is sent in addition to bill card.

6 months later: Third bill is due.

(includes any previous balance and penalty fees)

Notice of Water Shut Off is sent.

One month later: If payment arrangements have not been made at business office-
Water Service is terminated.

A \$90.50 fee is added to the sewer bill.

PENALTY/SHUT-OFF NOTICE/SHUT-OFF OF SERVICE

The Village must impose these additional fees to defray costs for late notices, shut-offs, and service resumptions so that delinquent customers, and **not all rate-payers**, pay these costs.

Please keep your account up to date to avoid these penalties.

- **PENALTY.** 15 Days after a bill is issued and unpaid, a 10% penalty is assessed on the current charges amount only.
- **SHUT-OFF NOTICE.** A shut-off notice will be issued for any balance unpaid after 3 quarters of non-pay.
- **ACTUAL SHUT-OFF OF SERVICE.** Service personnel will be sent to shut-off water to an account address with a past due balance unpaid after 3 quarters and ample notice of shut off. A \$90.50 shut-off fee will be added to your bill when personnel are sent to your address. This fee, along with any previous balance and penalties or fees, must be paid prior to resumption of service.

Both the shut-off notice fee and the shut-off of service fee will increase each time you receive a written notice or when service personnel are sent to your address during the same fiscal year.

How To Pay Your Bill

TO PAY ELECTRONICALLY

Go to the On-Line Bill Pay section of our website.

TO PAY BY MAIL

Please direct your remittance to our Sewer Department at:
Village of Godfrey Sewer Department.
P.O. Box 54
Godfrey, Illinois 62035

TO PAY IN PERSON

If time does not permit mailing your payment, you may bring it to the Sewer Department at: 4725 Brecht Lane, Godfrey, Illinois between the hours of 8:00 a.m. to 4:00 p.m. Monday through Friday; or Village Clerk's Office, 6810 Godfrey Road, Godfrey, Illinois between the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday.

*****For your convenience, a 24 hour DROP BOX is located to the left of the front doors at 6810 Godfrey Road.***

Please put your account number on your check and allow 7 days for mailing. Your bill is not considered paid until payment is received by the village. Please include the remittance portion of the bill with your check for fast and accurate credit to your account. The Village of Godfrey is not responsible for postal delays. Thank you for your cooperation.