



PAYMENT ARRANGEMENT POLICY

The Water Works and Sewer Board of the City of Prichard adopted the following policy regarding payment arrangements. Payment arrangements are available for customers who may experience a hardship or an increase in their monthly water bill due to a leak.

The Water Works and Sewer Board of the City of Prichard is able to break the total bill amount into smaller monthly payments spread out from three (3) to twenty-four (24) months depending on the bill amount. A payment arrangement for more than twenty-four (24) months but no more than sixty (60) months must be approved by the office manager or the accountant.

To start the process the customer must be ready to make a payment towards the balance. The payment amount should be no less than the average billing amount. The balance left will be divided into monthly payments. The total amount of the payment arrangement will be shown on the customer's regular monthly bill. The total amount of the customer's monthly bill, including the payment arrangement amount, must be paid each month on or before the due date in order to keep this agreement in good standing.

If the customer fails to meet the terms of this agreement:

1. The agreement will be automatically voided and the total balance will be due.
2. The utility service will be subject to immediate disconnection.
3. The customer may not be eligible to renew a payment arrangement with this utility.