

Requesting Payment Arrangements

Standard Payment Arrangement

Request for standard payment arrangement consideration must be received by 5:00 p.m. the day before scheduled disconnect of water service. Arrangement dates will not exceed the following billing date. Forms will be provided by the City and must be signed by the customer.

Hardship Payment Arrangement

The City will consider requests for hardship payment arrangements over a reasonable period of time, not to exceed twelve (12) months for customers who meet **both** of the following criteria:

1. Demonstration of Medical Need: Certification from a primary care provider that disconnection of residential water service would be life threatening to or provide a serious threat to the health and safety of a resident of the property;

AND

2. Demonstration of Financial Need: Certification that the customer's income is less than 200 percent of the federal poverty level or an occupant of the property is a current recipient of state or federal assistance programs. See certification form for a detailed list of qualifying assistance programs.

Request for Hardship payment arrangement consideration must be received by the City by 5:00 p.m. the day before scheduled disconnect of water service. All payment arrangements must be provided in writing and signed by the customer. Hardship payment arrangements may not be requested after service has been disconnected.

Termination of Service after Payment Arrangement

If you enter into an agreement with the City for a payment arrangement of your outstanding balance, your service will continue as long as you comply with the agreement and continue to pay subsequent bills by the due date.

If you fail to comply with the agreement the City will give you five (5) days notice prior to termination of your water service, and you will not be entitled to any further accommodations by the City.

Please contact us at 707-678-7005, option 2 with any questions.