



Delinquent Bill/Outstanding Balance Mitigation & Disconnection Reinstatement Policy for Customers of Mayfield Electric & Water Systems & Graves County Water District

In voluntary compliance with Governor's order as released by the Kentucky Public Service Commission on September 21, 2020, the Board of Directors of Mayfield Electric & Water Systems has approved the following guidelines as related to payment of delinquent accounts during the COVID-19 pandemic.

For the purpose of this policy, the following definitions apply:

(a) Disconnection: A deliberate interruption or limitation of a customer's utility service by the serving utility company.

(b) Delinquency: Failure by the customer to tender payment for a valid bill or charge by the scheduled due date.

(c) Notice: A written notice mailed to any customer with a delinquent balance. The notice states the delinquent amount, scheduled date of disconnection if balance is not paid, and a phone number for MEWS Customer Service where a customer can call to discuss the bill and get information on rights and remedies.

(d) Business Days: Monday through Friday, excluding legal holidays and any other time when MEWS offices are not open to the public.

(e) MEWS: Mayfield Electric & Water Systems

- All Post and Prepay accounts that were delinquent prior to November 16th and as of November 16th no Special Payment Arrangement/Agreement has been made will be eligible for disconnect on November 16th 2020.
- Termination of services due to non-payment of bills due by November 16th, 2020 will resume on MEWS' normal disconnection schedule starting November 16th. If your account is not current or a payment arrangement has not been made, the service will be subject to disconnection. As stated in our normal Disconnection Policy MEWS disconnects services 10 days after the due date printed on the bill, on Business Days.
- Late fees and penalties for billed service will continue to be waived until December 31, 2020. It is anticipated that all late fees and penalties shall be reinstated after January 1, 2021.
- MEWS will allow **Post Pay** customers with delinquent bills to establish payment plans for a term of no longer than 12 months for balances less than \$1000.00 and no longer than 24 months for balances exceeding \$1000.00 from the time of signing the agreement.
- MEWS will allow **Prepay Customers** to place their delinquent balance owed into a debt recovery account attached to their pre-pay account. For every payment applied to the pre-pay account, 25% of the payment shall be applied to the debt, until paid in full. The remaining 75% of the payment shall be applied to the pre-pay account balance. In accordance with the rules & regulations of pre-pay, at any time the account balance reaches a zero balance, the service is subject to termination.

- The payment plans will only cover arrearages from service rendered on or after March 16, 2020, and before November 16, 2020. Regardless of the length of the payment plan requested by the customer, a fixed, equal installment shall be the default plan.
- MEWS will consider alternative payment plans, but in no case shall the term be extended beyond a two-year term.
- Customers who timely pay for current service and follow their payment plans will be considered “on-time” and in good standing.

**AGREEMENT FOR PAYMENT
TRADITIONAL ACCOUNTS**

Customer Name _____

Account # _____

Balance of Account for service rendered between 3/16/2020 and 11/16/2020 _____

I as the customer acknowledge the delinquent amount owed on my account as detailed above. In signing this agreement, I agree to satisfy this debt in one of the following options of my choice. Please check your preferred option.

Option 1.

_____ I agree to submit a monthly payment in the amount of _____, which is in addition to my current monthly bill for one year for delinquent amounts below \$1000.00 or two years for delinquent accounts exceeding \$1000.00 or until paid in full whichever comes first. I understand that should my current bill become delinquent according to MEWS rules & regulations, or, I fail to meet my agreed payment plan which is due at the same time as my current bill, that my service will be subject to termination for non-payment approximately 10 days after the due date as printed on my bill.

Option 2.

_____ I prefer to convert my current traditional account to pre-pay. By choosing this option, any security deposit on file, plus any interest accrued shall be credited to my account, thereby reducing the delinquent balance by the amount of the deposit. If the amount of the deposit credit covers the delinquent balance owed, then the remainder shall be credited to the pre-pay account. Any delinquent balance left after the deposit (if any) is applied, shall be placed into a debt recovery account attached to my pre-pay account. For every payment applied to the pre-pay account, 25% of the payment shall be applied to debt, until paid in full. The remaining 75% of the payment shall be applied to the pre-pay account balance. In accordance with the rules & regulations of pre-pay, at any time the account balance reaches a zero balance, the service is subject to termination.

I agree to abide by the terms of this agreement under the option that I have checked above. I understand that my failure to meet this obligation can result in the termination of service until payment is submitted. I also understand that should I terminate service with MEWS, that any delinquent balance owed is due and payable in full and no longer falls under the terms of this agreement. Any unpaid balance left after the account is closed is subject to being sent to a third party collection agency.

Customer

Date

MEWS Representative

**AGREEMENT FOR PAYMENT
PRE-PAY ACCOUNTS**

Customer Name _____

Account # _____

Balance of Account for service rendered between 3/16/2020 and 11/16/2020 _____

I as the customer acknowledge the delinquent amount owed on my account as detailed above. In signing this agreement, I agree to satisfy this debt according to the following terms.

_____ I choose to place the delinquent balance owed as reflected above into a debt recovery account attached to my pre-pay account. For every payment applied to the pre-pay account, 25% of the payment shall be applied to the debt, until paid in full. The remaining 75% of the payment shall be applied to the pre-pay account balance. In accordance with the rules & regulations of pre-pay, at any time the account balance reaches a zero balance, the service is subject to termination.

I agree to abide by the terms of this agreement under the option that I have checked above. I understand that my failure to meet this obligation can result in the termination of service until payment is submitted. I also understand that should I terminate service with Mayfield Electric & Water System, that any delinquent balance owed is due and payable in full and no longer falls under the terms of this agreement. Any unpaid balance left after the account is closed is subject to being sent to a third party collection agency.

Customer

Date

MEWS Representative

GENERAL GUIDELINES FOR WORKING WITH CUSTOMERS TO SET UP PAYMENT ARRANGEMENTS

- All customers requesting payment arrangements must sign an agreement either as a traditional or pre-pay customer.
- Under Option #2 for traditional customers, the customer may opt to be converted to prepay and have the delinquent balance placed in debt recovery with a repayment rate towards delinquent amount of 25% of each payment.
- The options as listed on the agreement are the “default” or minimum terms under which a customer may arrange to pay. If a customer wishes to pay more than the minimum payment, we are happy to accept that payment.
- The Governor’s office has dictated the terms, and MEWS has provided more lenient terms (up to two years depending on balance vs. six months).
- There are currently several different agencies with funds to available to assist with utility payments. Any customer who needs assistance will be directed to these agencies which include West Kentucky Allied Services, Annie Gardner, Needline, and the Salvation Army. In many cases area churches have offered one-time assistance to community members. The funding availability has been publicized for the past several months.
- Late fees and penalties shall continue to be waived through December 31, 2020. After that time we anticipate returning to the application of these fees as normal. Late fees and penalties will NOT be applied to balances accrued between March 16, 2020, and November 16, 2020.