

Welcome to the Village of Louisville

The following is essential information as a utility service customer of the Village of Louisville. Please read thoroughly and do not hesitate to contact City Hall with any questions.

City Hall's Address (for payments and correspondence):

Village of Louisville
177 South Main Street
PO Box 306
Louisville, Illinois 62858

Contact Numbers:

Phone: 618-665-3348
Fax: 618-665-3848
Emergency (After Hours): 618-839-6044
Web address: louisvilleil.com

Office Hours:

Monday – Friday 8:00 am to 4:30 pm
(Closed from 12:00 pm to 1:00 pm on Friday's only!)

Services

If you are the owner of the property to be serviced, you must come to Village Hall to complete a Utility Service Agreement.

If you are renting the property, you must come to Village Hall to complete a Utility Service Agreement and pay the required deposits for services. All deposits must be made before services can be started. Following are the deposit amounts:

Gas	\$200.00
Sewer	\$75.00
Water	\$75.00
Garbage	\$100.00

Garbage Pick-up is mandatory for all residents with utility service.

All items must be bagged **NO loose trash**, the bags must be placed in the trash can. Any large items such as old furniture, metal or steel will need to be approved by our garbage company. Any issues with trash/garbage needs to be addressed with the Village of Louisville, city hall, call 618-665-3348.

The garbage is picked up every Tuesday morning very early. We suggest that garbage be set out Monday evening as we, or DBS, are not responsible for any trash that is set out late.

At your request an additional can will be added for an additional cost \$6.50 additional can.

The village provides a roll off dumpster for **village residents only**. It's located at the East end of Convent street, behind the police station. Any questions call Village Hall at 618-665-3348.



Billing Information

You will receive a bill once a month. Bills will be mailed on or around the first of each month with the balance being due on the 20th of the following month.

You can make your payment one of four ways: go to our web page at louisvilleil.com and sign up to manage your account online, mail payment to the address located at the top of your bill, put payment in the drop box at the front of Village Hall, stop in the office during working hours.

A delinquent bill will be mailed on the 20th of each month. This bill will consist of your previous balance plus a 10% penalty. This is automatically done by the billing system. This payment **MUST** be made by the date designated on the delinquent notice. If not paid by the notice date service will be disconnected. When service is disconnected, the full balance plus a \$100.00 reconnect fee must be paid in cash.

Returned Check Charge

If your check for payment is returned for insufficient funds, you will be charged a returned check fee of \$25.00. You will be asked to bring in cash to cover the balance plus the fee. At that time, In the event this happens a second time, you will be required to pay all your utility bills in **cash** at all times and to pay a 2nd deposit amount of \$450.00.

Bill Disputes

If you dispute the correctness of your bill or final bill, you should contact or visit our office as soon as possible.

Ending Services

Services can be ended and disconnected over the telephone or in person. ***Note: You must have a forwarding address and telephone number to disconnect services!***

Any additional balance will be billed and mailed to you at your forwarding address. Credits or amounts owed to you will be returned after final bill is taken from your deposit.

Disconnection

Service may be disconnected for appropriate reasons, including:

Failure to pay any past due balance

Violation of the utility's service policies

The emergency regarding utility service

If service has been disconnected, for any reason, it is illegal for a customer to reconnect. Such an offense will cause the Village to prosecute the offender(s).

Financial Assistance

CEFS, located in Flora, has applications available for customers who are having difficulty with their GAS bills. You may call CEFS at 618-662-4024 and request an appointment. You will be required to bring certain documentation with you to your appointment. This information will be provided when your appointment is scheduled.

VILLAGE OF LOUISVILLE

UTILITY SERVICE APPLICATION

Name		Requested Activation Date		Water/Sewer/Gas Services	
New Service Address		City, State, Zip			
Home Phone	Work Phone	Cell Phone	Emergency Phone Number		
Name of Nearest Living Relative		Address and Phone of Nearest Living Relative			
Name of Last Utility Company		Number of Persons Living in Household			

Renter Information

Name of Home Owner (Landlord)		Required Deposits Gas \$200 Water \$50 Sewer \$50 Garbage \$8.15			
Home Phone	Work Phone	Home Phone	Work Phone		
Address		Address			
City, State Zip		City, State, Zip			

Employment Information

Employer Name, Address, Phone

I hereby request the Village of Louisville to provide utility services at the above service location. I agree to pay all charges for services relevant to the Water and Sewer Ordinances rendered as a result of this request. I understand and agree that failure to pay any amount due to the Village can result in termination of services and that I will be liable for any and all expenses incurred by the Village in attempting to collect payment from me for my unpaid utility charges. Such expenses include, but are not limited to, attorney fees and expenses, court costs, and lien and preparation and recording costs. I also agree to pay and will be liable for interest at the rate of 18% per annum that will be charged to my account for all unpaid utility charges, commencing upon the date that my utilities are shut off. I also authorize the Village of Louisville to verify the information provided on this form to Federal law requiring all municipalities to obtain, verify and record information that identifies each person who opens an account.

Printed Name	Date	Signature
Social Security Number	Date of Birth	
Driver's License Number		

VILLAGE OF LOUISVILLE
LOUISVILLE MUNICIPAL GAS COMPANY
177 SOUTH MAIN STREET
LOUISVILLE, IL 62858

Important Notice to Customers Regarding Buried Natural Gas Piping

This notice is being provided in accordance with Rule 49 CFR 192.16 of the United States Department of Transportation ("DOT Rule").

In accordance with the "DOT rule" listed above, the Louisville Gas Department is hereby giving notice to all customers who have buried natural gas piping that is not maintained by the Louisville Gas Department, of the following information:

If the customer's buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage.

Buried gas piping should be:

- Periodically inspected for leaks;
- Periodically inspected for corrosion if the piping is metallic, and
- Repaired if any unsafe condition is discovered.

When excavating near buried gas piping, the piping should be located in advance and the excavation done by hand.

Plumbers and heating contractors can assist in locating, inspecting and repairing the customers buried piping.

For your guidance in determining whether this notice applies to you, please be informed that in most cases the Louisville Gas Department maintains buried gas piping from the main (generally located near the street) up to the gas meter on the customer's premises. In addition, if the piping leaving the meter up to the principal gas utilization equipment is above ground when entering the customer's premises, this rule does not apply. However, any customer that has any gas lines (secondary lines) that branch off of the principal gas line and goes underground, such as garage, BBQ grill, pool, etc., the above listed precautions should be noted.

If you are uncertain as to whether this notice applies to you, please contact the Village Hall at 618-665-3348 and speak with Village Superintendent, Troy Elwood.

Name _____

Address _____

Date _____

Village of Louisville

April 20, 2017

Dear Village of Louisville Utility Customer:

The Pipeline and Hazardous Materials Safety Administration has issued a new regulation that requires the Village of Louisville to offer an Excess Flow Valve (EFV) to its customers. An Excessive Flow Valve (EFV) is an extra safety device that can be installed in a service line providing natural gas to the meter. The main purpose of an EFV is to reduce the risk of a release of natural gas caused by excavation damage to the service line between the point of connection to the main and the meter. An Excess Flow Valve will not prevent or stop leaks that might occur downstream of the meter. Not every service can accommodate an EFV.

The installation of an EFV is not a requirement for existing natural gas service lines, however, one can be installed at the request and expense of a Village of Louisville Customer. The installation of an EFV would take one day and would require the excavation of the service line at the connection to the main line. If you would like an EFV installed in your service line, the cost you must pay is \$1,233.75 dollars up front prior to scheduling. This included all labor, equipment and materials but does not include restoration of grounds disturbed by excavation OR the price of a welded on EFV. It is likely, but it is possible that future maintenance or replacement of the EFV might be necessary and could result in additional charges.

If would like to have an EFV installed or have any questions, please call Village Hall at 618-665-3348.

Sincerely,
Village of Louisville