



City of
VALLEY FALLS

Incorporated May 17, 1854

Payment Agreement Policy

PURPOSE

The purpose of this policy is to address any issues that arise during a request for a payment plan or extension of utility payments.

AUTHORIZATION

The City Council shall adopt the policy and the City Administrator shall enforce as well as address any issues that are not covered specifically within the policy.

POLICY

Payment Plan

In rare cases, a payment plan may be granted to a customer who meet and abide the following guidelines.

Written request must be received no later than on business day prior to the disconnect day. Requests received after the deadline will not be considered.

No more than two payment plans per calendar year may be granted per customer. Hardship must be proven by the requestor. Staff will consider inflated bills due to a water leak that has documented repairs or one-time emergency unique to the customer. Payment plan requests that meet the criteria will be approved by the City Administrator or their designee.

A minimum of 20% must be paid at the time of entering into the payment agreement. Payment agreements will not be issued for balances under \$100.00. To compute the payment agreement, the past due balance will be divided into equal monthly payments and cannot extend beyond 6 monthly payments. The customer will pay the past due monthly payment plus the most current bill by 8:00 am the 20th of each month. Penalties will not be assessed on the past due balance. Charges incurred after the payment plan may accrue late fees.

The requestor must agree, in writing, to the terms of the payment agreement. If written approval and 20% payment is not received by the customer prior to 8:00 am on the day prior to shutoffs, the payment agreement will be null and void and the customer's services will be disconnected immediately plus \$75.00 connect fee will be assessed. When the customer pays the past due balance and disconnect fee, services will be reconnected during public work's normal operating hours.

If a payment agreement is in effect but payment is not received, the payment agreement is canceled and cannot be reinstated. If the customer fails to make a payment by the 20th of the month, the customer will be disconnected, and the total past due balance plus \$75.00 connect fee must be paid in full to restore services and the customer will not be eligible for a future payment plan. They may be eligible for an extension once they meet the requirement laid out in the extension process outlined below.

When customer pays the past due balance and disconnect fee, services will be reconnected during

public work's normal operating hours.

Extension

If a customer needs extra time to pay a utility bill to avoid disconnect, an extension may be granted to a customer who meet and abide the following guidelines.

Written request must be received no later than one business day prior to the disconnect day. Request received after the deadline will not be considered.

No more than two extensions per calendar year may be granted. A payment plan would count as one extension. Payment Extension requests that meet the criteria will be approved by Utility Billing staff under the directive of the City Administrator.

If an extension is granted, the customer must pay the past due and current month balance by 8:00 am on the 20th of the month following the original disconnect day.

If the customer fails to make a payment by the above deadline, the customer will be disconnected, and the past due balance plus \$75.00 connect fee must be paid in full to restore services and the customer will not be eligible for future extensions.

When customer pays the past due balance and disconnect fee, services will be reconnected during public work's normal operating hours.

Approved this 3rd Day of August 2022 by the City of Valley Falls Governing Body.

Jeanette Shipley, Mayor

ATTEST:

Christine Weishaar, City Clerk