



City of Geneva Utility Billing Repayment Plan

Frequently Asked Questions

How does the utility billing repayment plan work?

Upon application, utility customers with a balance on their utility bill that is 20 days or longer, may pay the balance over a 12-month period beginning in January, 2021.

How long do I have to repay my outstanding balance?

Twelve months. The repayment plan will begin with the first payment due on January 1, 2021 and the final payment due on or before December 1, 2021. Penalties will not be assessed on the repayment plan amount.

When is my payment due? Is this repayment plan due with my regular utility bill? Why don't I see my repayment plan on my utility bill?

The repayment plan is a separate agreement between you and the City for the past due balance. Each installment of the repayment plan is due on the first of the month and is independent of when the regular monthly utility bill is due.

Can I pay it off early or make advance payments?

Yes.

What about new/current utility charges?

Beginning with the December utility bill, customers are required to pay the bill on or before the due date indicated or be subject to late payment penalties.

Is there a fee or charge to setup a repayment plan?

No.

May I roll future bills into my repayment plan?

No.

How is the monthly repayment amount calculated?

The total amount due on the account as of the date that the agreement is signed divided into 12 equal monthly payments.

What happens if I miss a payment or if a payment is returned?

Missed payments are considered a default on the agreement. Notice will be sent of the default. Payment is then due in full. If payment is not received, utilities may be disconnected for nonpayment. Payments that are returned are subject to a \$25 fee that will be assessed on the account.

Who do I contact for the repayment plan?

Kim Hillquist, Accounts Receivable
City of Geneva Finance Department
630-232-0854
khillquist@geneva.il.us

[Repayment Plan Form](#)

May I make payments under the repayment agreement on-line?

No. Payments must be made one of the following ways: in person, City of Geneva Finance Department, 15 S. First Street; by drop box (located at Geneva City Hall and Fire Stations Nos. 1 & 2), or via U.S. mail to City of Geneva Finance Department, 15 S. First Street. *Please note:* Payments made via the City's online utility billing website or through an online bank portal will not be applied to the repayment plan. To avoid defaulting on the agreement, payment must be made as described above.

May I pay more or make additional payments on the repayment plan?

Yes. There are no penalties for paying more than the minimum monthly payment amount or paying the balance in full anytime on or before December 1, 2021.

When is the deadline to respond or set up the repayment plan?

The deadline is Saturday, November 21, 2020, but we highly encourage you to contact the City as soon as possible.

I am a landlord and received a notice that my tenant is overdue on their account. What do I need to do?

Notification will be sent to landlords as a courtesy. The City encourages landlords to work with tenants to encourage them to setup a repayment plan or pay their utility balance in full. If a tenant defaults on the repayment agreement, or fails to pay the past due balance in full, the Landlord is liable for any outstanding balance pursuant to the Geneva City Code.