

## **Article VII: Collection Agreements**

*The Board of Water Commission ("Board") recognizes that there may be a time when extreme circumstance or hardship results in financial hardship to a customer. A customer who cannot pay the full amount due for charges may be permitted to enter into a collection agreement on their account. The intent of this policy is to establish a collection agreement for the extreme circumstance or hardship.*

### **Section 1. Request for Collection Agreement**

*Customers must have good payment and collections history within the utility billing system to request collection agreement.*

*All customers request for collection agreement will be reviewed by the Department of Public Services staff ("DPS Staff"), including the Business Manager on a case by case basis. The customer must fill out Water Collection Agreement form and provide proof of extreme circumstance or hardship by providing documented proof of hardship. After review of request for collection agreement by the DPS Staff, each request will be submitted to the Water Commission for approval.*

*Once approved by Water Commission, payments must be made in monthly installments and will not incur interest charges for a period of up to one year. All payments made on collection agreements must be made on time or non-payment will negate the collection agreement. In addition, all current water charges billed will be due at the time of billing due date. Current charges will incur interest as policy on billing. Any collection agreement not complete within a one year term, will be referred to the City Treasurer as a lien on real estate tax bill.*

*All denied requests will be provided in writing to the requestor within 15 business days of denial. At that time, all delinquent charges will incur interest and potential lien.*

[illegible]