

May 07, 2014

IOWA UTILITIES BOARD

Grand Junction Municipal Utilities

How we let customer know their payment in the following months for those that are on an agreement that last for more than one month:

The customer comes in and we work out the arrangements and sign an original pay agreement.

On the following month, we figure out what they owe based on the arrangements of the original pay arrangement and send them in the mail, separately from their bill, what they owe. Since we send out post cards, this is a more confidential way of letting them know the amount they owe. Therefore it is not anywhere on their bill what they owe specifically – just the past due amount and their current usage and current billing. (I don't have any way of putting a bill on this computer since our billing is done on a different computer which has no internet access and we have no scanner.)

MUNICIPAL LIGHT AND WATER

305 S. 11TH ST. PO BOX 277

GRAND JUNCTION, IA 50107

515-738-2726

DEFERRED PAYMENT AGREEMENT

515-738-2285

CUSTOMER NAME _____ **(NAME OF CUSTOMER)**

ACCOUNT NUMBER _____ **(#)** DATE _____ **(DATE)** AMOUNT DUE _____ **(\$)**

SERVICE ADDRESS _____ **(ADDRESS)**

PAYMENT OF BALANCE ARRANGED AS FOLLOWS CURRENT BILL \$xxx + \$xxx (PORTION OF PAST DUE)

I understand that the terms of this agreement require that I make all payments on past due bills as arranged in this agreement. I am also waiving my right to a 12 month pay arrangement.

IF I DEFAULT ON THESE PAYMENT ARRANGEMENTS, GRAND JUNCTION MUNICIPAL LIGHT AND WATER SHALL HAVE THE RIGHT TO DISCONTINUE ALL SERVICE WITH ONE DAY NOTIFICATION (either by phone or by door posting).

CUSTOMER SIGNATURE **(BASED ON PAY AGREEMENT DATED xxx)**

DATE _____ **(DATE)**

BOARD OF TRUSTEES:

Mick Burkett, Chairperson

Dale Higgins

Eleanor Krieger

Kate Neese

Jeff Thorpe