

Payment Arrangement Agreement

FILL OUT APPLICATION AND EMAIL TO: water@ci.jackson.ca.us

The City of Jackson offers an alternative payment arrangement to customers who meet certain requirements (see page 2). If granted, the payment agreement will not exceed 12 months. If the terms of the agreement are violated, water service will be shut-off within twenty four (24) hours of the violation. To apply for an alternative payment agreement, please complete the following fields:

List the circumstances that qualify you for a payment agreement:

Medical: _____ Financial: _____ Government Assistance: _____ Other: _____

Name:	Acct #:
Owner: _____ Tenant: _____	Service Address:
Mailing Address:	City: _____ Zip: _____
Email:	Phone: () -

Past-due Balance: \$ _____ (Amount will be divided amongst agreed terms)

Payment Plan Duration: _____ months

Minimum monthly payment amount: \$ _____ **in addition** to the regular bill due by the original bill date. No exceptions.

I am unable to pay the past-due balance in full to the City of Jackson. I agree to pay the balance noted above in regular installments. I acknowledge that future bills issued during the terms of this agreement must be paid in full by their respective due dates, or this contract becomes null and void. I also acknowledge that I may not request further amortization of any subsequent, unpaid charges while paying the past-due balance mentioned above, pursuant to the payment plan.

By signing below, I agree that the information listed on this form is true and correct and agree to the above terms.

Signature: _____ Date: _____

City of Jackson Staff Use Only	
Request: _____ Accepted _____ Denied _____	Processed By: _____ Date: _____

City of Jackson Policy Regarding Payment Agreements

Customers who are unable to pay for water services within the normal payment period may request a payment arrangement to avoid discontinuation of service. The City of Jackson will consider all circumstances surrounding the request and make a determination as to whether the payment arrangement is warranted. Considerations will include the following:

- **Primary Care Provider Certification:** The City of Jackson will be obligated to enter into an amortization alternative payment arrangement if any resident of the premises where water and sewer services are provided by the City provides certification from a primary care provider (per WIC 14088 (b)(1)(A)) that the discontinuation of service(s) will be life-threatening or pose a serious threat to the health and safety of any resident.
- **Financial Inability to Pay:** the customer demonstrates that he or she is financially unable to pay for residential service within the normal billing cycle by providing income verification from The Resource Connection, providing documentation showing any member of the customer's household is a current recipient of CalWORKs, CalFresh, General Assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, California Special Supplemental Nutrition Program for Women, Infants and Children or the customer declares that the household's annual income is less than 200 percent of the Federal Poverty Level.

Payment agreements that extend into the next billing period are considered an amortization plan, which must be in writing and signed by the customer. Such a plan will amortize the unpaid balance over a period agreed upon by the City of Jackson and the customer, not to exceed six (6) months from the date of the account becoming delinquent. The amortized payments will be combined with, and subject to the due date of the customer's regular bill(s). The customer must comply with the terms of the amortization plan and remain current as charges accrue in each subsequent billing period. The customer may not request further amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an existing amortization plan. Failure to comply with the terms of an amortization plan will result in the issuance of a written disconnection notice, which will be physically delivered to the premises no fewer than twenty four (24) hours in advance of discontinuance of service.