TOWN HALL-1830

TOWN OF WINNSBORO

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Payment Arrangements

<u>Payment Plans:</u> The Utility recognizes that at times customers will face extraordinary circumstances that lead to difficult financial situations. It is for these times the Utility has established a payment plan program to assist customers in satisfying their delinquent account.

Payment plans for delinquent accounts will be managed as follows:

- Accounts charged-off as bad debt will be required that the customer pay half the bad debt balance plus the deposit to secure another account. The balance on the bad debt must be paid in 30 days.

- A payment arrangement of up to 4 months may be offered with the requirement that the bills on the payment plan and any current bills be paid each month. The payment plan will be calculated to remove the arrears amount with the agreed time (maximum of 4 months) while keeping ongoing charges current.

- If a customer has extraordinary circumstances and is not eligible for financial assistance, the Utility may offer the customer a payment arrangement. Customers with extraordinary circumstances are eligible for arrangements. An extraordinary circumstance is broadly defined as a significant event or events affecting a customer's life and ability to pay. Utility customer service representatives will use their best judgment in applying the extraordinary circumstances determination and are expected to seek advice and confirmation from supervisory staff as needed. The representative granting approval must enter appropriate account notes.

- Suitable payment arrangements will include a minimum 33% of the delinquent amount paid at the time of payment arrangement and remaining delinquent amount paid within a maximum period or 4 months. A minimum of one-third of the delinquent amount, and all current amounts must be paid monthly. Payment arrangements may be made only (3) times in a 12 months period; otherwise payment in full required.

Payment arrangements may be made on closed accounts if the customer does not have active service. Payment arrangements are not made on deposits for new accounts, reconnections fees, or administrative investigative fees.