



Effective August 1st, 2020

Post COVID-19 Past Due Utility Billing Payment Plan Policy

Effective August 1st, 2020, the City of Borger will resume assessing late fees and disconnects for non-payment of utility bills. If you have not been able to pay your account and have a past due balance, the City has adopted the following policy to help bring your account current.

For Utility accounts (Commercial, Residential, Industrial and/or refuse only) with a balance at or prior to August 1st, 2020:

- a. To avoid termination of service, payment of 1/12th of the current and outstanding balance is due on or before the due date of the current bill.
- b. Each month following, the current amount due plus an additional 1/12th of the outstanding balance is due on or before the due date of the successive bill.
- c. At the discretion of the Utility Billing Supervisor, any late fees remaining on the account, but no more than twelve (12) months, may be waived if the customer pays the current and past due balance in full.
- d. Failure to pay as agreed will result in termination of service. If service is disconnected, payment of the amount required to bring the plan current (all past due current and payment balances) will be required for reinstatement of service.
- e. Only one payment plan will be allowed per calendar year per customer.

For utility accounts (commercial, residential, industrial and/or refuse only) a past due balance occurring after August 1st, 2020:

A degree of discretion and/or leniency may be exercised by Utility Billing personnel to help customers through a difficult time; however, discretion should not be frequently exercised with habitual customers and shall conform to the following guidelines.

- a. Any payment arrangement shall be structured so that the current balance does not increase over the beginning balance at the start of the plan (includes future bills).
- b. To avoid termination of service, immediate payment of the current balance plus at least 1/3rd of the outstanding balance is due on or before the due date of the bill.
- c. At the discretion of the Utility Billing Supervisor, late fees since the last zero balance, but no more than three (3) months, may be waived if the customer pays the current and past due balance in full.
- f. Failure to pay as agreed will result in termination of service. If service is disconnected, payment all past due balances will be required for reinstatement of service.
- d. Only one payment plan will be allowed per calendar year per customer.
- e. In no instance shall a payment plan extend longer than three (3) months

A handwritten signature in blue ink that reads "Eddie E. Edwards".

Eddie Edwards, City Manager






2020 - Post COVID Utility Payment Arrangement Policy

Final Audit Report

2020-07-09

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