

# PAYMENT EXTENSION REQUEST

(Revised January 1, 2008)

## PURPOSE:

To establish guidelines for Ellis Water customers requiring additional time to pay their water bill past the due date. This is to include partial payments, or literal time/date extensions.

## POLICY:

As a courtesy Ellis Water will extend the past due date for customers requiring additional time to pay their account in full as a result of a large leak or to avoid being disconnected. The time extension does not relinquish the customers from paying the late fee if there is an outstanding balance on their account after the 16th of any month. This courtesy is not automatically applied, and it is the customer's responsibility to contact the office to make these arrangements. Extension request will not be accepted for those accounts that have already been disconnected. **Only the manager or duly appointed representative can authorize a payment extension request.**

All Water Bills are due on the 16th of each month for the full amount as indicated on the bill. A 15% percent late fee is applied to all accounts not paid in full prior to the close of business on the 16th of each month. The late fee is applied even though the 16th may not fall on a regular business day such as a weekend or holiday. **It is the responsibility of the customer to ensure payment has arrived prior to this date to avoid this fee.** Ellis Water will not waive the fee due to postal delays, banking irregularities, or direct debit errors.

## PROCEDURE:

1. The customer must contact the office either in person or via phone to be eligible.
2. Customers requesting to extend the past due date, must obligate and agree on an acceptable date when full payment can be received. The standard extension is not to exceed 15 days. Once the new date is set no further extensions will be granted. Customers failing to meet this obligation will be subject to the rules and regulations governing non-payment.
3. Customers requesting extended payments due to a large bill must agree to make full restitution by the agreed upon date. The dates can be spread over a larger block of time such as 60 or 90 days. Regardless, the customer must pay their bill in full by the time specified or be subject to the disconnect policy.
4. Post dated checks will not be accepted, customers must make other arrangements for extensions as outlined in this policy.

## **GUIDELINES:**

1. This is a courtesy, therefore Ellis Water reserves the right to deny a payment extension request and require the customer to pay their account in full or be subject to rules and regulations governing non-payment.
2. Payment extensions (of any type) will only be allowed twice during the calendar year. Staff will maintain database of users and update accordingly.
3. A confirmation number consisting of (Month/Day/Time) will be given to each customer granted an extension. This number is to be used by the customer and or staff when referencing the arrangement.
4. Office staff can extend customer payments on any bill that does not exceed the end of the month. The manager or other appointed representative must authorize extensions for shut offs or other extended payment plans.
5. Office Staff should encourage customers to make some payment towards their bill. Although not mandatory, it obligates the customer and shows a willingness to pay. Remind customers that there is a 15% penalty on unpaid balances and that we accept credit cards.