

VILLAGE OF CHATHAM, ILLINOIS

ORDINANCE NO. 15-09

**AN ORDINANCE AMENDING CHAPTER 50
OF THE VILLAGE OF CHATHAM CODE OF ORDINANCES
(DISPUTE RESOLUTION)**

ADOPTED BY THE PRESIDENT AND BOARD OF TRUSTEES
OF THE VILLAGE OF CHATHAM, ILLINOIS
THIS 10TH DAY OF MARCH, 2015

Published in pamphlet form by the authority of the President and
Board of Trustees of the Village of Chatham, Sangamon County,
Illinois, this 10th day of March, 2015

**AN ORDINANCE AMENDING CHAPTER 50
OF THE VILLAGE OF CHATHAM CODE OF ORDINANCES
(DISPUTE RESOLUTION)**

*BE IT ORDAINED BY THE PRESIDENT AND BOARD OF TRUSTEES OF THE
VILLAGE OF CHATHAM, SANGAMON COUNTY, ILLINOIS AS FOLLOWS:*

SECTION 1: Chapter 50 Utilities: General Provisions is hereby amended as follows:

1. Section 50.09 DISPUTE RESOLUTION PROCEDURE is amended to read as follows:

(A) Village billing personnel shall at all reasonable times be available to receive and consider disputes of any customer, applicant, or user relative to the account for utility service. The customer, applicant, or user shall be advised of the customer's right to have a hearing conducted by a committee designated by the Board of Trustees if such dispute cannot be resolved with Village personnel. The person making such dispute or claim must request review of the matter, in writing, directed to the Village Clerk. The village shall not disconnect the service of any person for non- payment during the pendency of the dispute if:

(1) Written notice is given to the Village Clerk as herein provided; and
(2) Payment of all undisputed portions of the bill is made; and
(3) All charges made during the pendency of the dispute are paid as due; and
(4) The person making the complaint or dispute enters into a bona fide effort to resolve the disputed matter with all due dispatch.

(B) Notice of a dispute shall be made in writing and contain the name, address, and telephone number of the person making the complaint or disputing a charge; the address at which utility service is received which is the subject of the complaint or dispute; the specific grounds or reasons for which the charges billed are disputed; and the specific relief requested.

(C) Upon filing of the notice, the Corporate Authorities may hear and determine such dispute at their next ensuing meeting. The Corporate Authorities shall give the complaining party no less than five (5) days advance written notice of the date of *such* hearing. The complaining party may, at such meeting or any adjournment thereof present additional information or evidence in support of the dispute but no such information or evidence shall be received or considered beyond the scope of the grounds set forth in the written notice filed (b) above. The Corporate Authorities decision with respect to the dispute shall be final.

3. Section 52.084 DISPUTE RESOLUTION PROCEDURE is deleted (moved to 50.09)

SECTION 2: This Ordinance is effective immediately. The Clerk shall publish this Ordinance in pamphlet form and see to its inclusion in the next update of the Village of

Chatham Code of Ordinances.

PASSED this 10th day of March, 2015.


VILLAGE PRESIDENT

ATTEST:


Village Clerk

AYES:	<u>4 CLAYTON BOYLE FORMEA SCHATTMAN</u>
NAYS:	<u>1 HOLDEN</u>
PASSED:	<u>3-10-15</u>
APPROVED:	<u>3-10-15</u>
ABSENT:	<u>1 KIMSEY</u>

ORDINANCE CERTIFICATE

STATE OF ILLINOIS)
) SS
COUNTY OF SANGAMON)

I, the undersigned, do hereby certify that I am the duly qualified and acting Village Clerk of the Village of Chatham, Sangamon County, Illinois.

I do further certify that the ordinance attached hereto is a full, true, and exact copy of Ordinance No. 15- 09, adopted by the President and Board of Trustees of said Village on the 10th day of March, 2015, said Ordinance being entitled:

**AN ORDINANCE AMENDING CHAPTER 50
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I do further certify that prior to the making of this certificate, the said Ordinance was spread at length upon the permanent records of said Village, where it now appears and remains.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the official seal of said Village this 10th day of March, 2015.



Village Clerk