



## **Payment Plan Agreements**

**This information can be found in Section VIII of our Rates and Regulations**

The District offers the following payment plan agreements for customers who may have their service terminated for non-payment.

If the total arrears prior to termination is less than \$150.00, the customer may apply for up to a 30-day extension. The customer must pay 1/3 of the bill at the time of application. If the total arrears prior to termination is greater than \$150.00, the customer must pay 1/3 of the bill and apply for a payment plan for longer than 30 days, but not to exceed 180 days. All new billing after the payment agreement and all payment agreement amounts must be paid on time.

Once a payment arrangement has been established, a letter is mailed to the customer outlining the payment arrangement date(s) and the payment arrangement amount(s). A copy of this letter is documented on the customer account.

If a customer is on a payment plan agreement and fails to make any one payment, the service will be terminated without notice and will not be reconnected until payment is made in full for all outstanding arrears.

The customer must apply for a payment plan agreement in advance of the termination date. Once the service has been terminated, a payment plan will not be offered.

**A sample Payment Plan letter can be found in Appendix G of our Rates and Regulations**