



**CHARTER  
TOWNSHIP OF  
OSCODA**

**WATER SUPPLY AND  
SEWER USAGE PAYMENT  
POLICY**

The purpose of this policy is to establish the payment policies, late fee, and shut off practices to be utilized by the Charter Township of Oscoda (Township).

**1. Payment of Water and Sewer Usage**

- A. The Township meters water and sewer usage and bills for said usage on a monthly basis at the rates established in the Water Supply and Sewer Usage/Fees/Rates Policy.
- B. Water and sewer service accounts are assigned to the property owner or a member of their immediate family only. No utility accounts may be assigned to a tenant or other third party.
- C. The Township mails bills via United States Postal Service bulk mailing on or before the 10<sup>th</sup> of each month. Bills are mailed to the property owner, and the property owner is responsible for ensuring payments are made in a timely manner.
- D. The Township cannot accept responsibility for late or non-delivery of utility bills by the post office. If a property owner has not received their bill by the 15<sup>th</sup> of each month, it is their responsibility to contact the Township for the balance due on their account. Failure to receive a bill does not release the property owner from payment obligation nor does it entitle them to a billing discount.
- E. Current balances are due by 5:00 p.m. on the 25<sup>th</sup> of each month, or the next business day if the 25<sup>th</sup> falls on a weekend or holiday. Postmarks are not accepted as proof of timely payment. A 10% late fee is assessed for any payment that is made after 5:00 p.m. on the due date.

- F. All returned payments are subject to a returned payment fee as established in the Water Supply and Sewer Usage/Fee/Rates Policy in addition to other outstanding charges. Returned payments made on the billing due date will also be subject to a late fee or other penalties.
- G. If payment is not received by 5:00 p.m. on the due date, a “Reminder/Shut Off Notice” will be mailed to the property owner. Payment in full of the past due amount is required by 5:00 p.m. on the date indicated on the notice, which is 10 calendar days after mailing.
- H. Accounts remaining unpaid after the past due payment deadline are subject to termination. No additional notice will be given prior to water service shutoff. A reconnection fee as established in the Water Supply and Sewer Usage/Fees/Rates Policy will be assessed on all accounts that are subject to shutoff. All past due amounts, including late fees and penalties, must be paid in full before water service will be restored.

- I. Water service restoration will take place from 8:00 a.m. to 3:00 p.m. on regular business days. If a payment following shutoff is received after 12:00 p.m., water restoration may not take place until the next business day depending on technician availability. The Township assumes no responsibility for any impact on the property that may occur as a result of the water service being discontinued.
- J. Payments may be made at the drop box located behind Township Hall. Payments placed in the drop box must be made by check or money order only; the Township cannot be responsible for any cash payments left in the drop box. Drop box payments are picked up the morning of each workday. An additional pickup will be made at 5:00 p.m. on utility bill payment or past due payment deadline dates. The drop box should not be used if a payment is due immediately or shutoff is pending.
- K. Once each year in September delinquent Water/Sewer balances shall be removed from the Water/Sewer accounts and placed on the winter property taxes with an additional penalty of a 5% Administration Fee. A notice of this action will be served on the owner of the delinquent property.

**2. Payment Arrangements**

- A. The Township may consider payment arrangements on delinquent water supply/sewer service on a case-by-case basis. Payment arrangements may only be approved by the Township Superintendent or Supervisor.
- B. Payment arrangements must be initiated prior to the original billing due date and must be made in writing on a form approved by the Township Board.
- C. An approved payment arrangement is only good for the billing period to which the payments apply.
- D. A 25% down payment is required, and the payment arrangement may not extend beyond 6 months in duration.
- E. No extensions shall be granted to an existing payment arrangement.
- F. If a property owner fails to meet the terms of their payment arrangement, they must pay the entire amount due on their account or their service will be subject to immediate shutoff. If

service is terminated, all shutoff fees and penalties apply.

- G. Water accounts which receive a “Reminder/Shut Off Notice” for three (3) consecutive months are not eligible for a payment arrangement.
- H. A payment arrangement will be denied if a residential or commercial customer has had a failed payment arrangement within the last twelve (12) months.

3. **Water Line Breakage Credit**

Water usage due to a water line malfunction or undetected faulty water equipment is eligible for a water usage credit under certain circumstances and will be reviewed/approved on a case-by-case basis by the Township Superintendent or Supervisor.

- A. The incident is not a second occurrence where the cause of the first occurrence was not properly repaired.
- B. The spoiled water use, which was above normal use and did not enter the sanitary sewer system, is eligible for a full credit for sewage usage. Documentation from a plumber or other service professional stating that the spoiled water did not enter the sanitary sewer system is required before this credit can be considered.
- C. No adjustments will be made to water bills unless they meet the criteria of the Water Line Breakage Credit.

4. **Run Water Credit**

- A. Water bills during a Run Water notice issued by the Township or its representative will be billed based on average use as documented from previous periods that have not had adjustments.
- B. The Run Water Credit for any service address is capped at 11,000 gallons per month. This is based on the recommended flow rate of a pencil-lead sized stream, or approximately 0.25 gallon per minute.
- C. No adjustments will be made to water bills unless they meet the criteria of the Run Water Credit.