Date Adopted May 23, 2016

Date Amended: 6/18/2025

POLICY FOR UTILITY BILLING AND PAYMENT PROCESS

When an account is opened a $250 deposit is required. Deposits are refundable for any account kept in good standing as defined by ordinance 12-100 (6). Deposits shall be billed and collected along with the first usage charges on all new accounts. There will be no treatment differentiating unpaid deposits from past due balances.

On the 8th of each month, a monthly bill covering approximately thirty (30) days of water, sewer, and garbage usage (please note that the 30 period may vary due to equipment or staff availability) is sent out to each customer and is due the 5th of the following month. If this bill goes unpaid, upon the due date, a 5% penalty is added to the past due balance. If a past due balance remains unpaid by the 15th the month (10 days after the due date), a letter of disconnect (shut off notice) for the total amount owed will be issued. A corresponding fee of $25 will be assessed to the account. This letter of disconnect will allow until the 25th of the month, as a final payment window prior to disconnection of service. Any unpaid delinquent balance remaining on the 26th will result in disconnection of service. To restore service, the full utility account balance, including disconnect notices, turn-off fees, and turn-on fees, must be paid in full. In addition, service shall not be restored to any account without a $250 deposit on file.

After disconnect, payments must be made with cash, a money order or by credit card. Personal checks are not accepted for restoration of service.

If a customer is unable to pay the utility bill in full they may fill out an Application for Temporary Extension to receive up to two weeks of relief or an Application of Hardship for an extension up to two months of relief prior to a letter of disconnect being issued. Temporary Extensions and Hardship Applications are no longer issued once a disconnect letter is sent. However, payment extensions of two weeks may be given regardless of door hanger status to allow for additional processing time upon receipt of a signed promise to pay, or written commitment from an aid agency. Either application can be found online, picked up in person at City Hall or mailed upon request. The applications are to be filled out completely, signed, and returned in person to the Utility Billing Department. Application for Hardship Extension can only be filed once annually per address per customer. Application for Temporary Extension may be filed more than once per year per customer; however, after the first application, a $20.00 processing fee must be paid with each application that is turned in. The Utility Department has the authority to deny an Application for Temporary Extension or Hardship at its sole discretion.

The City of Ishpeming will not be tracking payment plans. The City will manage the Utility Billing system as outlined in Ordinance 12-100 . Payments by customers made outside of these guidelines must have a current and approved Application for Temporary Extension, Application for Hardship Extension, or a signed promise to pay from a local aid agency filed with the City.

At the discretion of the City Manager or the Department of Public Works Director this policy may be lifted in times of extreme weather. The City shall not be required to inform customers of the lift in policy. When lifted, the policy becomes effective immediately on April 1st or as soon as weather permits with disconnect notice going to customers with a past due balance the month prior to enforcing the policy.