



Official Use Only	
Account #: _____	
Ext Expiration Date: _____	Balance Owed: _____
Ext Completed: _____	Ext Failed: _____
Last Amt. Paid: \$ _____	
Action Taken: _____	
Notes Entered: _____	Comment Codes Entered: _____

City of Anadarko/Anadarko Public Works Authority
P O Box 647
Anadarko, OK 73005
405-247-2481

Utility Billing Payment Extension Agreement

Name: _____ Date _____
Billing Address _____ Service Address _____
Contact Phone Number: (____) _____ Account # _____

Explain why your extension is necessary:

APWA Trust Manager’s Policy on Extension/Payment Arrangement/LIHEAP/Skip Finals

Extension on utility bills can be granted to customers who apply before the 20th of each month. Customers are allowed one extension per quarter. Customers failing to honor their payment arrangement shall have their services disconnected and not restored until the complete bill is paid as well as the fees associated with the failure to pay policy.

Any customer who would like a payment arrangement that would does not fall within policy such as extended time to pay or an additional extension if more than allowed must seek an exception from the Authority Manager or Clerk. Their decision is final on the extension or arrangement.

Customers who have been shut off for non-payment will have their account finalized within 72 hours of the last day for payments.

Any arrangements made that have not been honored will be disconnected from service immediately. This includes arrangements made with a letter of guarantee from social services from the state, tribal government or community-based action agencies. Exceptions will only be authorized by the Authority Manager.

All LIHEAP customers must either pay the balance of their bill or make an arrangement. Failure to do so will result in those services not paid being suspended.

Requirements per the Anadarko Public Trust Authority’s Code of Ordinance

- Requests for extensions must be made in person and must be made in writing with no exception.
- Customers granted an extension will enter into a contract for payment as a term of granting the extension.
- No requests for extensions or letters of guarantee will be accepted after the 20th day of the month.
- Only one extension per quarter will be granted at a time. Customers will remain responsible for future balances due while engaged in a payment arrangement. If you have a current extension, you are not eligible to request another one.
- Extensions are for current balances **only**, may be requested for *extenuating circumstances* on an individual basis only.
- The decision for granting the extension may also be based on credit history.
- At least 50% or one half (1/2) of your current bill must be paid in order for the extension to be approved and set up.
- If a customer is granted an extension, they will be required to pay one half (1/2) of their current balance and pay the remaining balance on or before the last business day of the current month.

- No more than 4 extensions (1 extension per quarter) may be requested within a 12 month period.
- The purpose of the payment extension plan is to provide temporary assistance to our valued customers who have encountered difficulties in fulfilling financial obligations on their full-service utility accounts.
- The definition of difficulty is not defined and circumstances make each situation unique. Therefore, our policy is to review all requests for extensions on a case by case basis.
- An extension is not a right or term of your utility agreement, but a mechanism for you to regain fiscal stability if approved. Not all extensions will be approved as the City practices fiscal responsibility and cannot accept the likelihood to incur debt by providing services without recovering costs.
- The maximum time limit for rendering of full obligations on a payment plan is 30 days from the original due date of the bill or the last day of the current month.
- Failure to meet terms of the agreement will result in termination of the extension agreement and no further extensions will be approved for a 12 month period. All amounts owed are immediately due and payable.
- Approved payment plans will require the signature of the customer(s).
- Customer(s) who are deemed as a financial risk will be denied an extension.
- Customer(s) who abuse the extension program will be denied any further extensions.
- Letters of guarantee from any agency are also extension agreements, therefore the customer receiving the guarantee for payment must execute and enter into a contract for payment.
- Letters of guarantee from state agencies, tribal authorities, or any other entities do not constitute payment, but may keep services from being disconnected.
- Letters of guarantee **MUST** be provided when the customer executes the Extension Agreement.
- Letters of guarantee may be sent by fax, email, or mail to the billing office no later than 4:30pm on the 20th of each month, there will be no exceptions. However, we encourage the customer to bring in the letter of guarantee when they come in to complete the extension agreement.
- Payment in full must be received on or before the arranged extension date or the last business day of the current month.
- Failure to meet this obligation will be cause to deny further extensions.

Customer/Trust Authority Exception Consideration(s) Agreement Notes:

EXTENSION OF PAYMENT AGREEMENT

I/we have read and understand the above conditions of this agreement and I/we agree to pay an initial extension payment of _____ and the balance of my existing bill in the amount of _____ will be paid by _____ date. **I understand that only 1 extension per quarter and that I will NOT be eligible for another extension until _____ date.**

I/we further understand that if this balance is not paid by the date agreed upon end date my service may be terminated and no further extensions will be considered or granted for a 12-month period.

Signature: _____

Date: _____

CONTRACT OF PAYMENT(S) ADDED TO MY ACCOUNT AGREEMENT

I/we have read and understand the above conditions of this agreement and I/we agree to pay an initial extension payment of \$ _____ toward the remaining balance of service from my previous address located at _____, Anadarko, OK 73005 and I understand and approve the City of Anadarko to add \$ _____ per month to my bill for service located at _____, Anadarko, OK 73005 until my entire balance of \$ _____ is paid in full.

Signature: _____

Date: _____