

## Post COVID Shut off Procedure

Customers who are past due, on the shut off list and have made NO contact with the City of McCleary regarding needing assistance, will be SHUT OFF on October 13<sup>th</sup>, 2021. They will receive a physical door tag on October 12<sup>th</sup>, 2021.

Council has approved an ARP Assistance amount of up to \$2,800.00 per qualifying past due customers. One time only. Funding cannot exceed \$40,000.00

To avoid disconnection or to restore power after being disconnected for nonpayment, the customer must pay 10% of their past balance and set up a deferred payment plan.

The Deferred Payment Plan will start with a six-month timeline and could go up to a year. Once a deferred amount is decided, the customer will sign a contract. This contract will include the deferred amount and agreement between the customer and the City.

An excel spreadsheet will be created for each deferred payment plan customer. The total past due used to calculate the deferred payment will be backed out of the Springbrook billing and added to the excel spreadsheet. The spreadsheet will be printed each month and mailed out with the customer's billing. When a payment is made, it will be added to the spreadsheet and deducted from the balance owing.

If the customer defaults on the contract by being late on their payments, they will be subject to disconnection during the regular shut off schedule. If disconnected while on the deferred payment plan, the full past balance would need to be paid to get the utilities restored.

Shut off fees are set to start on October 11<sup>th</sup>, after 10am. \$20.00 fee.

Late fees are set to start the day after the billing due date, October 16<sup>th</sup>. Late fees are 5% of the balance owing.