

City of Marshfield
Hardship Clause Policy
For Water and Sewer Payment Arrangements

The following Policy relates to Water and Sewer Billing Procedures for non-payment of services:

To invoke the Hardship Clause:

- 1) It is the citizen's responsibility to notify the City advising their wish to invoke this Hardship Clause by signing a Hardship Clause Payment Plan Agreement *prior to the 15th* of the month to avoid late and cutoff fees.
- 2) The clause may only be applied for up to two (2) non-consecutive times per household, accumulative between water and sewer service with a rolling twelve (12) month period.
- 3) If the Hardship Clause Payment Plan Agreement is broken by the customer, it cannot be invoked again for six (6) months from the date of continued service.

Upon invoking the Hardship Clause:

- a) A one-time fee of \$10.00 will be applied to the outstanding debt owed to the City and must be paid to enter into the agreement.
- b) The unpaid balance will be divided equally and applied to the next three (3) billing cycles. The first of three equal monthly payments will be paid in the next following monthly bill due by the 15th of that month.
- c) Any failure to pay on the citizens' part will constitute a breach of the Hardship Clause Payment Plan Agreement, service may be interrupted and the full balance of the account will become due before the service will be reconnected.
- d) No outstanding debt to the City will exceed the amount of deposit held by the City on the customer's account.

**Adopted by the Marshfield Board of Aldermen on October 11, 2012*

**Amended Adoption by the Marshfield Board of Aldermen on November 8, 2012*