



Birthplace of Thomas A. Edison

Ben Smith, *Mayor*
Brian Rospert, *Administrator*
Scott Palmer, *Fiscal Officer*

11 S. Main Street | P.O. Box 1450 | Milan, Ohio 44846 | 419.499.4161 | www.MilanOhio.gov

Due to the number of employers forced to temporarily close to stop the spread of the COVID-19 virus, we will be making the following TEMPORARY changes to our Utility Procedures regarding payment plans and shut offs. The policy will be in effect until **July 31, 2020** and at that time will be re-evaluated for extensions to this policy on a month to month basis.

1. Payment plans will be issued on a case by case basis. The customer must first call the Utility Office at 419-499-4161 ext. 2 to discuss the payment plan procedure. The Village Administrator will approve all payment plans via email.
2. In the event the customer has an appointment with an agency for help we will honor that appointment and wait until the agency has determined how much they can help them before continuing with any type of disconnection. The agency **MUST** confirm the appointment by telephone, fax or email.
3. At this time, we will be placing limiters on electric meters when the customer has either failed to pay their bill or enter into a payment agreement. We will keep the customer on the limiter until they have paid the delinquent portion of their utility bill. We will not require the next month's bill to be paid in order to remove the limiter.
4. No water meters will be disconnected for non-payment at this time.
5. Beginning with the utility bill due April 15, 2020 we will not post penalties to delinquent bills. We will still mail the delinquency (shut off) out as a reminder, but will not post a penalty to the delinquent portion. In the event a limiter is placed on the electric meter, we will not charge the \$50.00 disconnection fee.
6. In no way does this waive anyone from paying their bills, we will do our best to help people with payment plans to not get too far behind during this time.
7. During this time, we will not allow any tenant to put utilities into their name. Any new moves will remain in the landlord's name until this policy has been rescinded. The only transfers of utilities that will be permitted are to put them back into the landlord's name when a tenant has moved or if the customer moving is the new owner of the property.

A handwritten signature in black ink, appearing to be "Ben Smith".

Ben Smith
Mayor

A handwritten signature in black ink, appearing to be "Brian Rospert".

Brian Rospert
Administrator