



Financial Services Policy

SUBJECT: Utility Accounts Extensions Policy

NO: UBO 1.3

EFFECTIVE: January 1, 2012

REVISED: August 10, 2015

APPROVED: Constance P. Sanchez
Constance P. Sanchez
Director of Financial Services

PURPOSE

To ensure all utility accounts are collected in a timely and uniform manner.

I. Extensions

1. Utility customers will be allowed one extension for payment of their utility account every six months. Once every six months with down payment will be allowed.
2. The due date can be extended up to 21 calendar days after the scheduled cut date, but not beyond unless approved by the Utilities Accounts Manager.
3. Customers whose services are disconnected for non-payment, are not eligible for an extension to have services reconnected.
4. Extensions will not be granted on accounts where the past due amount is a direct result of NSF Checks.
5. Extension dates will not be changed once the customer and the Resolution Intake Specialist of the Utilities Business Office have reached an agreement.
6. Customers defaulting on extensions will not be granted another extension for a period of six months.

Any additional customer requests for extensions beyond these guidelines must be approved by an immediate supervisor or Utilities Accounts Manager.

QUESTIONS ON THIS POLICY

Questions on this Policy may be referred to the Director of Financial Services.