

## Brooklyn Policy and Procedure Manual


### Utility Payments

<b>AUTHOR:</b>		<b>DIRECTIVE NUMBER</b>	<b>PAGE:</b>
Clerk – Linda Kuhlman			1 of 1
<b>DATE DRAFTED:</b>	<b>DATE OF APPROVAL:</b>	<b>EFFECTIVE DATE:</b>	<b>REVISED:</b>
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- I **Purpose:** The purpose of this policy is to provide guidance to the Village Board, Village Staff and citizens of the Village of Brooklyn for payment of utility bills.
- II **Policy:** Payment of all utility bills must be received in the Clerk’s Office by 4:00 p.m. on the 25<sup>th</sup> of each month. If the 25<sup>th</sup> falls on a weekend, payment must be received by 4:00 p.m. on the following Monday. A 1% Late Charge will be assessed on all accounts not paid in full by the 25<sup>th</sup>. Payments received after the due date will be credited thru the end of the month.
- If a refund more than \$10.00 is due a person no longer a customer of the utility, the full amount shall be refunded to the customer. If a refund of less than \$5.00 is due to an existing customer, the amount shall be refunded as a credit on their bill; and more than \$5.00, a refund may be made in cash or a credit on their bill. {PSC 185.35(5)}
- III **Procedure:** If a refund is due a person no longer a customer, a notice shall be mailed to the last known address, and the Village of Brooklyn shall, upon request made within 6 months, refund the amount due. If the Village cannot get a hold of the customer, then the amount will go to the unclaimed property fund.
- IV **Scope:** The Village of Brooklyn follows the Wisconsin PSC Codes as it pertains to water utilities.

This Policy shall be effective upon passage. Passed on the 26<sup>th</sup> day of July, 2021, by the Village Board of the Village of Brooklyn.

  
Village President

Attested by:   
Village Clerk