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| SUBJECT UTILITY PAYMENT EXTENSION POLICY | ISSUED BY CITY COUNCIL | EFFECTIVE DATE OCTOBER 7, 2013 |
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POLICY STATEMENT:

This policy is to establish guidelines for utility customers requesting extensions on utility payments.

1. Establish guidelines for staff concerning requests for extensions on utility accounts.
2. Ensures that all utility customers are treated equally.

PROCEDURE:

The following conditions will apply to all requests for utility payment extensions:

1. Requests for extensions must be made prior to the end of business the day before the scheduled service disconnect date.
2. No more than two extensions per utility customer/account will be permitted during a calendar year.
3. A 25% down payment must be made at the time the payment agreement is requested.
4. Extensions may only be granted for up to an additional ten (10) days beyond scheduled service disconnect date, or the next business day if this falls on a weekend or holiday.
5. If scheduled payments are not met, utility services will be subject to immediate disconnection, and all past due amounts become immediately due and payable.
6. Accounts terminated for non-payment will be subject to an additional reconnection fee as per the utility ordinance.
7. All payments must be made on the agreed upon date no later than 1:00 p.m.
8. City personnel will not collect delinquent money in the field.
9. The customer must have had an active utility account for a minimum of 120 days.
10. Failure to complete an approved extension plan will result in the customer being unable to request any further extensions for the remainder of the calendar year.



Ryan W. Kern, Mayor