

COUNCIL POLICY 6-3

Payment of Utility Bills-Extension of time

DISTRIBUTION: Mayor and City Council
All Departments

SUBJECT: Payment of Utility Bills-Extension of time

PURPOSE: To establish a formal written policy to allow for special arrangements for individuals in need for payment of utility bills. To establish criteria for granting an extension of time to pay utility bill.

BACKGROUND: Currently there is not a formal policy that allows or limits the number of payment plans a customer may have in a twelve month period. There has been no definitive date as to when this policy began, but we know it goes back at least thirty years.

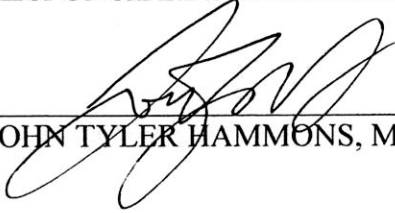
POLICY/PROCEDURES: The City Clerk or designee may grant extension of time for payment of a utility bill in accordance with the following guidelines:

1. Only two (2) Pay Plan Agreements may be made during a 12-month period and Agreements must be at least four (4) months apart.
2. Pay Plan Agreements will only be extended for a period of ten (10) days from date of Agreement and no further extensions will be made.
3. Failure to honor a Pay Plan Agreement will prohibit any future Pay Plan Agreements for the next twelve-month period.
4. Pay Plan Agreements will not be made for utility balances less than \$25.00.
5. Payment Plan Agreements will require the utility account holder to come to the Revenue Division to sign the Agreement and will only be made with the account holder. Any exception to this sub-section must be approved by the Revenue Manager.

REFERENCES: None

EFFECTIVE DATE: January 1, 2011

RESPONSIBLE DEPARTMENT: City Clerk/Revenue Division



JOHN TYLER HAMMONS, MAYOR

ATTEST



PAMELA S. BATES, CITY CLERK
(seal)

Approved as to form and legality this 13th day of December, 2010



JOHN H. VINCENT, CITY ATTORNEY