



COVID Utility Payment Economic Relief Program (CUPER)



The Village of Bensenville wishes to aid residents and businesses who are experiencing difficult financial times due to COVID-19 and all of its impacts. As such, the Village has taken steps to establish a temporary economic relief program called the COVID Utility Payment Economic Relief Program (CUPER). This program will be offered through **August 15, 2020**. No additional credits will be given pursuant to this program if full payments are not made or payment agreements are not signed at that time. The program criteria are as follows:

Eligibility: To be eligible for the program all of the following must be true:

- ✓ You must receive water/sewer service through the Village of Bensenville, excluding Elk Grove customers who receive pre-treatment services through the Village. Services for garbage only will not be considered.
- ✓ You must reside in or have a viable business in the Village of Bensenville or the unincorporated portion of DuPage County that receives utility service from the Village as of the date of the application for a payment plan or any payment under this program. Businesses that have closed but still have unpaid balances will not be considered.
- ✓ You must have a Past Due Balance on your current utility account. A Past Due Balance is defined as the delinquent amount due as of **July 15, 2020**, which includes bill statements and related penalties for the **June 3, 2020** statement and before.
- ✓ You must not have any other unpaid balances with the Village and must be in good standing with all permits, licenses, and village-related taxes.
- ✓ The service must not be for a division or instrumentality of any Federal, State, or local government or another utility provider (e.g. electric, cable, telephone).
- ✓ You must have made at least one payment between January 1, 2020 and July 14, 2020 against the utility account that has the past due balance.
- ✓ You must **not** be an elected official or employee of Bensenville.

If you should have any questions about this program, please contact our office at 630-594-1011 for further details.

Program Criteria: Utility customers that are eligible will receive CUPER credit directly in their account to offset their past due balance. Accounts that are below \$50 will receive a 20% credit against the past due balance on their September 2020 statement automatically, and will not need to contact the Village to receive the CUPER credit. Utility customers with a Past Due Balance of \$50 or greater will be given the following two options:

Option 1 – The customer may choose to pay off 80% of the Past Due Balance, as well as their full July 6, 2020 statement balance by 5:00 p.m. July 28, 2020. Once payment is received and eligibility is verified, a CUPER credit for 20% of the Past Due Balance will be applied directly to the customer's account. A notice of the Past Due Balance will be sent to you in mid-July which can be used for this payment calculation; however, if you are unsure of your balance you may want to call the Village at 630-594-1011. Any underpayments of the required 80% of the Past Due Balance or the full July 6, 2020 statement balance will result in the loss of this credit.

Option 2 – Customers may contact the Village to receive a one-time payment plan for the Past Due Balance. The payment plan will consist of five monthly installments with the first installment scheduled on August 10, 2020, and continuing on the tenth day of every month thereafter through December 10, 2020. If customers make all payment plan installments on a timely basis, as well as full payments for their ongoing monthly statements from July 2020 through the November 2020 by the due date on the statements, the Village will apply a CUPER credit directly to their payment plan for the final December 10th installment instead of the customer having to make the payment. A payment plan agreement must be signed by the customer for this option to be valid. Failure to abide by a payment plan subject to this program shall cause the remaining Past Due Balance that remains unpaid to be subject to normal Village collection and shut off procedures as if the payment plan never existed.

If electing this Option 2, we encourage customers who have access to printing and scanning to contact our office by telephone at 630-594-1011 and sign-up for the program using electronic means. If you do not have electronic capabilities, please stop in the Village Hall during our regular hours to sign-up by August 10, 2020.