



Holding Bills

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***Approved 8/9/99 Board Meeting**

- The customer must come into the office to sign for the bill to be held
- A Bill in collection CANNOT be held unless authorized by the supervisor

***Amended June 6, 2001 Board Meeting**

Change the current "Hold Bill" policy to allow a customer to place a bill on hold for (4) times per calendar year at the current rate per schedule of rates.

Holding bills is for emergency only. You can only hold a bill for one week (7 Days). You can not hold a bill past the next billing date. You can not hold a bill that is off for non-pay. You can not hold a current bill. You can not hold a bill if the customer is on a payment agreement. You can not hold a bill with more than one-month arrears. Customers are allowed four (4) holds per calendar year.

Each time an account is placed on hold it will be notated on the account what number hold it is example (1st, 2nd, 3rd, 4th) and the date the hold will expire. A pop-up note will be used to indicate to the clerk that the account has been place on a seven-day hold.

After the hold on the account expires the customer must at least pay the past due balance to prevent the account from going into collections. If the customer does not make a payment and the account goes into collections the customers account becomes subject for disconnection without further notice.