

Important Information for Utility Customers

We have procedures in the utility ordinance for water and sewer collection. Unfortunately, our ordinance has not been enforced as it should have been. If you are a Utility customer, please read the following carefully. The Supervisor's office, with assistance from the Treasurer's office and enforced by our Utility provider, will be enforcing the following delinquent fees, shutoffs, and restoration fees that may apply if your bill goes delinquent.

Meters are read during the latter part of even numbered months. Bills are sent out on the 10th of the following month. The bills have a due date of the 10th of the next month (30 days). Thirty days after the due date the customer is declared "delinquent" if the bill is unpaid.

If an account is determined delinquent, a certified shut off notice is sent to the customer giving them 14 days to pay (\$25 Fee). If the bill is still not paid after the 14-day deadline, a door hanger is delivered to the customer (\$60.00 Fee). At any time beyond 9am the next day, the customer's service can be terminated for non-payment.

If shut off occurs, once the bill is settled and the service is restored, there is a \$60 turn on fee added to the account.

If you are having hardship paying your bill, you must contact the Supervisor to see if you qualify for a payment plan. We also provide automatic payments through ACH (see enclosed form) at no cost.

Help with Home Maintenance & Repair

The Washtenaw Housing Education Partners are committed to supporting homeowners in the maintenance and repair of their homes. Below are a number of resources for homeowners regarding home maintenance, repair, energy efficiency and more:

- **Habitat for Humanity Huron Valley Restore** <https://www.h4h.org/restore/>

2805 S. INDUSTRIAL HIGHWAY, SUITE 100, Ann Arbor, MI 48104 Phone: 734.677.1558 Fax: 734.677.1572

Housing Office Hours : Mon-Thur | 9am-5pm; Fri | 9am-1pm

RESTORE 6241 Jackson Road, Ann Arbor, Mi 48103 ReStore Hours: Tues-Sat | 10am-6pm; Sun & Mon | Closed

- **WHEP Home Maintenance and Repair Classes (PDF)** - Learn routine maintenance and how to protect the value of your home by keeping it maintained and learn when it's wise to call a professional. This can be found **in the Habitat link above under Programs and then under Habitat Education Programs**

- **Michigan State Housing Development Authority (MSHDA) Property Improvement Program (PIP) Loans for Homeowners**
https://www.michigan.gov/mshda/0,4641,7-141-45866_47906_49317---,00.html

MSHDA's Homeownership Division delivers responsive homeownership products, education, and technical assistance that empower our customers and strengthen and sustain Michigan communities.

- Programs Include:
 - Home Mortgages (MI Home Loan and MI Home Loan Flex) Michigan Down Payment available
 - Mortgage Credit Certificate (federal homebuyer tax credit)
 - Property Improvement Loans
 - Housing Education
 - StepForward Michigan (federal assistance for homeowners hardest hit by the mortgage crisis)

Toll Free: 844-984-HOME Lansing Telephone: 517-373-6840 Detroit Telephone: 313-456-3540

Fax: 517-335-7081 Email: MSHDAHomeOwnershipPF@michigan.gov

- **USDA Maintenance Classes for Rural Communities**<https://www.rd.usda.gov/programs-services>

Michigan: Jason Allen, State Director 3001 Coolidge Road, Suite 200, East Lansing, MI 48823

Voice: (517) 324-5190; Fax: (855) 813-7741 www.rd.usda.gov/mi

- **Washtenaw County Housing Rehabilitation Program** - Qualifying Low-income owner-occupants can get support with emergency repairs, home rehabilitation, energy efficiency improvements, and accessibility improvements including ramps
<https://www.washtenaw.org/748/Home-Rehabilitation> Please call 734-544-3008 for more information or to apply.

- **Washtenaw County Weatherization Program** - Qualifying low-income owner-occupants can get free weatherization improvements to lower fuel bills and increase overall comfort in their homes. <https://www.washtenaw.org/773/Home-Weatherization> To have an application mailed to you, call 734-544-3008.

For more information go to this link: <https://www.washtenaw.org/732/Home-Maintenance-Repair>

Or call the Office of Community and Economic Development (OCED) Phone: 734-544-6748; Fax: 734-544-6749