

Extensions as stated in Terms & Conditions:

2.3.4. EXTENSION OF TIME TO PAY

- A. If a customer is unable to pay an outstanding amount on a utility bill and is in danger of service being disconnected, the customer may request an extension of up to fourteen (14) days to pay the account provided that:
 - i. A Utility Payment Extension agreement is completed and approved by a Utility & Billing Service representative.
 - ii. The amount of the agreement includes the entire balance of the account and said agreement is executed prior to City disconnect crew’s arrival at the premises.
 - iii. A three (3) day extension may be granted for the disconnection amount only and if the agreement is executed prior to City disconnect crew’s arrival at the premises.
- B. Customers are limited to two (2) extensions per calendar year and each extension is limited to a maximum of fourteen (14) days. Two (2) extensions may be granted in succession only if approved by a Supervisor.
- C. Failure to comply with the terms of any extension agreement will result in disconnection of service without further notice. No additional extension will be granted for one year from the date of the broken agreement.
- D. Additional extension time may be granted due to special circumstances only at the discretion of the Utility & Billing Services Director or their designee.

Suggestions for upcoming concerns of disconnection:

1.

Past Due Balance	Payment
\$150 or less	\$50 plus current bill each month until current up to three months
\$151-\$500	\$100 plus current bill each month until current up to five months
\$501 - \$1,000	\$250 plus current bill each month until current up to four months
\$1,000 & up	30% plus current bill each month until current

2.

Past Due Balance	Payment
\$150 or less	\$25 plus current bill each month until current up to six months
\$151-\$500	\$75 plus current bill each month until current up to seven months
\$501 - \$1,000	\$200 plus current bill each month until current up to five months
\$1,000 & up	30% plus current bill each month until current

3. Past due amount is divided over the three months (or some timeframe) plus current bill.

Note:

- Extension must be signed prior to July 17, 2020 for the special agreement.
- Extension signed after July 17, 2020 will be granted as stated in Terms & Conditions.
- Late fee will be waived as long as terms of agreement are met; otherwise, penalties will be assessed the next applicable date.
- First notices will be mailed on May 19, 2020 with a disconnection date of June 2, 2020.
- Penalties resume on July 6, 2020.