



City of South Haven

PRESS RELEASE

City of South Haven

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Local Media

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CITY COUNCIL AMENDS UTILITY POLICY TO INCLUDE A 5 DAY GRACE PERIOD

FOR IMMEDIATE RELEASE – (South Haven, Michigan) The South Haven City Council has amended the Utility Policy to include a five (5) day grace period on all due dates. Customers will be allowed a five (5) business day grace period from any due date before the bill is considered delinquent and delay of payment charges are added to the customer account.

Prior to the amendment, staff has received feedback from several utility customers, specifically those who receive Social Security/Disability benefits, stating the hardship created due to the timing of the due date. For many customers in the Week 1 billing cycle, Social Security/Disability funds are received on the 3rd of each month which is after the monthly due date of the 29th. The timing causes customers to be late in making payments each month. As a result, they are required to pay a security deposit on their account based on the number of delinquent payments.

The amendment allows customers who only receive their money on the 3rd of the month an opportunity to pay their bill on the 3rd without counting as a late payment.

The change is in effect and begins on the next billing date of January 7th.

For more information, contact Amanda Morgan, Customer Service Manager, amorgan@south-haven.com or 269-637-0706.

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