



Village of Wayne City Gas, Water & Sewer Policy

The Village of Wayne City administers gas and sewer services for Wayne City. The Village administers water services for both Wayne City and Keenes. These services include gas, water and sewer taps for new construction (Keenes handles sewer taps within the Village of Keenes), billing and payments for usage. This policy is intended to communicate the guidelines for these residential services.

Any utility questions should be directed to the Village Office at 618-895-2241 or emailed to: wcvclerk@gmail.com. Office hours are Monday through Friday, 8:00 a.m. to 4:30 p.m., closing occasionally during lunch. We also maintain a website which may be helpful for additional information about the village: www.villageofwaynecity.com.

Generally speaking, the Village is responsible for maintaining gas, water, and sewer lines up to and including the meter. Maintenance of the gas, water, and sewer lines from the meter to the house is the responsibility of the homeowner.

Gas/Water/Sewer Taps

New Construction: Builders must complete a "Utility Installation & Service Application" form prior to the installation of a gas or water meter. Costs will be as followed:

Gas Hook-Ups

Gas Meter w/Transmitter: \$1,200 **

**Includes tap, 4 hours for welder and 84 ft of 3/4" pipe, meter and regulator, excess flow valve, auto perf tap, 3/4" stop valve. **NOT included is additional welding time (\$95/hour), additional pipe at market price, any road repairs.

Water Hook-Ups

3/4" Water Meters: \$750 *

1" Water Meters: \$950 *

*Includes saddle, corp stop, meter box, ring/lid, yoke, end 5/8" x 3/4" X 3/4" end, 5/8" x 3/4" x 3/4" corp setter nut ends and a 5/8" x 3/4" meter. *NOT included is copper tubing price and any road repairs.

The cost will cover the meter and installation. Please allow at least three weeks after the date the form is submitted and the tap fee is paid for your gas and/or water meter to be installed.

Replacement Costs

Meter with Cable

¾"	\$200	Cable Replacement	\$50
1"	\$250	Antenna Replacement	\$150 ^

^First replacement paid for by village if accidental, after that at customer expense.

For sewer service in Wayne City, installation is to be done at the customer's expense and a \$250 sewer tap fee applies (\$500 sewer tap fee in Tommy Johnston's Subdivision).

For sewer service in Keenes, please contact the Village of Keenes at 618-895-2646.

As a condition of applying for gas, water, and/or sewer service, customers agree and understand that they are liable for any and all repairs or maintenance to service lines and will hold the Village of Wayne City harmless.

Please refer to the "Utility Installation & Service Application" form for additional and more specific information regarding gas, water, and sewer taps.

Swimming Pools/Sprinklers/Theft

The Village does not waive sewer charges for customers installing and/or re-filling swimming pools. We can provide an estimate of the cost of filling a pool if you contact the Village Office. This estimate will include both water and sewer charges for the size of the pool.

Water taps may be purchased for a sprinkler system and there will be no sewer charges on sprinkler accounts. There will be a monthly fee of \$25.50 (current minimum water rate) for a sprinkler. Customers are responsible for maintaining the sprinkler system and repairing any leaks in a timely manner.

It is a criminal offense to tamper with a fire hydrant or water or gas meter. The Village of Wayne City will press charges if this occurs.

Gas/Water Deposits

New service requires the completion of a "Utility Service Agreement" form for Owner or Renter which must be signed and accompanied by a copy of the customer's valid driver's license or photo id. There is a \$300 deposit required for gas and a \$75 deposit required for water for new services for renters. Water and gas deposits will be held until the renter moves. Upon moving, the renter must notify the Village Office of a forwarding address. If they are moving within the village, the deposit will be transferred to the new account, if they wish. If they are leaving the area, their final bill will be taken from the deposits and the balance will be sent to their forwarding address in the form of a check, if there is an overage.

Requested Disconnection Service (Water)

Customers requesting voluntary service disconnection (i.e., due to extended vacation or vacant house) will be charged \$50 for water and \$50 for sewer when the water is turned back on. This does not apply to delinquent accounts which were shut off due to lack of payment.

Disconnection of Gas/Water/Sewer Service

If charges for utility service or penalties remain unpaid on the 21st of each month, the charges will be considered delinquent. The Village will disconnect utilities until the account balance has been paid in full. If your utilities are shut off, payment must be made by 3:00 p.m. that day to have the water turned back on that business day. Shutoff fees are \$50.

Moving/Closing Accounts

Customers must notify the Village of Wayne City by phone, email or in person when they are moving into or out of property in the Village of Wayne City or the Village of Keenes. Water is not shut off at any address unless it has been requested by the landlord. Therefore, any water usage after the date of moving is still the responsibility of the landlord.

Renters/Landlords

Landlords are responsible for notifying the Village when they sell or purchase property in the Village. They are also responsible for utility bill charges incurred by renters that are left unpaid. The account must have a zero balance before the service will be provided to new renters.

Billing

Utility postcard bills are mailed near the last of the month. If you haven't received a bill by the 5th day of the month, please contact the Village for a billing amount. Payments are due by the 10th of the month and will be assessed a 10% penalty on the 11th. Shutoff is the 21st of the month at 8:00 a.m.

Utility Payments

Customers may pay utility bills via cash, check, money order or electronic payment (through www.PaymentServiceNetwork.com or by calling 1-877-885-7968) or by mailing or dropping off payment at the Village Hall, 102 S Main Street, in Wayne City. If a customer pays by personal check and there are not sufficient funds in the account, a non-sufficient fund (NSF) charge of \$25 will be applied to the account. If a customer pays through Payment Service Network by debit or credit card there is a convenience fee of 2.75% of the bill or by electronic check there is a convenience fee of \$1.

Foreclosures/Bankruptcies

It is the responsibility of the homeowners to notify the Village Office of foreclosure on a property. Upon foreclosure, it is our policy that the water and gas meter be turned off as soon as the homeowner has moved out. This will eliminate the minimum billings for utility service and will insure that the home is protected against potential leaks while it is empty. As soon as the property is taken over by the bank, mortgage company or realty firm, the Village must be contacted by them with an address and contact person to put on the account. Failure to notify the Village of impending foreclosure may result in the utility charges continuing after the homeowner as moved out.

Liens

Any charges for gas/water/sewer service that are delinquent at a foreclosed upon or bankruptcy property could constitute a lien upon the premises. The Village Clerk will file a lien on the property with the Wayne County Recorder of Deeds. A copy of the statement of lien will also be mailed to the customer or the owner of the property.

Disputes

Village Office staff will be available at all reasonable times to receive and consider disputes of any customer, applicant, or user relative to an account for utility service. The customer, applicant, or user shall be advised of the customer's right to have the dispute reviewed by the Utility Committee of the Village Board which is charged with oversight of the utility services if the dispute cannot be resolved with Village staff. The person having the dispute must request a review of the matter in writing, directed to the Village Clerk. The Village will not disconnect the service of any person for non-payment of the disputed amount for the duration of the dispute if written notice was given to the Village Clerk; payment of undisputed charges on the bill are paid; charges incurred during the period of dispute are paid as due; and the person disputing the charges or making the complaint shows diligent effort in resolving the dispute. The Utility Committee of the Village Board will meet within five (5) working days to determine the resolution of the dispute and the complaining party will be notified of the meeting as soon as it is set up.

Collection Process

When a homeowner or renter moves out of the village, a final bill will be mailed to the address given as their forwarding address with a due date 10 days into the future. In the case of a renter moving out without contacting the Village with a new address, the village will attempt to secure a forwarding address from the landlord. **If the village is unable to locate a previous renter, the landlord is responsible for paying the final bill.** Utilities will be shut off at the rental property until the bill has been paid.

The final bill mailed to a forwarding address will be due in 10 days. If payment is not received within that time frame, charges will be considered delinquent and a collection letter will be sent to the customer with a 30 day due date for payment. If payment is still not received within the 30 day time frame, a second letter will be sent requesting payment within 30 days and letting the customer know that the village will be turning the account over to a Collection Service at the end of this 30 days if payment is not received. The customer will be told that to dispute the utility charges, they must send a letter to the Village Clerk (see disputes above). The hearing will be conducted in front of the Village Board's Utility Committee and their decision will prevail.

A third and final letter will be sent to the customer either confirming the decision of the Utility Committee or informing the customer that their account has been turned over to a Collection Service in order to secure payment. At this point, the account will be sent to the Illinois Office of the Comptroller or other debt collection agency for collection.

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