

UTILITY BILLING PAYMENT ARRANGEMENT POLICY

Purpose

A payment arrangement allows City of Mascoutah utility customers the opportunity to pay off past-due bill balances to keep their utility accounts in good standing.

With a payment arrangement, the past-due amount is spread out over a specified period of time. This amount is called a monthly installment.

Customers are required to pay the agreed-upon monthly installment, in addition to paying their monthly utility charges in full by the bill due date each month.

Paying both the monthly installment and current utility charges gives customers extra time to bring their utility accounts up to date.

Payment arrangements must be requested prior to disconnection of service.

Payment Arrangement Terms

A payment arrangement option is available to any eligible customer. The length of a payment arrangement is based on the total past due amount owed. Only one (1) payment arrangement will be granted during a 12 month period, as long as any prior payment arrangement terms have been met within the previous 12 month period.

All payment arrangements will be signed and dated by customer. There will be no verbal payment promises or payment plans accepted.

In cases of hardship, such as sickness, temporary job loss, water leak, etc. the customer may set up a payment arrangement as follows. These payment arrangements will only be allowed if the customer has not had service disconnected within the past 6 months.

- Amount due is under \$500
 - 1/2 of the balance due to be paid immediately
 - 1/2 of the balance due to be paid the second month + current month bill, payment must be made by the customer's current due date
- Amount due is between \$501 and \$1,000
 - 1/4 of the balance due to be paid immediately
 - 1/4 of the balance due to be paid the second month + current month bill, payment must be made by the customer's current due date
 - 1/4 of the balance due to be paid the third month + current month bill, payment must be made by the customer's current due date
 - 1/4 of the balance due to be paid the fourth month + current month bill, payment must be made by the customer's current due date
- Amount due is greater than \$1,001
 - 1/6 of the balance due to be paid immediately
 - 1/6 of the balance due to be paid the second month + current month bill, payment

- must be made by the customer's current due date
 - 1/6 of the balance due to be paid the third month + current month bill, payment must be made by the customer's current due date
 - 1/6 of the balance due to be paid the fourth month + current month bill, payment must be made by the customer's current due date
 - 1/6 of the balance due to be paid the fifth month + current month bill, payment must be made by the customer's current due date
 - 1/6 of the balance due to be paid the sixth month + current month bill, payment must be made by the customer's current due date
- If amount due is greater than \$2,000, a payment arrangement may be granted for a longer period of time at the discretion and approval by the City Manager.
- The above hardship payment arrangement terms may also apply to those customers with delinquent balances on old accounts and other delinquent account circumstances at the discretion and approval by the City Manager.

If the customer or resident has an illness requiring service, service will not be disconnected when the City of Mascoutah has a written statement from a doctor. The statement must provide the name of the sick person, the sick person's residential address, and nature of the illness, the expected duration of the illness, and the appliance necessary to sustain the health of the patient. A medical disconnect extension shall only be good for a 30-day period during a 12 month period at which time the utility account must be paid in full before another medical disconnect extension will be granted.

Payment arrangement amounts will not be subject to late payment charges.

Failure to fulfill the payment agreement terms will result in immediate disconnection and all past due amounts will be due in full plus reconnection fees prior to reconnection of services.

Eligibility

A customer may not qualify for a payment arrangement if:

- Customer has been disconnected for non-payment.
- Customer is enrolled in Budget Billing.
- Customer has tampered with any utility meter at their residence.
- Customer has stopped services.
- Customer has filed or is in the process of filing for bankruptcy.
- A court has determined that customer's debt to the City is legally extinguishable.
- Customer's bill is not current, and customer has already been through the City's payment arrangement process.
- Payments customer has made on utility account have been returned as insufficient funds.

ADOPTED 03-14-2016