



### Alternative Payment Plan Agreement

The Amador Water Agency (AWA) offers alternative payment plans to customers who meet certain requirements (see page 2). If granted, the payment plan will not exceed twelve (12) months. If the terms of the agreement are violated, water service will be locked off within five (5) days of the violation, which will impact AWA Customer Assistance Program (CAP) eligibility. To apply for an alternative payment plan, please complete the following fields.

**Please list the circumstances that qualify you for a payment plan:**

Medical: \_\_\_\_ Financial: \_\_\_\_ Government Assistance: \_\_\_\_ Other: \_\_\_\_\_

<b>Name:</b>	<b>Account Number:</b>
<b>Owner:</b> <input type="checkbox"/> <b>Tenant:</b> <input type="checkbox"/>	<b>Service Address:</b>
<b>Mailing Address:</b>	<b>City:</b> <b>Zip:</b>
<b>Email Address:</b>	<b>Phone:</b>

**Past-due Balance:** \$ \_\_\_\_\_ (This amount will be divided amongst agreed upon terms)

**Payment plan duration:** \_\_\_\_\_ months.

**Minimum monthly payment amount:** \$ \_\_\_\_\_ *in addition* to regular bill by the due date. No exceptions.

I am unable to pay the past-due balance in full to the Amador Water Agency. I agree to pay the balance noted above in regular installments. I acknowledge that future bills issued during the term of this agreement must be paid in full by their respective due dates, or this contract becomes null and void. I also acknowledge that I may not request further amortization of any subsequent, unpaid charges while paying the past-due balance mentioned above, pursuant to the amortization plan.

By signing below, I agree that the information listed on this form is true and correct and agree to the above terms.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

AWA Internal Staff Use Only			
Request: <input type="checkbox"/> Accepted	<input type="checkbox"/> Denied	Processed By:	Date:

## **AWA Policy Regarding Alternative Payment Plans**

Customers who are unable to pay for water services within the normal payment period may request an alternative payment plan to avoid discontinuation of service. AWA will consider all circumstances surrounding the request and make a determination as to whether the alternative payment plan is warranted. Considerations will include the following:

- **Primary Care Provider Certification:** The Agency will be obligated to enter into an amortized alternative payment plan if any resident of the premises where water services are provided by AWA provides certification from a primary care provider (per WIC §14088 (b)(1)(A)) that the discontinuation of service(s) will be life-threatening or pose a serious threat to the health and safety of any resident.
- **Financial Inability to Pay:** the customer demonstrates that he or she is financially unable to pay for residential service within the normal billing cycle by providing income verification from The Resource Connection, providing documentation showing any member of the customer's household is a current recipient of CalWORKs, CalFresh, General Assistance, Medi-Cal, Supplemental Security Income/State Supplementary Payment Program, California Special Supplemental Nutrition Program for Women, Infants and Children or the customer declares that the household's annual income is less than 200 percent of the Federal Poverty Level.

Payment plans that extend into the next billing period are considered an amortization plan, which must be in writing and signed by the customer. Such a plan will amortize the unpaid balance over a period agreed upon by the Agency and the customer, not to exceed twelve (12) months from the date of the account becoming delinquent. The amortized payments will be combined with, and subject to the due date of the customer's regular bill(s). The customer must comply with the terms of the amortization plan and remain current as charges accrue in each subsequent billing period. The customer may not request further amortization of any subsequent unpaid charges while paying delinquent charges pursuant to an existing amortization plan. Failure to comply with the terms of an amortization plan will result in the issuance of a written disconnection notice, which will be physically delivered to the premises no fewer than five (5) business days in advance of discontinuance of service.