

SOUTHWEST DELAWARE COUNTY MUNICIPAL AUTHORITY

PAYMENT PLAN REQUIREMENTS FOR ACCOUNTS SUBJECT TO WATER DISCONNECTION

(Adopted October 28, 2013)

Effective October 28, 2013

For customers that contact the Authority to make payment arrangements on their delinquent account after being notified that they are going to have water service disconnection, the following guidelines are required:

1 – An initial payment towards the account balance is required to enter into a payment plan arrangement. The initial payment is based on the type of account as follows:

Residential – 20% of account balance
Commercial/Industrial – 30% of account balance

2 – The balance remaining after the initial payment, plus an average of ongoing quarterly sewer charges, are then worked into a payment plan for an agreed upon length, not to exceed 36 months for owner-occupied properties* and 24 months for rental properties. For accounts with balances one year old or less, the maximum length of a payment plan is 12 months. A signed payment plan agreement form is mandatory.

3 – In addition, accounts that are subject to disconnection of water service will be required to post a deposit equivalent to the most recent two (2) quarters of billing. For accounts with balances one year old or less, the deposit will be equivalent to the most recent one (1) quarter of billing. This deposit will be held for twelve (12) months or until the agreed upon payment plan has been satisfactorily completed, whichever is later. If there were any delinquent payments made throughout the life of the payment plan, the deposit will be held until 12 months of timely payments have been received by the Authority post payment plan completion. The deposit will then be fully refunded as part of the Authority's next monthly payment cycle.

4 – Accounts that miss two scheduled monthly payments are removed from the payment plan status and are subject to collection efforts that will include water disconnection.

5 – Accounts that have broken a payment plan once will have the opportunity to enter back into a payment plan arrangement by paying a second initial payment, as stated above. The payment plan is then reworked to account for this additional payment on account.

6 – Accounts that have broken a payment plan twice will be required to pay the balance in full on their account in order to have water service restored. In addition, the posted deposit will be in the amount of the most recent four (4) quarters of billing and will be held until 24 months of timely payments have been received by the Authority.

*Plan length may be extended to a maximum of 48 months for owner-occupied properties in cases of qualified financial hardship.