

UTILITY BILL EXTENSION FORM

Date: \_\_\_\_\_ Account# \_\_\_\_\_

Name: \_\_\_\_\_

Service Location: \_\_\_\_\_

Reason for Extension: \_\_\_\_\_

Date Utility Bill Extension Will Be Paid: \_\_\_\_\_

Signature: \_\_\_\_\_ Phone#: \_\_\_\_\_

\*\*\*If Rental, Landlord/Owner Signature\*\*\* \_\_\_\_\_

Landlord/Owner Phone Number \_\_\_\_\_

**\*\*The Landlord/Owner will be contacted to verify the signature and approval of extension\*\***

1<sup>st</sup> Extension [ ]

2<sup>nd</sup> Extension [ ]

**\*\*\*Maximum of two Utility Bill Extensions will be granted a year. (January to December)\*\*\***

Utility Billing Verification \_\_\_\_\_ Extension Amount \_\_\_\_\_ Date \_\_\_\_\_

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Approved Authorized Signature \_\_\_\_\_

Disapproved Reason for Denial \_\_\_\_\_

STANDARD OPERATING PROCEDURES FOR UTILITY EXTENSIONS

- 1) Extension forms must be returned to Utility Billing Department located at 2007 NE Kresky Ave and approved prior to 4:30 p.m. of due date on shut off notice.
- 2) Extension forms must be signed by the renter with a current contact number.
- 3) Extension forms must be signed by owner of residence, including a current phone number to verify signature of approval.
- 4) Total amount of Extension granted must be paid in full by the above agreed due date.
- 5) If payment is not made by the extension date water will be shut off and the bill will need to be paid in full, including a \$25.00 service fee in order to have water turned on.
- 6) The water division employee who is shutting the water off is not authorized to accept payment from anyone; the customer must come to Utility Billing Department located at 2007 NE Kresky to pay the bill.
- 7) If the payment is not made before 4:00 pm there will be a after hours service fee of \$75.00.