GLENBROOK SANITARY DISTRICT
UTILITY BILLING COLLECTION POLICY

It is the goal of the Glenbrook Sanitary District (the "District") to ensure that its residential and commercial water customers (each, a "Customer") promptly pay water bills charged to the properties they occupy, rent, or own. Therefore, the District has developed this Utility Billing Collection Policy (the "Policy") to address those water accounts that have delinquent water bills ("Delinquent Accounts").

With this Policy, the District will have the following options, at its sole discretion, to resolve Delinquent Accounts: (1) demand full payment of the delinquent amount; (2) arrange a payment plan, not to exceed three months, on the delinquent bill; (3) shut off water service to the subject property; and/or (4) turn the delinquency over to the Illinois State Comptroller's Office to be collected under the Local Debt Recovery Program.

Water Billing Procedures

1. Residential accounts are sent a water bill quarterly during the following months:
    a. 1st Qtr.: for period ending January 22nd billed on January 30th
    b. 2nd Qtr.: for period ending April 22nd billed on April 30th
    c. 3rd Qtr.: for period ending July 22nd billed on July 30th
    d. 4th Qtr.: for period ending October 22nd billed on October 30th
2. Commercial accounts are sent a water bill on the 30th of every month.
3. The bill reflects charges incurred during the last billing period and any outstanding balance.
4. The due date is approximately 20-25 days after the bill is mailed.
5. Failure by the customer to promptly pay their water bills by the due date will result in the District sending a Past Due Notice for Non-Payment (the "Past Due Notice") to the Customer.

Shut-Off Procedures

1. All bills which have not been paid on or before the due date shall be declared a Delinquent Account. A penalty of ten percent (10%) of the amount of the bill (the "Delinquency Charge") shall be charged on all Delinquent Accounts on the day after the due date.
2. After a Customer's water bill has remained delinquent for more than fourteen (14) days, the District will send out a Past Due Notice. The Past-Due Notice will advise the customer that failure to pay the account in full, including the Delinquency Charge, within 14 days after the date of the Past Due Notice, or to make payment arrangements with the District, will result in the water service being shut off. The Past Due Notice will also notify the Customer that he or she may contact the District Manager within 10 days after the date of the Past-Due Notice and request an informal meeting to dispute the past-due bill if the Customer believes the amount of the bill is in error. If the Customer fails to request such a meeting within said 10 days after the date of the Past-Due Notice, the Customer will have waived his or her right to do so.
3. If, PRIOR to water shut-off, the customer contacts the District, the District may agree to a plan to pay the bill over a certain period of time ("Payment Plan"). Any default in the Payment Plan will trigger an immediate shut-off without further

notice.

   a. A Payment Plan on the outstanding balance shall not exceed three (3) months on the delinquent bill.
   b. Any Customer who has defaulted under a Payment Plan during the prior 12 months shall be ineligible for a new Payment Plan.

4. Forty-eight (48) hours prior to service being disconnected, a Notice of Water Shut-Off will be posted at the subject property for any Customer who has not yet responded or paid his or her delinquent balance.
5. After water shut-off has occurred, when the Delinquent Account is paid in full, with cash, bank checks, money order, or credit card (no personal checks will be accepted), including the One Hundred Dollar ($100.00) reactivation charge, water service can be reactivated, upon the customer's execution of a release waiving any claims against the District that may arise as a result of the reactivation of water service (the "Release").
6. The Customer or his or her authorized representative must be present when the water service is reactivated. Water reactivations will have to be scheduled with the District during working hours of 9:00 a.m. – 3:00 p.m., Monday thru Friday. The District will not schedule a water reactivation until the Customer has executed and delivered the Release to the District.

PAST DUE NOTICE

Date

John Doe
123 Main Street
Northbrook, IL 60062

ACCOUNT NUMBER: #1234
AMOUNT DUE: $150.00
SHUT OFF DATE: July 30, 2015

Your water/sewer account is now **PAST DUE**. Please call (847) 604-8280 to arrange payment of the past due amount. In accordance with the Glenbrook Sanitary District Utility Billing Collection Policy, if the amount shown is not paid by the shut off date shown above, your water service will be discontinued. In order for discontinued service to be restored, the total amount due must be paid, plus a One Hundred Dollar ($100) turn-on fee. Restoration of discontinued water service will only occur during normal business hours: 8:00 am to 4:30 pm Monday through Friday.

If you believe the amount due shown above is in error, you may contact the District Manager, Ken Lopez, at (847) 604-8280 to request a meeting to dispute said amount. You must request such a meeting within 10 days after the date of this notice. Failure to request a meeting within said 10-day period will result in a waiver of your right to do so.

PAYMENT AGREEMENT

Name: ____ Renter / Owner

Service Address: _____________________________________

Account Number: ____________________________________

Balance Due on Account: $ ____________________________

Payment Amount, Per Installment: $ __________________________________ Weekly / Monthly

Deposit Amount Due Date: _______________________________

Initial Installment Due Date: ____________________________

Final Installment Due Date: _____________________________

Glenbrook Sanitary District (the “District”) and the renter/owner signing below (“Responsible Party”) hereby agree to this Payment Agreement. Responsible Party shall make payments in accordance with the above schedule for water usage incurred until Account Number _______ is paid in full. All additional terms and conditions below (“Terms and Conditions”) are made part of this agreement. Failure of Responsible Party to make payments as scheduled above, or Responsible Party’s breach of any of the Terms and Conditions, shall render Responsible Party in default of this agreement and will result in immediate shut off of water at the service address. The District may also seek any and all other available remedies at law to obtain payment of all past-due amounts.

_______________________________________ _____________
Renter or Owner Date

_______________________________________ _____________
Authorized Signature, District Date

Terms & Conditions
Responsible Party shall:

- Pay 25% of the total bill, including late charges (the "Deposit Amount"), within two business days after execution of this Agreement.
- Make all installment payments in accordance with the above schedule, until the past-due amount, including late charges, is paid in full.
- Pay all future bills on or before their due dates.

NOTICE
WATER
SHUT OFF

Your water is scheduled to be
Shut off in two (2) business days.
LAST SERVICE DATE:

____

Please call (847) 604-8280 immediately to make payment arrangements.
If you do not arrange to pay your past due amount, your water will be shut off on the "last service date" shown above..

PLEASE -
Avoid having your water shut off!

GSD Logo