

Classification of Utility Customers

Owner/Occupant, is someone who owns their property either outright or through a bank mortgage and reside in the residence.

Land Contract Owner is someone purchasing the property from a person without securing a bank mortgage. They are paying directly to the person they are purchasing the property from.

Residential Tenant is someone who resides in a residence they do not own. They have a rental or lease agreement with the property owner.

Landlord is someone who owns property located within the Village, but does not use the house as their residence. They rent or lease the property to another person or persons for occupancy. This may also be the person selling property to someone via land contract.

Utility Deposit

A deposit is required of the following customers, but the Village reserves the right to assess each case individually:

Land Contract, Tenant / Non-owner Residential are required to pay a deposit of a minimum of \$200.00 or 1 1/2 times the average utility bill at the property for anyone having a billing account previously in their name and the account is maintained in good standing.

Owner / Occupant and Non-Residential Owners are generally not required to pay a deposit, but the Village reserves the right to review each situation individually and assess a deposit if they feel it is necessary.

Please note: The utility deposit may be increased to two (2) times the average monthly bill for utility customers whose accounts have become delinquent throughout the year or have bad credit.



Utility Service Offered

Electric	Water
Sewer	Storm Sewer

AGENCIES FOR ASSISTANCE

Northwest Ohio Community Action	419.636.4924
H.E.L.P.	419.636.7199
Williams County Department of Human Services	419.636.6725
Montpelier Ministerial Assoc/ House of Prayer	419.485.3311
Community Compassion	419.633.1125

The rules and regulations set forth are instituted at the approval of Village Council, and are subject to updates without notice.

www.montpelieroh.gov



VILLAGE OF MONTPELIER UTILITY GUIDE FOR OWNERS AND RENTERS

UTILITY OFFICE

211 N. JONESVILLE
MONTPELIER, OH 43543
419-485-8316

HOURS

Monday - Friday
8:00 a.m. - 4:30 p.m.

Application for Service

An Application for Service must be filled out in its entirety (**including the income tax form for all persons residing in the residence that are 18 years of age or older**).

The application can be obtained by coming into the utility office, or on our village website at montpelieroh.gov.

- Incomplete applications, or an application containing false information or forged signatures will result in refusal of service, termination of service, or criminal prosecution.
- It is the applicants responsibility to notify the Montpelier Municipal Utility Office of any changes in occupancy, mailing address, or any medical conditions that are relevant should an emergency situation arise due to inclement weather.
- Proof of ownership is required for owner occupants.
- Rental/lease agreements are required for all land contract and tenant/non-owner residential applicants along with owner signature on application.
- A valid photo identification is required at the time the application is submitted.

If you have resided in Montpelier and left an outstanding bill, you will be required to pay that bill and may be required to pay a higher deposit before service is reinstated.

If you leave an outstanding utility bill and move in with someone else receiving Montpelier Utility Services, that residence may have their service terminated until the outstanding utility bill is paid in full. **You cannot avoid paying your utility bill by moving in with another resident receiving Montpelier Utility Service; the utility bill follows you to the new residence.**

Utility Fees

FEES

There are fees associated with your utility account. Some apply when you first apply for service, and other fees will only be applicable if your account is delinquent.

<u>Deposit</u>	Minimum of \$200 or 1 1/2 times the average utility bill at the property
<u>Read In</u>	\$20
<u>Door Hanger</u>	\$10
<u>Termination</u>	\$75

Delinquent bills are assessed a 10% penalty on any unpaid balances after due dates

Utility Bills

The utility bills are mailed prior to the first day of every month and are due on or before the 15th of every month.

The only exception to the due date, is if the 15th falls on a Saturday, Sunday, or a Village recognized holiday, then you have the following business day to pay the bill on time without the 10% penalty being applied.

The following are recognized holidays by the Village of Montpelier:

New Years Day, Good Friday, Memorial Day, Independence Day (4th of July), Labor Day, Veteran's Day, Thanksgiving Day and the day after Thanksgiving, Christmas Eve, and Christmas Day. There are an additional 3 holidays each year that are determined by council by October of the previous year. Those dates are announced on a schedule and can be found on the Village website at www.montpelieroh.gov.

Delinquent Accounts and Termination of Service

Penalty, door hanger, and termination dates are temporarily set and approved by Council, and subject to change by the Finance Director. Copies of the current year's schedule is available at the Utility Office and dates are printed on the bottom of utility bills each month.

Penalties apply a 10% fee on the 16th of the month, and in cases of weekends or holidays, it will be the second business day after the 15th or due date of the total unpaid balance.

Door Hangers are delivered the week following the 16th. A \$10 charge is applied to the account as soon as the door hanger batch has been posted, regardless of the time they are actually posted at the residence.

Termination dates are temporarily set at the beginning of the year for the entire calendar year as approved by council. The termination fee is \$75 as stated under Fees. The termination charge is applied to the bill when the disconnection batch has been processed and posted or 10:00am, whichever is later, whether or not the disconnection has yet been performed.

After service is terminated for non-payment, it will only be restored when all applicable fees and the current balance on the account is paid in full. This may include the next months balance if it is already posted to the account.

When a tenant moves a final bill is calculated and any deposit remaining is applied. The Village makes all attempts to collect any unpaid balance. Any balance 30 days past due becomes the responsibility of the landlord/owner of the property. The utility office maintains a file with all delinquent tenant information. If they are located or apply for services in the Village, they are required to pay all outstanding bills, and the landlord is reimbursed.