

ATTENTION ALL UTILITY CUSTOMERS

April 15, 2017 marks the end of the winter moratorium for all utility customers, which means anyone who has a past due balance will see a disconnect date on this bill. (See example below.)

CITY OF ELKHORN LIGHT & WATER DEPT, 9 S BROAD STREET, PO BOX 920, ELKHORN, WI 53121 262-723-2910

NAME			Service Address	Account Number
JOHN SMITH			123 MAIN ST	11-1111-11
Status	Service Dates	Days	Bill Date	Current Bill Due Date
ACTIVE	02/01/17 To 03/01/17	30	3/28/2017	4/20/2017

****PLEASE NOTE****

Watch this area for your Past Due Amount and Disconnect Date. See the back of the bill for more Disconnect Information.



Previous Balance \$199.79
Late Fees \$2.00
Payments/Adj \$0.00

Past Due Balance \$201.79
****DISCONNECT DATE** 4/19/2017**

Current Bill Due 04/20/2017 \$177.43
Total Due on Account \$379.22

In order to avoid electric disconnection, either pay the past due in full or set up a payment agreement if you are eligible:

1. **Pay the FULL past due balance before 9:00 a.m. on Wednesday, April 19, 2017.** City Hall's office hours are from 8:00 a.m. – 4:30 p.m., Monday through Friday. A drop box is available outside the main entrance.
 - o City Hall accepts cash, check, or money order.
 - o **Credit Card, Debit Card and Electronic Check (E-Check) Payments** can be paid through Payment Service Network by phone 877-885-7968 or online www.cityofelkhorn.org -click Pay Utilities. A third party convenience fee applies. Credit card, debit card and e-check payments cannot be taken at City Hall. **For any payments made on the morning of disconnect, April 19th, please call before 9:00 a.m. with the confirmation number to ensure your disconnection gets cancelled.**
2. **Deferred Payment Agreements (DPA)**-(Residential Customers Only, if eligible): *Please Note there are new rules regarding tenants being eligible for DPAs*

Residential Tenant Customers will not be eligible for a deferred payment agreement (DPA) if any of the following apply.

- o Residential tenant has/had greater than \$100 of account arrearages more than 90 days past due.
- o Residential tenant has defaulted on a deferred payment agreement in the past 12 months.
- o Residential tenant is responsible for account arrearages that were placed on any property owner's tax bill in the utility's service territory in the past 24 months.
- o Residential tenant has/had a balance that accrued during the winter moratorium that is more than 80 days past due.

If you are eligible to set up a payment agreement, you will be required to pay a minimum of **50%** down of the FULL balance on your account, and sign an agreement for the balance. When negotiating the agreement, we will also be taking into consideration the effort you made to pay during the moratorium months. All deferred payment arrangements must be signed by the account holder.

WHEAP Income Guidelines For the 2016-2017 Heating Season	
Household Size	Combined Household Income for 3 months
1	\$6,544
2	\$8,557
3	\$10,571
4	\$12,584
5	\$14,597
6	\$16,611
7	\$16,988
8	\$17,366

- **Energy Assistance:** Assistance may be available through Energy Services of Walworth County. Call (262)427-8505 **immediately** to setup an appointment as funds may be limited. You may also call First Call for Help by dialing 211 to inquire on other assistance options.
- **Medical Conditions:** If a serious medical condition exists in your household that requires uninterrupted service, you must take IMMEDIATE action. Call our office at (262)723-2910 to discuss your options. Please note that prescriptions that need to be refrigerated (i.e. insulin), do not qualify for uninterrupted service options.