

**NMB Water
Customer Service Policy Manual**

Title: Payment Arrangements
 For Information Contact: General
 See also: Chapter 19 City Code of Ordinance
 Effective Date: _____
 Authorized By: Ordinance No. 2019-05

Purpose:

To establish a uniform policy for approving and providing for payment arrangements.

Policy:

- Any request for a payment arrangement will be evaluated based upon a single, objective policy rule. All arrangements should be applied according to the following policy:
 - Customer must agree to the following payment arrangement schedule:

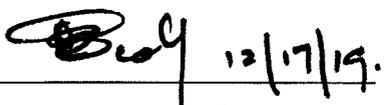
Debt Range	First Payment %	Monthly Installments
\$200-551	50%	3
\$552-1,551	40%	6
\$1552-3,500	30%	9
\$3501-7,500	20%	12
\$7,501-Greater	50%	15

- Current charges and monthly installment payment(s) must be paid in full by due date(s).
- Failure to honor an arrangement will result in disconnection unless the payment arrangement is revised by the Customer Service Manager and approved by the Director of NMB Water.
- Any customer account which has been disconnected for failure to pay a payment arrangement, will be required to pay all missing payment installments, current unpaid bills and reconnection fees before service will be restored.
- A work order will be issued after seven (7) days, to check for tampering, on any account that remains in off status for six (6) calendar days and additional charges may apply.
- Customers who make all required payments by 4:00 PM will receive same-day restoration.



- If a customer has an active payment plan, at the time this policy is in effect and does not comply with the payment plan terms, he/she will be subject to the new rules of this policy.
- Extended payment arrangements shall be subject to approval by the Director of NMB Water, the Finance Director, or designee, and Customer Service Manager or alternative NMB Water Director designee, with proper documentation. Determination shall be based on customers meeting one of the following criteria.
 - Inflated bill due to an identified and repaired water leak
 - Senior Citizen with low-income
 - Disability
 - Hardship due to unforeseen circumstances
 - Catastrophic situation such as fire, sinkhole, etc.

Approved By:



Esmond K. Scott
City Manager of North Miami Beach