

CLARKSVILLE DEPARTMENT OF ELECTRICITY

Operating Policy No. 2-8

Subject: Partial Payment for Residential Customers

Policy:

Standard Partial Payment Program

Customers may be allowed to pay a portion of their electric bill to avoid interruption of service. The following guidelines must be met to participate in this program:

- A. Partial payments will not be accepted for balances transferred from other accounts.
- B. Current customers with at least six (6) months of consecutive payment history with CDE and no more than one (1) payment paid after the last date to pay will qualify. Customers with at least twelve (12) months of consecutive payment history and no more than two (2) payments paid after the last date to pay may also participate.
- C. Customers must pay at least one-half of the total bill and the balance within seven (7) days from their scheduled last date to pay. If partial payment is made after the last date to pay, the total amount will include appropriate fees.
- D. The partial payment plan may be used twice in a 12-month period.
- E. Customers on *Levelized Billing* can only use the partial payment plan if they do not have a deficit balance.
- F. Customers using the partial payment plan are required to sign a payment agreement before the plan is effective. Failure to meet the partial payment plan agreement will exclude the customer from participation in the plan for twelve (12) months.

Hardship Payment Extension Program

- Payment histories and time requirements will be waived.
- The customer must sign a payment agreement with CDE.
- Failure to meet the agreement terms will not exclude the customer from participating in CDE's Partial Payment Program (CDE Operating Policy 2-8) once they qualify.
- The customer agrees to pay at least one-half the total bill and the balance within seven (7) days past the usual last date to pay. If the agreement is made after the customer's last date to pay, the appropriate service fee will be required with the initial payment of half the bill.