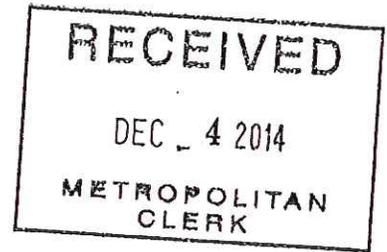


CSC201411
EXTERNAL
Updated version of CSC20011
Payment Extensions
Section 15.48.220 of the Governing Ordinance



Basis of consideration:

Metro Water Services provides water, wastewater treatment, stormwater and fire services to the community. Services are normally terminated when accounts become delinquent, however extensions may be approved when sufficient information has been provided to the department which warrants an approved payment plan to be established in lieu of termination. Typically, once the service has been disconnected for non-payment, the full amount owed must be paid for restoration.

Policy:

Metro Water Services will establish payment plans for customers to prevent disconnection. The consumer must present satisfactory and sufficient documentation supporting reasons for extension. The customer will pay a minimum of one half of all monies due and the payment arrangement will be made for the remaining balance. The planned payment amount will be due with the regular monthly bill. Failure to pay either of these amounts by the due date will result in termination of the payment plan and the plan will not be reestablished.

Typically, once the service has been disconnected for non-payment, the full amount owed must be paid for restoration.

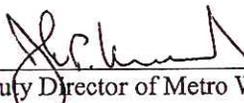
If a customer who is in good standing is unable to pay all monies due because of a leak that has been repaired, MWS will work with the customer to establish a payment plan to prevent disconnection or restore service.

EFFECTIVE DATE - 11/17/2014

Recommended by:

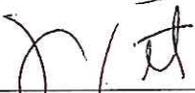
Assistant Director, Customer Service

Date: _____



Deputy Director of Metro Water Services

Date: 11/19/14



Director of Metro Water Services

Date: 19 Nov 14