

City of Manilla: Bill Pay Inquiry

- 1) The total number of payment agreements entered into with the City of Manilla from November 1, 2013 thru May 1, 2014 - 99 agreements. We had a total of 38 utility customers entering into agreements into that time frame. I have below the breakdown of each of the 38 utility customers.

**FILED WITH
Executive Secretary
May 28, 2014
IOWA UTILITIES BOARD**

A)

*** Customer number, amounts of each agreements, and total number of agreements****

- | | | | | | |
|-------------|------------------------------|-------------------------------|------------------------------|------------------------------|----------------------|
| 1)198.91 | 124.35 | 232.45 | = 3 total payment agreements | | |
| 2) 343.17 | 324.91 | = 2 total payment agreements | | | |
| 3) 233.84 | =1 total payment agreements | | | | |
| 4)138.69 | 307.53 | = 2 total payments agreements | | | |
| 5) 232.40 | 395.93 | 276.99 | 431.63, | 488.00 | = 5 total payment |
| *6) 205.24 | 79.46 | 463.27 | = 3 Total payment agreements | | |
| 7)285.03 | 245.28 | 321.54 | 353.83 | = 4 total payment agreements | |
| 8) 249.27 | = 1 total payment agreements | | | | |
| 9) 146.63 | 176.81 | = 2 total payment agreements | | | |
| 10) 424.43 | =1 total payment agreements | | | | |
| 11) 341.83 | 456.86 | 439.69 | = 3 total payment agreements | | |
| 12) 261.16 | 112.97 | 237.68 | = 3 total payment agreements | | |
| 13) 452.69 | 470.22 | = 2 total payment agreements | | | |
| *14) 471.04 | 312.59 | 322.03 | = 2 total payment agreements | | |
| 15) 95.66 | 117.38 | 183.64 | 256.11 | 293.45 | 304.21= 6 agreements |
| 16) 120.20 | 144.41 | 98.11 | 152.80 | 290.97 | 287.92= 6 agreements |
| 17)133.32 | 98.00 | 166.00 | 169.05 | = 4 total agreements | |
| 18) 165.73 | 378.64 | 158.50 | 249.05 | 464.16 | 451.94 =6 agreements |
| *19) 199.38 | = 1 total payment agreement | | | | |

20)	207.75	81.01	163.05	353.21	280.60	437.39	= 6 agreements
21)	202.22	312.76	109.87	226.43	337.05	357.62	= 6 agreements
22)	124.98	210.78	312.73	411.21			= 4 total payment agreements
23)	480.61	204.43	368.90	446.71	425.63		= 5 total payment agreements
*24)	144.54						= 1 total payment agreements
25)	265.98	534.50					= 2 total payment agreements
26)	116.89						=1 total payment agreements
*27)	110.45						=1 total payment agreements
28)	173.69	213.20					=2 total payment agreements
*29)	193.77	337.00					=2 total payment agreements
30)	169.35	247.09					=2 total payment agreements
31)	250.83						=1 total payment agreements
32)	288.79						=1 total payment agreements
33)	115.14	374.60					=2 total payment agreements
34)	525.60						=1 total payment agreements
35)	309.31						=1 total payment agreements
36)	337.05						=1 total payment agreements
37)	521.20						=1 total payment agreements
*38)	453.59						= 1 total payment agreements

B) Per the payment agreement, the utility customer is able to make any number of payments and amounts due, as long as the next month utility bill is paid in full for the following month.

C) The number of payments is specified above for each individual.

D) As of May 1, 2014 the amount of debt owed was zero for individuals coming out of the winter moratorium.

E) We had 8 of our 38 utility customers that were available for LIHEAP. I have marked them above with an asterisk.

- 2) See attachment.
- 3) See attachment.
- 4) We had no customers that were refused payment agreements.
- 5) 1-Customer # 6 broke payment plan , however was eligible for LIHEAP and customer paid sewer/water/trash until the winter moratorium ended .

2-Customer # 11 broke payment plan, has since moved out of residence

3-Customer # 14 broke payment plan , however was eligible for LIHEAP and customer paid sewer/water/trash until the winter moratorium ended.

4-Customer # 24 broke payment plan , however was eligible for LIHEAP and customer paid sewer/water/trash until the winter moratorium ended.

5-Customer # 28 was unable to pay their current bill – customer extended payment plan and continued to pay their current utility bills on time

6- Customer # 27 Did not break payment plan, but was eligible for LIHEAP and paid sewer/water/trash until winter moratorium ended

7- Customer # 30 broke payment plan. We revised the payment plan for her and offered her second plan. She chose to extend her payments and was going to pay her regular utility bills on time. She broke that plan and has since moved from residence.

8- Customer # 38 broke payment plan and paid sewer/water/trash until winter moratorium was over. Customer did make plan with balance from the winter moratorium. Customer did present us with 30 day medical waiver. Customer did pay in full at the end of the 30 days .