

Clay Battelle Public Service District (CBPSD)- Non-Profit Deferred Payment Policy

If a customer has an excessive bill or has an extraordinary circumstance and is only able to pay in installments, CBPSD will provide the customer the opportunity to enter into a deferred payment agreement (DPA) in an effort to avoid termination of service. The DPA will be issued based on the following policy guidelines and section 6.8.1.i through 6.8.2. Series 150CSR7 Rules & Regulations issued by the WV Public Service Commission.

Only **ONE** DPA per customer will be granted in any twelve-month period per account. The request **MUST** be made by the customer of record.

A 20% down payment is required to establish an installment plan for customers with bill amounts that are greater than \$150. A late charge of 10% will be added to the most recent unpaid current charge balance after the grace period ends (typically day 21 or 22 after the bill was originally issued) for the first month. No additional late charges will be added to the deferred amount. However, new water use charges will be assessed the late fee if payment is not received by the end of the grace period during the deferred period.

The customer shall demonstrate the ability to pay but only in installments after providing written documentation (this may involve discussion and review of personal finances). Other factors CBPSD will review but not limited to include amount and time of the delinquency, payment history, number of requests for payment extensions in customer's history, security deposit level and why the debt is outstanding.

Once the deferred payment agreement has been established (requires review and signature of the completed PDA (attached- or ask office personnel), the customer must pay their current bill on time and in full and make timely payments on past due amounts in accordance with the deferred payment agreement. If the customer's status is currently a cash, money order or credit card only; then all payments (DPA and current payments) must be made by these methods; otherwise, any checks issued by the customer **OR** on behalf of the customer will **NOT** be credited to the account and water service **WILL** be scheduled for service termination without additional notice for failure to comply with established dates in the DPA establish agreement. The days set for payment will not be extended. If the customer fails to pay the current bill on time, late charges will be added to the current charge.

No verbal agreements will be granted. It is the customer's responsibility to request to sign a DPA before the end of the ten-day grace period date provided on the final notice at the office of CBPSD during business hours.

If the customer's financial condition significantly changes and the existing DPA results in hardship, CBPSD may renegotiate the payment agreement only after the customer provides documentation in support of their claim that their financial condition has changed. In addition, if the financial situation improves, the customer is expected to pay all amounts due in the DPA promptly. During this brief renegotiation period, the customer must continue to pay their current bill on time and in full and make *some* payment on the delinquency.

If the deferred payment is not received in accordance with the terms of the agreement, the DPA is void and all balances must be paid in full. CBPSD will **NOT** provide written notice to the customer of the default. An attempt to contact the customer by phone or email will be made that water service is scheduled for termination without additional notice after five (5) business days. If a payment is made with a bad check, then service can be terminated after 5 business days to the customer **OR** personal contact or telephone contact is made, then at least 24 hours in advance of service termination will be provided.

Guideline for Deferred Payment Plans

Amount Past Due	Max. No. of Months	Approx. Monthly Amt.
\$150.00- \$300.00	3	\$50- \$100
\$301.00-\$500.00	4	\$76-\$125
\$501.00-700.00	5	\$100-\$140
\$701.00-900.00	6	\$117-\$150
\$901.00- ??	7-12 depend on balance	\$130- ??

In NO circumstance will CBPSD extend beyond 12 months. Please seek other financial assistance.

6.8.1.i.2 “A standard deferred payment agreement will include a pay-off amount consisting of the delinquency balance in twelve monthly payments. If a residential customer desires a payment period that is shorter than twelve (12) months, the utility shall accept the shorter term.”

The above language was added to the WVPSC rules in 2021. However, the CBPSD board and staff do not believe it is fair to offer the same payment period to a customer that owes \$150 versus a customer that owes \$1500. Therefore, CBPSD continues to support the above chart when entering a DPA.

6.8.1.i.1. The details of the deferred payment agreement are to be negotiated between the utility and the customer and may consider several factors including, but not limited to the following: amount of the delinquency; ability of the customer to pay; payment history; time the delinquency has been outstanding; reasons why the delinquency has been outstanding; and any other relevant factors.

Once a deferred agreement has been signed and enacted, CBPSD will in some circumstances elect to place a statutory lien on the physical property for the water service until the original water bill amount is paid in full.

Once a disconnected customer has paid his delinquency in full, or the utility has agreed to enter into a deferred payment agreement with the customer, and all the disconnect and/or reconnect fees have been paid, the utility shall reconnect the customer’s water service as soon as possible but no later than twenty-four (24) hours from the time the customer pays all disconnect and reconnect fees.

If the customer is currently has a DPA in place but is in violation of other rules (illegal connections, failure to repair exterior or interior plumbing, tampering) the water service will be terminated. An attempt will be made to contact the customer prior to the service termination.

This policy could be updated at any time and is CBPSD board approve for changes.

Related Required Document to be Completed: Deferred Payment Agreement Form

Last Revised 10/20/21 after PSC rule changes; Prior revision: 4/10/19 Adopted at Board Meeting 4/24/19

C:\Users\User\Documents\Operating Procedures\Deferred Payment Policy.doc