



## **COVID-19 Contracted Payment Plan Policy**

1. COVID-19 Contracted Payment Plans will only be offered to customers with a past due balance of 60 days or more that accrued during the Governor's utility bill moratorium (Proclamation 20-23) that ended September 30, 2021.
2. The City of Centralia will resume their normal procedures regarding past due balances and disconnection of service in January 2022.
3. The deadline to apply for a COVID-19 Contracted Payment Plan is December 30, 2021.
4. Depending on the outstanding balance at the time of set-up, the length of repayment offered on the Contracted Payment Plan will be 12, 18, 24 or 36 months.
5. Contracted payments are in addition to the current charges due on the utility account and must be paid by the 25<sup>th</sup> of each month to avoid late fees being assessed to the account. No additional bill will be mailed for the contracted payment amount.
6. Failure to make the payment as outlined in the signed contract will result in the balance becoming due and payable in full and the account will be subject to the City's normal disconnection and/or collection policies.
7. Approval of a Contracted Payment Plan does not forgive any balance due on the customer's account; it simply allows the customer to make payments over a period of time without incurring penalties.
8. A minimum of one account holder is required to sign the application. Whomever signs the application will be the City's contact regarding the payment plan and will be responsible for ensuring payments are made on time.
9. Tenants who are seeking to sign up for a Contracted Payment Plan will need to obtain their landlord or property owner's approval; the landlord or property owner's signature will be required on the application.
10. All COVID-19 Contracted Payment Plans require approval by the Customer Service Supervisor or authorized designee.
11. Any customer who is not able to repay their past due balance under the terms offered will need to put in writing the reason why they cannot make the proposed repayment terms. Circumstances such as this will be reviewed by a panel of managers and recommended for either approval or denial of a different repayment arrangement.
12. In the event of the sale of a property that has an established Contracted Payment Plan, the City of Centralia will request the outstanding balance be paid in full through the escrow process per usual City policy.