



UTILITY PAYMENT EXTENSION POLICY *(effective March 1, 2013)*

1. GENERAL:

Because electricity, gas, water, sewer, and sanitation services are deemed to be necessities, an occasional extension of the payment due date for these services, may be granted under certain and unforeseen emergency type situations experienced by the customer.

Also, a granted extension does not alleviate the customer of their responsibility to pay any applicable penalties and/or fees owed the city.

2. ELIGIBILITY:

Any City of Monroe residential utility customer is eligible to make a request for an extension. In addition, only requests for an extension made prior to the customers respective cut-off date will be considered. No extension requests will be considered on or after the customer's scheduled cut-off date.

3. EXTENSION TIME PERIOD:

All extension requests, if granted, shall be for a period of no more than seven (7) calendar days.

4. FREQUENCY:

Under no circumstance shall an extension be granted to the same customer more than once a month.

5. EXTENSION REQUESTS RULES:

- All requests for an extension must be made by the person: of which, the account is listed. No extension will be granted via any means other than in person. The customer must show a form of identification with a picture, I.e., driver's license, etc... I therefore, proving they are the holder of the account. However, if the holder of an account is disabled or merely unable to apply in person and has someone act on their behalf, the applying person still must appear in person at the City of Monroe's Utility Office and must produce proper notarized documentation, i.e., Power of Attorney stating they have the authority to act or conduct business on the account holder's behalf, or a medical doctor's excuse stating the holder is unfit to physically conduct his or her business outside the home.
- If the account holder is deceased, the applying person must produce the proper documentation stating they are the owner or lessee of the property and must make arrangements to remove said property from the deceased holder's name and become the holder of the account by following the City's guidelines to apply for service
- No extension shall be granted to anyone other than the holder of the account except as described above.
- Any customer, of which, an extension is granted, must sign a "City of Monroe Extension of Payment Agreement" form.

6. FAILURE TO PAY PER THE EXTENSION AGREEMENT:

Once an extension has been granted, the customer must pay per' the arranged terms. Failure to pay by the agreed upon terms will void the agreement and the account shall be disconnected at the City's earliest convenience. Failure to pay per the arranged terms of the extension agreement will result in no further payment extensions on the account within twelve (12) months of the date of the broken extension agreement. Once an account has been disconnected, all monies due to the city plus any additional charges, i.e., late fees, collection fees, non-payment processing fees, etc. and, of which, may include an additional deposit amount, must be paid in full prior to being reconnected.