

UPDATED

08/04/2015

Office Procedure for Delinquent Accounts

Regular Customers:

1. Delinquent notice will be given no later than the last working day of month when the payment due by the 25th of month has been missed. If a tenant is delinquent, the landowner will be sent a copy of the tenant's delinquent notice also.
2. Upon sending of the delinquent notice, the customer is given 5 working days (excluding weekends and holidays) to pay in full.
3. If the city is not in receipt of the full amount of the delinquent bill 5 working days after the delinquent notice has been sent the utilities will be turned off.
4. When the utilities have been shut off the customer's utilities deposit will be applied to the delinquent bill.
5. If after 30 days from the utilities having been shut off full payment has not been received the delinquent amount due will be sent to collection agency.
6. If the customer want the utilities restored, after shut off has occurred and before the utilities will be turned on, the customer must have paid the full amount of the delinquent amount and, on the first occurrence of a shut off, tender a utilities deposit of \$300.00. Restoration of utilities after a second or subsequent shut off will require a \$600.00 deposit.
7. If after 2 years a customer is in good standing with timely payments their deposit will be credited to their utility billings.

THE CITY WILL NO LONGER ENTER INTO ANY PAYMENT PLANS!!

Landowners with tenants:

1. All utilities bills delinquent for more than 60 days are a lien on the property pursuant to the provisions of Lyons City Ordinance Section 3-1104 (see the procedure below). No utilities will be restored to any such property until all delinquent amounts have been paid.

Lien - If a **customer** remains indebted to the Municipality for utilities service furnished, and such bill remains unpaid after 60 days from billing due date specified on utility statement, together with any/all other delinquent charges shall then be a lien upon the property served. Delinquent amounts shall be levied and assessed against the premises served in the same manner prescribed by law for the assessment and levy of special taxes and assessments, and shall be collected or returned in the same manner as other Municipal special taxes and assessment are certified assessed, collected and returned.

The Municipal Clerk shall notify in writing all owners of premises or their agents whenever their **tenants or lessees** are 30 days or more delinquent in the payment of the utilities rent. Such assessment shall be certified to the Municipal Treasurer for collection as prescribed by law; and such assessments shall bear interest at the rate of 7% per annum from the effective date of levy thereof as a special assessment.