



PAYMENT EXTENSION GUIDELINES

Payment extensions may be given on utility bills for customers who have a financial hardship and who meet the following criteria. There will only be limited situations when exceptions will be made. If the utility bill exceeds the deposit amount an extension may not be granted. If a customer transfers service from one account to another that account must meet the same guidelines.

1. Payment extension may be made only for the customer whose name appears on the utility account or is listed as a household member on the utility deposit application. This limits requests to someone who is legally responsible for this bill.
2. The customer's account must have been established a minimum of six (6) months with no returned checks or cut-off orders.
3. There have been no payment extensions in the last four (4) months and the last payment must have been made on the agreed upon date. This limits the number of extensions to no more than three per year and not more than one (1) time every four months. (Only one extension per household.)
4. No extensions shall be granted if, within the last twelve (12) months, the customer has been disconnected for nonpayment, has had a check returned, or has failed to pay a prior extension as agreed. **Anyone who has been on the disconnect report three times or more will not be eligible for an extension.**
5. Payment extensions shall apply only to the outstanding bill at the time the request is made, not to any bills that may accrue to the customer's account at a later date, including the next month's current bill. The extension amount must be paid within two (2) weeks of the extension request. Under no circumstances can the extension amount be carried over to the next month's bill. If an extension is not paid as agreed, there will be a \$20 service charge and the utilities will be disconnected.
6. In instance where the Town is at fault for reading a meter incorrectly (i.e.: under-read, resulting in a higher than normal utility bill, the customer will be allowed to make installments over a two (2) month period.
7. Payment extension requests must be made in the office and a signature is required.