

SUBJECT LEVEL PAY POLICY	ISSUED BY CITY COUNCIL	EFFECTIVE DATE JANUARY 5, 2009
-----------------------------	---------------------------	-----------------------------------

POLICY STATEMENT:

This policy is to help establish guidelines and rules for establishing a level pay plan for city utility customers.

1. Establish a level pay plan for customers who wish to take the up and down cycle out of city utility bills.
2. Ensures that all utility customers are treated equally.

PROCEDURE:

The following conditions must be met prior to a customer being placed on a level payment plan.

1. The level pay plan is only available for residential customers.
2. The account must be paid in full before entering into a level pay plan.
3. The applicant must not have any other delinquent accounts with the City.
4. The applicant must have resided at the residence for the past 12 months.
5. All level payment plans will be on the same schedule. The schedule begins with the payment due in May and the settlement month will be the following April.
6. The applicant must either be currently enrolled in the plan or be placed on the list no later than March 15th of every year.

The level payment amounts will be calculated using the following method.

1. Staff will compile the total utility bills over the past 12 months (bills due in April through the following March).
2. The totals will be added for the 12 months and divided by 12 to determine a monthly average.
3. The monthly average will be multiplied by 1.1 to add 10% to account for possible rate increases or usage increases that may occur for the applicant over the next year.

If someone is interested in applying for the level payment plan they must contact staff at City Hall to be placed on the level payment plan list.

1. In late March of each year, staff will determine the level payment amount for all applicants currently enrolled in the level payment plan and those added to the list over the previous year.
2. Letters will be mailed to all those on the list indicating the amount of the level payment amount that will be due on their account each month.

3. If the applicant is interested in the level payment plan he/she must sign the agreement and return to City Hall no later than April 15th. Any agreements received later than April 15th will be not be accepted.
4. The first level payment will be included with the bill due in May.
5. The customer is responsible for monitoring the status of their account over the year. The amount due will not be reduced but may be increased; if it is determined the usage has increase significantly and may cause a large settlement payment in April.
6. In April of each year the account must be brought current. Any outstanding balance must be paid in full to be allowed to continue the level payment plan. If the account has a credit due the customer, it will be applied to the bill due in May.
7. All level payment customers must pay their bills by the due date. If more than two (2) bills are paid later than the due date, the customer will automatically be dropped from the level payment plan and cannot re-apply until the next year.
8. If a level payment customer has not paid the level payment amount by the shut off date of any month, they will be shut off until the account is paid in full and will be dropped from the level payment plan. The customer will not be eligible to re-enter the program for a minimum of one year.

Harold H. Jones, Jr., Mayor