



CITY OF HENDERSON

AUTHORIZATION AGREEMENT

FOR EQUAL PAYMENT PLAN

What is an Equal Payment Plan?

- This allows customers with accounts in good standing to pay their City of Henderson utility and sanitation bills in equal monthly payments.

How is this calculated?

- The customer's bills (based on a prior 12 month history) for the upcoming year are apportioned equally over 11 monthly payments, providing one set amount to be paid each month regardless of the actual charges incurred during the month.
- The 12th month of the EPP is a settlement month. No normal level payment is due during that month. At that time, the difference between the EPP amounts paid and the actual bill amounts is resolved by applying a credit to the customer's account or billing the customer for the amount of the difference for the year. The EPP cycle then starts again in the following month.

Do I qualify?

- You must be billed for water and/or sewer and sanitation directly by the City of Henderson.
- This plan is available to any customer who has had at least 12 months of water usage with the City within the past calendar year.
- You must have no outstanding arrears on your accounts when this application is made and when the first bill is issued.
- During the previous 12 month period, your service has not been terminated for non-payment.
- Customers with a poor credit history (being terminated more than once during the previous 15 months or have been late in payment more than 3 times during the previous 12 months) may be required to pay a security deposit equal to 2 months estimated billing prior to enrolling in the EPP.

Other important information:

- EPP payments must be received and posted by the City before the next EPP is issued.
- If a payment for a prior EPP billing has not been received and posted by the City before the next EPP billing is issued, the customer will be removed from the EPP.
- If a customer's check or bank draft is returned by the bank unpaid, the customer will be removed from the EPP.
- Customers may enroll in the EPP during any month by meeting all requirements and submitting a signed agreement to the City's Finance Department.
- You may voluntarily withdraw from the EPP at any time. Any arrears must be paid at the time of withdrawal and any credits will be credited to the customer's account.
- If the requirements are met, customers may re-enroll into the EPP once during a calendar year, whether withdrawal from the EPP was voluntary or involuntary.

- Customers that have withdrawn, voluntarily or involuntarily, twice from the EPP in 1 year may not re-enroll until 1 year from their last withdrawal date.
- If the customer has a bank account, the customer must agree that the EPP shall be drafted on a monthly basis from the customer's bank account (and complete all pre-requisite paperwork relative to the same).
- Customers will be automatically re-enrolled in the EPP after the settlement month unless they contact the City requesting withdrawal from the program.
- The EPP is designed for the account holder and enrollment in the Plan can not be transferred.
- The EPP is not available to customers purchasing City utilities either at wholesale rates or rates established by any contract with the City.
- The City of Henderson reserves the right to modify the EPP amount as necessary. Examples of activity that may require the amount be changed include but are not limited to rate increases, substantial changes in water usage habits or new charges added to the account.
- The City has the right to increase the monthly EPP payment in the event the use of effected premises changes or expands, or the City anticipates an increase in the annual utility billing to the Customer in excess of 25%.

Customer Account #: _____ Cycle #: _____

Customer Name: _____

Address: _____

Telephone Number: _____

Drafted: _____ Yes _____ No

I hereby request that I be approved for the City of Henderson's Equal Payment Plan, per the rules and regulations stated above.

Printed Name: _____ Social Security No: _____

Signature: _____ Date: _____

For Office Use Only:

EPP Plan Approved: _____ Yes _____ No

If not approved – Comments _____

If Approved:

Date _____ EPP Payment _____ Start Date _____ End Date _____

Accounting Clerk

Accounting Supervisor