

Village of Sugar Grove, Ohio

Water, Sewer, and Sanitation Billing Policy and Procedures

1. Billing Cycle

- Utility bills are issued on a monthly basis.
- Bills are generated on the 1st of each month and due by the 15th.
- Bills include charges for water usage, sewer services, and any applicable surcharges.

2. Meter Reading and Usage

- Meters are read manually or electronically during the last week of each month.

TC Energy, The Old Mill, Berne Union Main Building, "B.P"

- Usage is calculated based on actual consumption.
- Estimated bills may be issued if access to the meter is obstructed.

TC Energy, The Old Mill, "B.P"

3. Payment Options

- Payments may be made by cash, check, money order, or online portal.
- Drop-box is available 24/7 at the Municipal Building.
- Online payments must be submitted by 11:59 PM on the due date.

4. Late Fees and Delinquency

- A late fee of 10% will be assessed on unpaid balances after the 15th of the month.
- Accounts more than 30 days past due will receive a delinquency notice.
- Payment arrangements may be available at the discretion of the Fiscal Officer with 75% of outstanding bill being paid prior to arrangements being made for the remaining balance.

5. Shut-Off and Restoration of Service

- Shut-off notices are issued if payment is not received within 45 days of the original bill.
- Service will be disconnected after notice unless arrangements are made.
- A \$25 reconnection fee will apply to restore service.
- No shut-offs will occur on Fridays, weekends, or holidays.

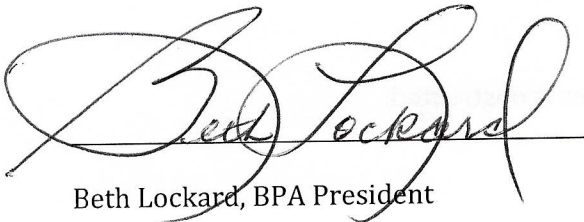
6. Billing Adjustments and Disputes

- Customers may request a review of unusually high bills.
- Leak adjustments are limited to one per 12-month period with supporting documentation.
- Appeals must be submitted in writing to the Fiscal Officer within 15 days of billing.

7. Final Reads and Transfers

- Final meter reads are required before closing utility accounts.
- New owners or tenants must submit an application to establish service.
- Outstanding balances must be paid before a transfer is approved.

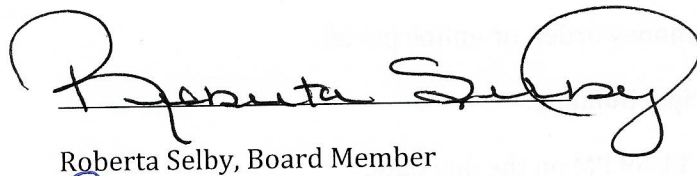
Approved on this 14th day of July, 2025.



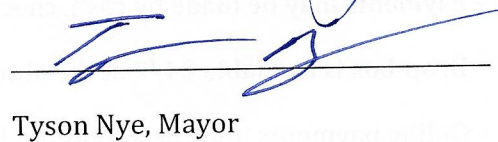
Beth Lockard, BPA President



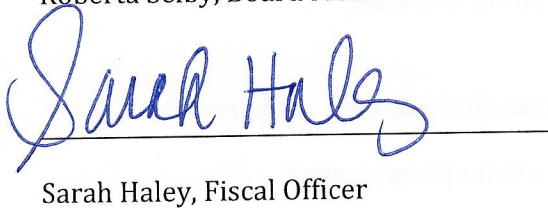
Beverly, Kruer, Board Member



Roberta Selby, Board Member



Tyson Nye, Mayor



Sarah Haley, Fiscal Officer