

## **ATTENTION VILLAGE OF MERRILLAN RESIDENTS:**

### **Important utility bill and disconnection updates**

- All utility bills are due by the **20<sup>th</sup> of each month**.
- To avoid late fees and possible service disconnection, please pay your bill on time.
- **Effective immediately, courtesy calls will NO LONGER BE MADE.**
- Disconnection notices will still be mailed to affected customers in advance.
- Payment arrangements must be made **PRIOR** to the 30<sup>th</sup> of the month due in order to avoid disconnection. **NO EXCEPTIONS.**
- Municipal utilities are subject to disconnection **11 days after the 20<sup>th</sup> of each month** if bills are not paid in full.

### **Winter moratorium (November 1st–April 15th)**

- The winter moratorium prevents the disconnection of heating services for non-payment.
- **Non-heating services (like water and certain electric uses)** can still be disconnected during this time.
- If you fall behind on your heating bill before the moratorium starts, you must make a payment arrangement to restore service.
- If you need a payment plan or assistance, contact

Village of Merrilan Utilities

at **715-333-2332** by **April 9<sup>th</sup>**.

### **Medical emergency provisions**

- If you or a resident in your home has a medical emergency, special provisions may temporarily prevent disconnection.
- Contact the utility at **715-333-2332** for information on providing medical documentation.

### **Help us help you**

- Please ensure your contact information—including name, phone number, and mailing address—is up-to-date with the clerks office.