

BOARD OF LIGHT AND POWER GRAND HAVEN, MICHIGAN

SUBJECT: Payment Plan Policy

POLICY: Residential Payment Plan Policy

I. Residential Payment Plan Policy:

- A. If a customer receives a shut off notice and is unable to pay in full, they may enter into a payment plan. The payment plan will apply to the amount that is past due at the time the request is made.
- B. If the customer is able to pay the past due amount within three business days after their scheduled shut off date, they may be eligible to enter into a verbal arrangement.
 - 1. The BLP will note the account and collection efforts, including shut off of the service, will be held until the termination date of the arrangement.
 - 2. If at that time, the customer has not fulfilled the arrangement, service may be terminated without further notice.
 - 3. The customer is not eligible to make an additional arrangement on the original arrangement.
 - 4. The customer is eligible for one verbal arrangement within a 12 month period
- C. If the customer requires in-excess of three business days to make a payment on a past-due amount, they may be eligible to enter into a written arrangement.
 - 1. This arrangement will give the customer up to 14 calendar days from the scheduled date of shut off to pay their past-due amount.
 - 2. The customer must come into the customer service office to sign the arrangement.
 - 3. The BLP will note the account and collection efforts, including shut off of the service, will be held until the termination date of the arrangement. If at that time, the customer has not fulfilled the arrangement, service may be terminated without further notice.
 - 4. The customer is eligible for two written arrangements within a 12 month period.
- D. Customers who do not comply in full with their payment plan will not be eligible to enter into subsequent payment plans unless they can demonstrate a significant change in their economic circumstances.
 - 1. If a customer has defaulted on a payment plan within the last 12 months they are not eligible to enter into a new payment plan.
 - 2. On a case-by-case basis, the BLP may allow additional arrangements to residential customers.

Adopted by the Board of Light & Power on January 21, 2010

Effective January 22, 2010

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