

CITY OF ESTHERVILLE  
2 North 7<sup>th</sup> Street  
PO Box 417  
Estherville, IA 51334  
Phone (712) 362-3574 Fax (712) 362-7773

**PAYMENT AGREEMENT**

On this date: City of Estherville, hereinafter called Utility, and the customer identified below, hereinafter called Customer, hereby agree as follows:

**Customer Information:**

Name: \_\_\_\_\_ Account Number: \_\_\_\_\_  
Property Location: \_\_\_\_\_ Phone Number: \_\_\_\_\_

**Default:**

As of the date of this agreement, you are delinquent on your account in the amount of ..... \$ \_\_\_\_\_ hereinafter call "Amount in Default".

Additionally, your account for the current month is unpaid in the amount of ..... \$ \_\_\_\_\_

**[OPTION FOR CUSTOMERS SUBJECT TO DISCONNECTION WHO ARE NOT IN DEFAULT OF A PAYMENT AGREEMENT]**

**Promise to Pay the Amount in Default in \_\_\_\_\_ Equal Installments:** Commencing on the twentieth (20<sup>th</sup>) day after the date of this agreement, and on each twentieth (20<sup>th</sup>) day thereafter, Customer shall pay Utility the sum of \$ \_\_\_\_\_ which is 1/\_\_\_\_ of the amount in default, until the Amount in Default is paid in full.

**[OPTION FOR CUSTOMERS DISCONNECTED MORE THAN 120 DAYS PREVIOUS AND WHO ARE NOT IN DEFAULT OF A PAYMENT AGREEMENT]**

**Promise to Pay the Amount in Default in \_\_\_\_\_ Equal Installments:** Commencing on the thirtieth (30<sup>th</sup>) day after the date of this agreement, and on each thirtieth (30<sup>th</sup>) day thereafter, Customer shall pay Utility the sum of \$ \_\_\_\_\_ which is 1/\_\_\_\_ of the amount in default, until the Amount in Default is paid in full.

***The City of Estherville gave the option of a full 12 month payment plan, I decline this option.*** Initials \_\_\_\_\_

**PROMISE TO REMAIN CURRENT ON THE ACCOUNT:** In addition to the payments specified above, Customer agrees to pay all future utility bills on time in full.

**Consequences of Non-Payment:** Customer's failure to make any payments required by this agreement shall result in disconnection of service on as little as one or two day(s) notice, provided that disconnection of electricity service is subject to the notice, "CUSTOMER RIGHTS AND RESPONSIBILITIES TO AVOID SHUT OFF OF [ELECTRICITY] SERVICE FOR NONPAYMENT" you received with previous notices. If you have misplaced this notice, "CUSTOMER RIGHTS AND RESPONSIBILITIES TO AVOID SHUT OFF OF [ELECTRICITY] SERVICE FOR NONPAYMENT," ask the utility for a copy and read it before you sign this agreement. Service will not be resumed until all amounts owed to Utility, and a reconnection fee, are paid in cash, certified check or money order, in advance, in full.

**Continuation of Utility Service:** So long as Customer makes all payments required by this agreement, Utility shall continue to provide utility service to Customer.

**IF YOU ARE A CUSTOMER NOT SATISFIED WITH THIS AGREEMENT, DO NOT SIGN IT. ONLY IF YOU ARE A ELECTRICITY CUSTOMER** and you believe the terms of this agreement are unreasonable, you must promptly contact the Iowa Utilities Board toll free at 1-877-565-4450. You may also write the Iowa Utilities Board at 1375 E. Court Ave., Rm. 69, Des Moines, Iowa 50319-0069, or by E-mail at customer@iub.iowa.gov. Low-income customers may also be eligible for free legal assistance from Iowa Legal Aid, and may contact Legal Aid at 1-800-532-1275. You may also offer a reasonable alternative payment agreement. If we accept it, service will continue. If we reject it, and if you make the payments specified in your agreement, disconnection will be delayed 30 days to give you an opportunity to contact the Iowa Utilities Board and ask for assistance in working out a mutually acceptable reasonable payment agreement with us, and you must inform us that you have requested such assistance. Failure to either sign a reasonable payment agreement or promptly notify us of your request for IUB assistance before disconnection of service waives your right to a payment agreement.

City of Estherville

\_\_\_\_\_  
Signature of Utility Representative

\_\_\_\_\_  
Signature of Customer

\_\_\_\_\_  
Date of Agreement