
Payment Plan Information

- Payment Plans must be made in person.
- Payment Plans must be made no later than one day prior to the scheduled service disconnection date.
- No plans will be made on disconnect day without a reconnection fee.
- Customers can make payment plans on all existing charges. Charges do not have to be in a delinquent status. Payment Plans for delinquent amount can go out to next due date.
- To go past the due date must include the delinquent and current bill and include at least two installment payments.
- Payment plans must have been met over the last twelve months to qualify for additional payment plans.
- If approval is given to someone other than account holder to sign payment plan, they cannot have a delinquent or collection account with the city and they must provide a social security number.