



## Emergency Utility Payment Extension

The City Manager has the discretion to allow utilities to remain in service or reconnected if a customer can pay a reasonable payment on his/her past due bill and agree to attend the next, regularly scheduled Utility Hearing. At the Utility Hearing, the customer will work out a formal payment arrangement. If the customer does not appear at the Utility Hearing, there will be no other extension given and regular disconnect policies will apply.

Customer Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Amount Past Due: \_\_\_\_\_ Amount Paid Today: \_\_\_\_\_

### Emergency Extension Agreement:

1. I understand that I must pay a reasonable payment today to keep my utilities connected or to get my service reconnected. A reasonable payment will generally be at least 25% of my past due balance.
2. I understand that I must attend a Utility Hearing on \_\_\_\_\_ at 6:00 p.m. at City Hall.
3. I understand that at the Utility Hearing I will develop a payment plan to pay off my past due balance while paying my current bill.
4. I understand that if I do not attend this Utility Hearing that I will get no further extensions and normal disconnections policies shall apply.
5. If I fail to complete this emergency utility payment extension by not attending the Utility Hearing, then I will not be allowed to use this emergency payment option for the next six (6) months, starting with the month after the failed extension.

*I agree to follow all the terms set forth in this agreement.*

\_\_\_\_\_  
Customer

\_\_\_\_\_  
Date

\_\_\_\_\_  
City Manager

\_\_\_\_\_  
Date