

City of Perry Utility Bill Payment Extension Request Policy

Extension Policy

The City in its sole discretion may permit a customer to execute an Extension Agreement of the due date when extenuating circumstances exist which prevents the payment of utility charges by the due date. If a customer is unable to pay an outstanding amount on a utility bill and is in danger of the service being disconnected, the customer may request an extension of up to seven (7) days from the cut-off date to pay the account provided an Extension Agreement is completed and signed. The Extension Agreement shall include the complete amount past due including past due balances from previous accounts if no prior arrangements has been made. To apply for an extension, the account holder (customer) must come to the Customer Service Office, in person, no later than two (2) business days **PRIOR** to the date the service is to be disconnected for a delinquent payment and sign an Extension Agreement. Due to the privacy act, **ONLY** the person whose name is currently on the account will be able to discuss issues regarding the account or sign extension requests for the account.

Extension Agreements will not be accepted via the telephone, e-mail, fax, etc. and are available to customers only twice every twelve (12) months for a maximum of two (2) times in a twelve month period and may not be consecutive.

An extension is not available for customers:

- Who have had two (2) extensions during the current twelve (12) months at any address;
- Who accounts have not been established for at least twelve (12) months;
- Who have never made a payment on the account;
- Who failed to keep a prior extension agreement at any address;
- If the property is listed for a tax sale;
- If the property owner/landlord has requested that no extensions are allowed on the account.

Failure to comply with the terms of any Extension Agreement will result in disconnection of service without further notice and the customer will not be eligible for any additional extensions for twelve (12) months following a broken Extension Agreement. Once service has been disconnected, an Extension Agreement will not be authorized.