

Heceta Water People's Utility District
Amendment to Policy
Payment Arrangement Policy

The following is added under Section 3:

Residential customers may request to pay their current monthly bill on a date after the due date of the 25th of the month. All requests shall be made prior to the original due date and require the approval of the General Manager.

The criteria for payment arrangements are as follows:

Eligibility

- Residential accounts with a 5/8 x 3/4 size meter
- Residential customers that are not able to pay the current bill on time
- Residential accounts that have not defaulted on a prior payment plan within the last rolling 12 month
- Residential accounts that do not have a past-due account that has been sent to debt collections

Short-term Payment Arrangements

- Short-term payment arrangements for residential accounts shall be paid in full within 14 days from the original due date to delay the late fee.


Long-term Payment Arrangements

- Long-term payment arrangements for residential accounts shall be paid in full within 90 days from the original due date and are subject to late fees for unpaid balances each month.

Additional Conditions

- Leaks that continue more than 30 days, the residential account will not qualify for the Customer Assistance Program (CAP) or have any fees waived.
- Leaks that continue more than 30 days, or put undue hardship on the District, the District may turn off service until repairs are complete.
- No more than one excused late fee in a rolling 12 month period.
- Only one payment arrangement at a time per account.
- If a tenant makes the request, the homeowner must agree with payment arrangements.
- All payment arrangements must be completed as agreed. Any payment arrangements not followed will revert back to the original due date and the District will follow section three of HWPUD policy.

Adopted by the HWPUD Board of Directors on this 18th day of February.


Wendy Rohner, HWPUD Board President

2-18-25
Date