

Juneau Utilities
Juneau Utility Commission Collection Policy

Services Eligible for Disconnection Due to Non-Payment:

Electric: Customers will be disconnected approximately 11 days after the disconnection notice is issued. The mailing date and the disconnection date will be clearly shown on the letters.

Water: If the utility bill remains unpaid or if adequate arrangements are not made, the water service will be disconnected 3 days after the electric service is disconnected.

Deferred Payment Arrangements: A deferred payment arrangement (DPA) will be offered to **residential** customers who cannot pay their balance in full. Juneau Utilities is not required to offer a DPA to non-residential (commercial/industrial) accounts. A DPA consists of two elements: a reasonable down payment and an installment plan to pay the remaining outstanding balance. On a monthly basis, customers are required to pay the current charges in full, in addition to the agreed upon installment payments. Payments must be received on or before the due date. **A late or missed payment will render this DPA void, making the full balance owed to Juneau Utilities due immediately.**

- A reasonable down payment and installments will be determined based on the guidelines below:
 - Balances less than \$100 – two installments (50% down payment, one additional installment)
 - Balances \$200-\$1000 – four installments (1/3 down payment, three additional installments over no more than three months)
 - Balances greater than \$1000 – six installments (1/3 down payment, five additional installments not to extend more than five months)
- If there is a default on a DPA, Juneau Utilities will not re-negotiate a new payment plan prior to disconnection or upon reconnection of services.

Reconnection of Services: Two conditions must be met in order to have utility services restored.

1. \$40.00 reconnection fee applies
2. Payment in full or a satisfactory DPA must be in place

Financial Assistance: Financial assistance may be available by contacting Energy Services. Please contact this organization to determine your eligibility. Energy Services can be reached by telephone at (920) 887-7990.

Landlord Notification: Landlords will continue to receive a notice of delinquent tenants within 14 days of delinquency.

Exceptions Made for Health Reasons: Per section 113.0301 of the PSC Administrative Code, Juneau Utilities shall postpone the disconnection of or reconnect service for a customer with medical needs for **up to 21 days**. The customer must prove that disconnection will aggravate an existing medical condition or interrupt emergency care. The customer must have a Medical Necessity Postponement form delivered directly to Juneau Utilities by a Wisconsin licensed physician, public health official, social services or law enforcement agent.

The postponement is not an indefinite and does require a reasonable payment arrangement to continue service. Juneau Utilities will take extenuating circumstances, such as infirmities of aging, developmental, mental, or physical disabilities, the use of life support systems, or like infirmities incurred at any age, or the frailties associated with being very young, into consideration prior to disconnecting or reconnecting service. Juneau Utilities considers these circumstances a **high threshold** to meet and prove. These circumstances shall be a matter of life and safety, **not comfort**.

**Utility payments can be made at the following locations: Landmark Credit Union, MyAccount (please visit our website, \$3.25 convenience fee applies), and Juneau Utilities office – 100 Lincoln Drive. Juneau Utilities offers a drop box at the office that can be used after hours for your convenience. Please note that payments are no longer accepted at the City Hall drop box.

Juneau Utilities
Deferred Payment Arrangement

Customer Name: _____ Home Phone: _____

Address: _____ Cell Phone: _____

Account Number: _____

In compliance with the Public Service Commission s. PSC 113.0404 (4), applicable to Juneau Utilities, I, _____, confirm that I owe \$ _____ to Juneau Utilities.
(Customer Name) (Past Due Amount)

I have read and understand the attached Collection Policy. I understand and do hereby agree to the following terms for payment of said amount. Failure on my part to honor these terms will render this agreement void and make the balance owed to Juneau Utilities due immediately.

I agree to make the following payments:

Down Payment: \$ _____	Due upon signing of this contract
Amount: \$ _____ + Current Bill	Due Date: _____ 28 th , 2022
Amount: \$ _____ + Current Bill	Due Date: _____ 28 th , 2022
Amount: \$ _____ + Current Bill	Due Date: _____ 28 th , 2022
Amount: \$ _____ + Current Bill	Due Date: _____ 28 th , 2022
Amount: \$ _____ + Current Bill	Due Date: _____ 28 th , 2022

Failure to make payments scheduled in this agreement and pay current and future billings by the 28th due date will constitute a breach of contract, which warrants disconnection of service until the owed amount is paid in full. Once disconnected, an account shall only be reconnected upon payment of all past due charges and the reconnection fee of \$40.

RIGHT OF APPEAL

- **If you are not satisfied with this agreement, DO NOT SIGN IT.**
- **You have the right to suggest a different payment agreement.**
- **If you and the utility cannot agree on terms, you can ask the public service commission to review the disputed issues.**
- **If you sign this agreement, you agree that you owe the amount due under the agreement.**
- **Signing this agreement does not affect your responsibility to pay for your current service.**

Customer Signature: _____ Date Signed: _____