



City Waves

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City Hall (269) 637-0700

March 2015

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Shut Off Policy

In 2014 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 policy:

- ... 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 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.
 - Customers will be allowed two extensions per calendar year. But only one extension will be allowed per shut off notice.
 - The extension must be requested by the due date on the 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.
- ... Services are considered shut off as soon as the work order is received by the Public Works Department.
- ... No checks will be accepted after the due date on the notice.
- ... To guarantee restoration of service the same day for payments made after 3:30 p.m., after hour turn on fees apply.

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

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

Coming next month:



April:

Meetings

- 1 DDA 12:00 pm
- 2 Planning Commission 7:00 pm
- 6 City Council 7:00 pm
- 14 Parks Commission 6:00 pm
- 20 City Council 7:00 pm
- 21 Harbor Commission 5:30 pm
- 27 Zoning Board of Appeals 7:00 pm
- 27 Board of Public Utilities 4:00 pm

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

Other

- 3 Good Friday
- 5 Easter Sunday
- 22 Earth Day
- 22 Administrative Professionals Day
- 23 Arbor Day

Just a reminder...

... 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.



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 2015 season. They are available for \$100 or, for persons aged 65 years and older for \$75.

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

Interested in Serving on a City Board or Commission?

The City of South Haven invites you to complete an application to serve on a city Board, Commission, or Authority. A wide variety of interests can be fulfilled by serving. Are you interested in Boating? Development? Zoning? Parks? Volunteering to serve can provide a means to offer input toward issues that matter most to you.

Any resident of the City of South Haven who has been a resident for at least one (1) year and who is a registered elector of the city may complete an application. Applications and descriptions of duties are available at City Hall, 539 Phoenix Street or on the City's Website at www.south-haven.com.

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 at:

www.midnrreservations.com/SouthHavenMarina

To make reservations by phone call 1-800-44-PARKS

In addition, beginning on April 15th, 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!

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