



Hildale-Colorado City Utility Department

Utility Surge Repayment Program

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10/29/2018

General

Many customers experience unexpected surges in their water bills that stem from leaking or damaged pipes, or from a variety of unexpected events. This surge in their water bill can also lead to account delinquency putting further hardship on the customer and the department, which is now required to be collected on the large balance. This program is aimed at assisting with customers who have an unexpectedly large bill and are generally in good standing with their utility account.

Policy

The Utility Surge Repayment Program (USRP) is designed to help customers that experience a significantly higher water bill than they usually anticipate. USRP will allow customers to put a large balance to be paid over a period no greater than nine months. The balance will not accrue interest while on-time payments are being paid. Upon successful completion of USRP, the accrued penalties will be waived.

*However, if you fail to make a payment the remaining balance will automatically be applied to the next bill along with late penalties applied to the remaining balance. *

For eligibility you must have the following:

- Be the account holder for the requested address.
- The balance of the bill must be 50% higher than the average last two months of *normal* usage.
- The balance must be greater than \$350.00.
- Must have or setup automatic bill pay through Xpress Payments to fulfill repayment contract.

Acceptance into USRP will consider the following:

- Reason for surge bill
- Employment status
- Enrollment in a financial literacy program
- Utility bill payment history

There is no guaranteed acceptance into the USRP and all final determinations will be made by the Utility Business Manager.