



City Waves

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City Hall (269) 637-0700

March 2014

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Smart911

Smart911 is a free service that allows citizens across the U.S. to create a Safety Profile for their household that includes any information they want 9-1-1 to have in the event of an emergency. Then, when anyone in that household dials 9-1-1 from a phone associated with their Safety Profile, their profile is immediately displayed to the 9-1-1 call taker providing additional information that can be used to facilitate the proper response to the proper location. At a time when seconds count, being able to provide 9-1-1 with all details that could impact response the second an emergency call is placed could be the difference between life and death. To learn more about Smart911 or to create your Safety Profile, please visit: www.smart911.com.



Notice: New Shut Off Policy

During their meeting on February 3, 2014, the South Haven City Council adopted a policy for the shut off for non-payment of services. The policy provides clear guidelines and expectations for both staff and customers. Following are some of the guidelines set by the new policy:

- Customers will be allowed 7 days to pay their shut off notice.
- The entire balance of the shut off notice is due by the due date listed on the notice.
- The City will accept a pledge in writing from a state or federal heating assistance program if the pledge is received by the due date.
- Should the pledge not equal the entire balance of the shut off notice, the customer is responsible for paying the balance by the due date.
- Customers that have a dispute regarding billing and accounting errors, evidence of payment, or legal prohibition against shut off have the opportunity to file a written appeal to appear before a designated city official and show cause as to why their utility service should not be shut off. The appeal must be filed before the due date of the shut off notice.
- Upon request, the City will allow customers a 14-day extension on the due date of the shut off notice. These requests must be made in writing by the account holder. Identification must be provided at the time the extension is filed.
- Customers will be allowed two extensions per calendar year. But only one extension will be allowed per shut off notice.
- If services are shut off for non-payment, the entire past due balance on the account must be paid in full along with any turn on fees and required security deposit amounts before services will be restored.

Please contact the City of South Haven Customer Service Office at (269) 637-0710 if you have any questions regarding the new policy.

Attention!

Coming next month:



April:

Meetings

2	DDA	12:00 pm
3	Planning Commission	7:00 pm
7	City Council	7:00 pm
8	Parks Commission	6:00 pm
14	LDFA and Brownfield	4:00 pm
15	Harbor Commission	5:30 pm
21	City Council	7:00 pm
28	Zoning Board of Appeals	7:00 pm

***Please confirm dates, times & location before attending.*

Other

- 1 April Fools' Day
- 20 Easter Sunday



As City of South Haven employment opportunities arise, the City posts job listings on our website at www.south-haven.com, at City Hall, and publishes in the South Haven Tribune. The City of South Haven is an equal opportunity employer and will not unlawfully discriminate in its personnel matters with regard to religion, race, color, national origin, age, sex, height, weight, marital status, sexual orientation or disability.



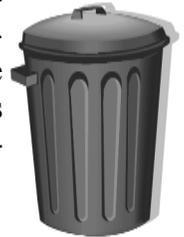
City Website...



The City of South Haven constantly strives to improve communication through the daily updating of our website: www.south-haven.com

Just a few reminders...

- Beginning on November 15th, there is no parking allowed on any City street between 2:30 a.m. and 6:00 a.m. to allow for snow removal. This parking restriction will be in effect until March 15, 2014.
- The City of South Haven mailed the Winter 2013 Property Tax bills the first week of December. If you have not received your bill please call (269) 637-0700 or visit the Parcel Records area of the City's website at www.south-haven.com. Winter taxes are due on February 14th.
- You may notice that all bills from the City now contain a barcode. Please make sure to bring your bill with you when you make a payment to ensure proper posting of your payment and to expedite your service.
- Trash containers should not be placed in the parkway more than 24 hours before pick-up. Also, the containers shall be removed no more than 24 hours following pick-up.



Boat Slip Reservations Available Online

Boating season will be here before you know it!

South Haven Municipal Marina slip reservations for the upcoming season may now be made online or by phone through the Michigan DNR Harbor Reservations Page here:

www.midnrreservations.com/SouthHavenMarina

To make a reservation by phone, call: 1-800-44-PARKS.

In addition beginning on April 15th, City staff will be taking reservations for slips not in the state reservation system. These reservations can be made by calling the municipal marina at (269) 637-3171.

We are looking forward to your visit and a wonderful summer on the Lake!

Seasonal Boat Launch Passes Now Available

Seasonal Launch Passes are available for the Black River Park Boat Launch.

The boat launch passes are good for the entire 2014 season. They are available for \$100, and persons aged 65 years and older may purchase a card for \$75.

Passes are available at City Hall. City Hall is open Monday through Friday from 8 a.m. to 5 p.m.



Visit the City of South Haven website at www.south-haven.com