

Flexible Payment Plan Eligibility

You are eligible for a flexible payment plan if:

- You are not able to pay a current bill on time.
- You need flexibility in paying a balance on a past-due bill.
- You have not defaulted on a prior payment plan within the last 12 months.
- You do not have a past-due account that has been sent to debt collection.

Customers must agree to pay at least \$50 over their current bill if arranging to pay a past due amount over time.

Customers with accounts in debt collection must pay the past due amount to the collection agency in full to become eligible for a City payment plan. Customers who default on a payment plan with a collection agency may be subject to service shut-off and will not be eligible for future payment plans through the City until the collection agency is paid in full.