

November 2016



Welcome to Geneseo's monthly e-newsletter.

Utility Bill Policy Changes

Shut-Off Policy

A notice of disconnection, along with a summary of customer's rights and remedies available to avoid disconnection will be mailed separately, when the customer is in arrears or no payment has been made.

-There is not a minimum amount required to be shut off

Reconnection: Service shall be reconnected as promptly as possible after a customer has made satisfactory arrangements for paying his/her account. Service will not be reinstated until payment or arrangement has been made.

-If a customer has not received a shut off door hanger over the past 12 months, the \$75 shut off fee will be waived automatically.

ACH POLICY

If a customer is enrolled in ACH and the city receives an NSF back, the customer will be charged the \$20 NSF Fee and the customer will then enter into the same shut off proceedings as a customer not on ACH.

After 3 NSF's while on ACH, the customer will be removed from ACH for one year.

Payment Arrangements

About Payment Arrangements:

If you owe a balance for past due service, you may have the opportunity to make an arrangement and avoid disconnection of your utility service.

Long Term Arrangement:

A residential or commercial customer owing a past due amount may be eligible for a payment arrangement. To initiate, you must contact City Hall to set up the arrangement and pay a minimum of 20% of your past due bill amount. The remaining balance must be paid over the next 4 to 8 billing cycles. You must pay each installment, plus your current bill amount, by the bill's due date each month to keep the payment arrangement active.

Short Term Arrangement (Owner):

A residential or commercial customer owing a past due amount may be eligible for a payment arrangement. To initiate, you must contact City Hall to set up the arrangement and pay a minimum of 20% of your past due bill amount. The full bill amount must be paid in full by the next billing due date (either 10th or 20th).

Short Term (Tenant):

A residential or commercial customer owing a past due amount may be eligible for a payment arrangement. To initiate, you must contact City Hall to set up the arrangement and pay a minimum of 20% of your past due bill amount. The full bill amount must be paid in full within nineteen days from the due date.

If the payment arrangement extends further than one week we must have a signed document.

Budget Billing

About Budget Billing:

The City of Geneseo offers budget billing for our customers ease in paying their utility bill. Budget billing is not a discount program; it offers no savings or lower rates. The total annual cost for utilities remains the same, but customers have the convenience of a more predictable bill each month. Participation in the program is free and offered to all customers who have had service with the City of Geneseo for at least 6 months.

How Budget Billing is Calculated:

If customers have an established City of Geneseo utility usage history, the usage and cost over the previous 12 months is divided by 12 (unless it is a new account, then this is taken over 6 months). An average monthly cost is determined by multiplying that amount by a factor that takes into account projected utility prices.

Review of Budget Billing Amounts:

Once enrolled in Budget Billing, your account will be reviewed quarterly. The budget bill amount may stay the same each time, or may change 4 times a year.

During the review process, we recalculate your average monthly cost, take projected costs into consideration and factor in your budget balance- the difference between the amount billed and the cost of usage.

Discontinuance of Budget Billing:

The customer may discontinue Budget Billing at any time by submitting a written notice. Any existing credit will be refunded to the customer's active account immediately and will be due in full with the next bill. The City of Geneseo may terminate Budget Billing should the account become past due and proceed with collection actions. If a customer has been removed from Budget Billing, they are not eligible to return to the program for one year.

Final Billing:

When service is terminated, the entire outstanding amount for actual usage is due and payable on the final bill. Customers are responsible for usage regardless if it exceeded the amount billed through Budget Billing. Any credit balance owed to the customer shall be first credited against the final bill and any remaining credit will be refunded to the customer.

Sidewalk Shoveling Required

City Ordinance Chapter 92.55(A)

The City of Geneseo requires property owners and occupants of premises that abut any sidewalk to keep all walks free of snow and other obstructions within 24 hours of a snow fall. This includes any other precipitation or accumulations due to things like wind. This requirement is clear that corner lot owners need to clear the ramps that lead from the main sidewalk to the roadway. In order to keep our sidewalks safe, the City will be more pro-active in enforcement of this ordinance. The City will first hang door hangers on properties that are in violation of the ordinance giving them a final 24 hour warning. If the walk is not cleared 24 hours after the door hanger is hung, the City will have the work completed and will send a bill to the property owner which includes the cost of the clearing plus a \$125 Administrative Fee. The complete ordinance is on the City's website at www.cityofgeneseo.com

REMINDER
CITY of GENESEO RESIDENTS ONLY
YARD WASTE DISPOSAL OPPORTUNITY

Reminder that residents may haul their leaves, yard waste, and brush to Prairie Park for free disposal during the hours of 8:00 AM to 12:00 PM every Saturday through Saturday December 3rd. Please note: The brush pile will be closed Saturday November 26th due to the Thanksgiving holiday. Leaves or yard waste in brown Kraft bags or card board boxes may be disposed of at the site. Leaves or yard waste in containers other than the above mentioned will be accepted at Prairie Park, however, residents must dump the debris where instructed and take the container with them.

Grass; bagged or otherwise, will not be accepted.

Republic Services provides every Residential property with yard waste collection services through December 13th. Please have all yard waste set to the curb by 7:00AM.

The Public Works Department will collect yard waste and Christmas Trees between December 21st and February 28th. Purchased Republic Yard Waste Toters are not picked up during this time frame.

*****NOTICE*****

Coming in the Spring of 2017 there will be changes to Yard Waste Collection. Yard Waste will only be accepted in Kraft bags no larger than 34 gallons and not exceeding 50 lbs. in weight, Republic Purchased Yard Waste Toter not exceeding 50 lbs. in weight, and all brush must be bundled 3 inch diameter limbs or less and not greater than 4 feet in length.

For larger collections of yard waste, none-bundled brush permits are available at City Hall. City Staff will collect the permitted yard waste on the following Wednesday. Permits are due on the prior Tuesday by 4:00PM. Call for permit details and fees.

Please call City Hall at 944-6419 with questions.



Christmas Open House

~ GENESEO, IL ~

Nov. 17 - 20

JINGLE & MINGLE YOUR WAY THROUGH
GENESEO WHILE SHOPPING & DINING!

**SPECTACULAR SHOPPING ~ GREAT
DINING ~ HOLIDAY GIFTS**

CHRISTMAS SPIRIT

EXPERIENCE IT IN GENESEO!

Holiday Lighting Contest



Must be a customer of Geneseo Municipal Utilities

4 Winners
will receive a credit on their
Geneseo electric bill!

1st Place \$250

2nd Place \$150

3rd Place \$100

4th Place \$50

Sponsored by Geneseo Municipal Utilities

To enter, complete this form and return to:

Geneseo City Hall, 115 S. Oakwood Ave., Geneseo, IL 61254

Email your entry to: lkotter@cityofgeneseo.com

-or- citygeneseo@cityofgeneseo.com

All entries must be received by Monday, December 5 at 4 p.m.

Judging held December 6 - 9. Winner to be announced

Saturday, December 10th during the Holiday Lighted Parade. Questions? Call 944-6419.



Name _____

Address _____

Phone _____ Email _____

Additional Information about display such as number of lights, hours involved, etc.

Christmas Walk ~Peace on Earth~ **Saturday, December 10**

Schedule of events

7:30 a.m. Registration for Jingle Run at The Victory Center, 218 S State St

8:30 a.m. Jingle Run 5k starts

10:30 a.m. - 1 p.m. Visit with Santa at Geneseo Library, 805 N Chicago St

3-4 p.m. Jingle Bell Obstacle Course at Geneseo Community Center, 541 E North St

3-5 p.m. Elementary School Concerts at First Congregational Church

3 p.m. Geneseo Middle School ~ 3:30 p.m. Southwest School ~ 4 p.m. Millikin

School ~ 4:30 p.m. Northside School ~ 5:30 p.m. Constance Deal Violin Students ~

7:15 p.m. Madrigal Singers

3-5 p.m. Family Activities Downtown

Kids Craft - Making paper bag puppets, Smith Studio, 124 S State St

Writing Letters to Santa - Central Theater, 111 N State St

Making Reindeer Food - My Moon Creations, 104 S State St

Photos with Polar Express Train Conductor - Sarah Sunstrom Photography, 100 N

State St (Proceeds going to Geneseo Humane Society)

4-8 p.m. Geneseo Chamber Information Center in Hanford Insurance Building,
119 S State St - Christmas card stamping - Angels Among Us cards

5:45 - 7:30 p.m. Geneseo Historical Museum - tours & live music

6 p.m. Geneseo Community Choir in the Carriage House (behind the museum)

Live scenes include:

- Victorian Tea Party

- Train display from Green River Hobbies and Miniature Geneseo Train Depot from
the late Carl Cochran

- Country Store & Penny Candy

- Christmas in the Country Kitchen

5:45 p.m. (approximately) All Children Need to Gather Around! Santa will light the
Christmas Tree on State Street Blvd. between the Museum and Designs on the Blvd. after
the Christmas Parade

6-6:45 p.m. Madrigal Singers at Central Theater, 111 N State St

6-8 p.m. Living and still windows throughout downtown

6-7:30 p.m. Visit with Santa & Mrs. Claus at Maple Leaf Medical, 111 S State St

6-9 p.m. Jingle Bell Skate, Geneseo Community Center, 541 E North St

8 p.m. Featured movie at Central Theater, 111 N State St

8 p.m. Walk Closes. See you in 2017!

If you are interested in starting Online Bill Pay for your utility bills, click here

<https://cityofgeneseo.olccustomermercure.net/>


If you have any questions, comments, or ideas for future newsletters please feel

free to contact us by phone (309) 944-6419

or email us at cityofgeneseo@cityofgeneseo.com.

We look forward to hearing from you!

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