

## **UTILITY PAYMENT EXTENSION AGREEMENTS (PROCEDURE)**

When a resident receives a two month bill it will be stamped with a turn-off date and time. The resident may have the option to sign an agreement prior to the turn off day/time, and their utilities will not be turned off. The resident signs an agreement form stating the date they will pay the balance on the account. The form states if they fail to pay on the agreement date they will not be able to sign future agreements.

If a resident fails to pay on that agreement date, utilities will be turned off the following business day at 8:00am. Upon utility turn-off, the resident must pay the balance on the account plus a reconnect fee.

If a resident makes payments according to the agreement, they will be able to continue to sign agreements in the future.

Beginning November 1, 2015 – if a resident is on the broken agreement list and makes 12 consecutive monthly payments on time – which means they pay their bill in full on or before the 15<sup>th</sup> of each month for 12 months, they will be able to sign up for payment agreements again.