



## Utility Billing Exemptions

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

Address: \_\_\_\_\_

Account Number: \_\_\_\_\_ Phone: \_\_\_\_\_

### Documentation

- Copy of Identification
- Proof of Income & Date Received – Late Fee Exemptions
- Written Request – Due Date Extension

### Sec. 18-04. Billing Policy.

#### (g) Exemptions.

(1) Late Fees for Certain Customers. Customers who receive governmental assistance as their only means of support may apply to the City Administrator for a waiver of late fees. The City Administrator shall grant an exemption upon receiving proof of a customer's income and the date it is received by the customer. Once an exemption has been granted by the City Administrator, it shall remain in place so long as the customer who applied for the exemption is the primary user of the account and the account remains active.

(2) Elderly Customers. A residential customer who is 60 years of age or older may request that the due date for payment on a utility account be delayed, without penalty, until the 25<sup>th</sup> day after the date the bill is issued, as long as he or she occupies the entire premises which receives utility service from the City. A request under this section must be made in writing to the City Administrator and must include proof of the individual's age. A request may be granted by the City Administrator for the most recent utility bill or the most recent utility bill and each subsequent utility bill.

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Signature

Date

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City Representative

Date

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City Administrator Approval

Date