

PAYMENT ARRANGEMENT POLICY

Payment arrangements are in place to allow residents to extend their past due balances beyond the disconnect day. This will permit the resident to avoid disconnection, allowing time to make the payment needed.

A resident is required to set up a payment arrangement in person at Town Hall. The individual must be at least 18 years old and reside at the residence. Payment arrangements can be made until the first meter tech leaves the billing office with the disconnect calls.

Residents are required to put down a payment of one-third of the past due amount, and commit to paying the remaining past due balance within an additional 10 calendar days. Or, residents may commit to paying the past due balance in full the Friday following disconnect day, a 2-day extension, with nothing down.

Payments are due, in full, by 4:30 p.m. on the promised payment date. Payment dates and amounts not honored will be disconnected without any additional notice. Late charges will continue to accrue on any unpaid balances while in an active payment arrangement. Payment arrangements are to be set up on past due balances only.

This process may occur two (2) times from January 1 to June 30 and two (2) times from July 1 to December 31 with no exceptions. The following calendar year, two (2) more arrangements will be granted for January 1 to June 30 and two (2) more from July 1 to December 31.