

WATER APPLICATION – HERITAGE LAKE

PLEASE PRINT

1. Billing Information Concerning Applicant:

Owners Name: _____

Address: _____

P O Box: _____ Telephone Number: _____

Employer of Owner (s): _____

D.O.B. _____ *Mother's maiden name _____

Rental Home: Yes No

Yes No

Service Address: _____

Date of Service: _____

2. Authorization for the Release of Information: Despite the FTC Red Flag Regulations or any other privacy law or laws to the contrary, the undersigned applicant hereby expressly authorizes the Village of Mackinaw to release to those individuals listed in paragraph 1 of this application or any representative thereof, any and all financial information concerning the undersigned applicant's account, including but not limited to, account balance, account numbers, ownership of accounts and any other information requested. The Village of Mackinaw is entitled and is hereby directed to provide such information or access to such information to those individuals listed in paragraph 1 of this application or any representative thereof upon the same force and effect as if the undersigned personally were so directing individually and in person.

3. I hereby make application for utility service at the address listed above. I agree to pay for all charges in accordance with the Village Code

Signature: _____

Date: _____

INSTRUCTIONS FOR USE: This document should be filled out and signed by the applicant in person at the Village office for water service. **Must have photo ID available when applying for service.** **Due to COVID-19 we will accept applications mailed, dropped off or emailed to the Village office at the contact information below.**

Office Hours: Monday – Friday 8:00 a.m. to 4:00 p.m. (closed from 12-1pm for lunch)
(309) 359-5821

Drop off application at: 100 E Fast Ave, Mackinaw, IL 61755

Mail application to: PO Box 500, Mackinaw, IL 61755

Email application to: village@mackinawil.gov

§51.184 BILLS _____(Initial)

- (A) The water service charge and sewer use charge for service shall be payable monthly. The owner of the premises, the occupant thereof and the user of the service shall be jointly and severally liable therefore to the village. In addition, the contract seller and contract purchaser, if any, shall be jointly and severally liable for the water service charge and sewer use charge for service.
 - (B) If any water meter at any time fails to register the quantity of water running through it, the quantity shall be determined and the charge made based on the amount registered during the billing period preceding the date of such failure, or the usage for the same period of the preceding year, whichever is greater.
 - (C) If weather conditions or other circumstances prevent the reading of meters, then each water bill shall be estimated by the village.
 - (D) Billing and notices shall be mailed or delivered to the customer's last address as shown by the records of the village when due, but failure to receive same will not relieve the customer from his/her obligation to pay the bill.
 - (E) Bills will be mailed as promptly after the expiration of the monthly reading period as feasible.
 - (F) All bills are due and payable on or before the due date specified on the bill issued. The bill shall be due and payable on or before 20 days after mailing.
 - (G) A 10% penalty will be added to all bills not paid on or before the due date. Where the day is a Sunday or a legal holiday, then the bill is payable on the next successive day without any additional penalty.
 - (H) Bills will be paid to the Village Treasurer or his designated representative.
 - (I) All bills become delinquent if not paid within 10 days of the due date.
 - (J) Bill must be delivered to the post office on or before the date of the bill.
 - (K) If a shut off notice is issued for any property that receives water and/or sewer service an additional fee of \$15 shall be added to the outstanding bill, which must be paid to avoid a shut off and if a shut off occurs must be paid before service shall be restored.
- (Ord. 427, passed 11-11-85; Am. Ord. 591, passed 11-22-99; Am. Ord. 763, passed 2-11-08)

§51.185 SERVICE DISCONTINUANCE; RIGHT OF HEARING _____(Initial)

- (A) In the event the charges for service become delinquent as defined in §51.184, the Village Treasurer or the Water Superintendent, or their authorized representative, shall cause notification to be given in writing to the owner of the premises and a meaningful opportunity to be heard on disputed bills, if the name and address of the owner are known, and the user of the service that the service shall be discontinued five (5) days after such notice is given. The notice may be given either personally or by mail. Deliver to an occupant of the premises above the age of 16 years shall be deemed delivery to the owner and user. If the notice is mailed, it shall be deemed given as of the date of mailing. Notice to one owner shall be deemed notice to all owners. If notice is given by mail, it shall be deemed given if mailed to the last known address of the owner or user. Five days after such notice is given, the Water Superintendent or his authorized agent may cause such service to be disconnected.
- (Ord. 427, passed 11-11-85)
- (B) The village's form for application for utility service and all bills shall contain, in addition to the title, address, room number, and telephone number of the official in charge of billing, clearly visible and easily readable provisions to the effect that any customer disputing the correctness of his/her bill shall have a right to a hearing at which time he may be represented in person and by counsel or any other person of his choosing and may present orally or in writing his/her complaint and contentions to the village official in charge of utility billing. This official shall be authorized to order that the customer's service not be disconnected and shall have the authority to make a final determination of the customer's complaint.
 - (C) Request for delays or waiver of payment will not be entertained; only questions of proper and correct billing will be considered. In the absence of payment of the bill rendered or restored to the hearing procedure provided in this section, service will be discontinued at the time specified.
 - (D) In the event the Public Works Manager discovers that a seal of a water meter has been broken and in the opinion of the Public Works Manager, or their authorized representative, shall cause notification to be given in writing to the owner and occupant of the premises. Said notice shall describe the specifics of the alleged intentional seal breaking of a village meter and shall provide an opportunity for a hearing. A hearing shall be conducted by the Police Chief of the village. An appeal may be made to the Village Board from the decision of the Police Chief. The owner and occupant of the premises to which water service is rendered shall be given written notice of the hearing at least 15 days before the hearing is conducted. In the event that the Police Chief determines that the seal has been intentionally broken the water service shall be disconnected unless and until a fee of ten times the minimal charge for the first violation and 20 times the minimal charge for the second and all subsequent violations has been paid in full. Notice may be given as specified in division (A) of this section.
- (Ord. 584, passed 10-11-99)

§51.186 RESTORATION _____(Initial)

Restoration of service or reconnection of a service connection will be made at the village's discretion after the customer has:

- (A) Paid all unpaid bills for service and penalties;
 - (B) Paid in advance a restoration or reconnection fee of \$100;
 - (C) Corrected any condition found in violation of any applicable provisions of these rules, regulations and conditions of service;
 - (D) Paid all expenses, legal fees and other costs the customer is obligated to pay under §51.187.
- (Ord. 427, passed 11-11-85, Am. Ord. 584, passed 10-11-99; Am. Ord. 707, passed 11-22-04, Am. Ord. 1031, passed 7-11-2022)

§51.195 EXTENDED ABSENCES _____(Initial)

In the event that any water and/or sewer customer leaves his/her residence vacant for a period of at least three (3) consecutive months, the customer may request that his/her water/sewer service be temporarily suspended. At the time of suspension, the Village Public Works Department will turn the water off at the curb stop and a final bill will be issued. Water service and billing will resume at the request of the customer and upon payment of a \$15 turn-on fee.

(Ord. 627, passed 4-23-01)