

LUBECK

Public Service District

P.O. Box 700, Washington, West Virginia 26181-0700

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PAYMENT AGREEMENT POLICY

- 2 types: Promise to Pay, Deferred Payment Plan.

Promise To Pay

- Promise to Pay, may be extended no further than the 5th of the following month or five calendar days past termination, whichever is greater. No Promise to Pay shall be made on the date of Termination.
- Customer is required to fill out the proper form at the main office, if unable to do so the customer may then submit a promise to pay in the nightly drop box with the following information: Name, account number, address, amount they will be paying and the date being paid, with a signature, and current phone number.
- If Promise to Pay needs to be extended it may only occur once, and can only go 3 (three) more days. More than one extension will result in a broken promise.
- If Promise to Pay is broken more than two times in a rolling 12 (twelve) month period, the District reserves the right to terminate service, meaning a reconnect fee of \$30.00 (thirty), plus any additional security deposits required.
- Failure to abide by this Promise will result in no further promises.

Deferred Payment Plan

- Deferred Payment Plan will be established if bill amount is greater than 2 (two) months average bill.
- Payment Plan will be structured around the customers financial ability to pay.
- An initial payment of a minimum bill shall be made before the District will enter into a Payment Plan.
- While engaged in a payment plan the customer shall keep the current bill paid, while also continuing to pay the agreed amount.
- If payment plan is broken more than twice within a rolling 12 (twelve) month period the District reserves the right to terminate service, which means total debt owed to the District be paid plus a reconnect fee of \$30.00 (thirty), and any additional security deposits required.
- Failure to abide by this plan will result in no further plans.

NSF CHECK/ACH RETURN POLICY

- When an NSF check is returned, the amount of the payment plus the actual NSF fee charged by the bank for the check shall be added back to the account and the customer shall be notified of this.
- When an ACH is returned the amount of the ACH Payment shall be added back to the account and the customer notified.
- If a customer has 2 (two) returned checks or ACH's within a rolling 12 (twelve) month period, the District then reserves the right to no longer accept that form of payment and the customer will then be forced to make any further payments by cash or money order only.

*Board approved January 10, 2008