

**PAYMENT  
EXTENSION TYPES  
FOR RESIDENTIAL  
CUSTOMERS**

**15 DAY PAYMENT  
EXTENSION**

-Must be requested prior to disconnect date.

-Limited to 3 times in a 12 month rolling period

-Can NOT have a 2<sup>nd</sup> extension on the same amount already extended.

**30 DAY MEDICAL  
EXTENSION**

-Must provide a letter from a doctor or public health official with medical training prior to disconnect.

For additional clarification on payment extensions please contact the credit office at (208) 612-8285

# Residential Disconnect Policy

Description	Previous	Current	Usage	Multiplier	Rate	Amount
Water - DEQ Fee				1	0.25	\$0.25
Water - Single Family				1	22.50	\$22.50
Irrigation - Single Family				1	12.00	\$12.00
Wastewater - DEQ Fee				1	0.15	\$0.15
Wastewater - Single Family				1	23.70	\$23.70
Sanitation - Residential Base (95G-10812)				1	9.45	\$9.45
<b>Current Charges</b>						<b>\$68.05</b>

**Past Due**

Original Bill Date	Invoice #	Original Invoice Due Date	Disconnect Date	Invoice Balance
Oct 12, 2020	1422815	Oct 27, 2020	Nov 26, 2020	\$68.05
Nov 12, 2020	1454084	Nov 27, 2020	Dec 27, 2020	\$68.05

Immediately following first cycle of consumption. Bill #1 is issued for services rendered. Bill #1 is due 15 days after issuance. If bill #1 has not been paid we will allow a 30 day grace period from bill # 1 due date which will bring bill # 1 to a 45 day total from bill issue date.

If bill is not paid, or payment extension granted prior to the 45 days from Bill #1 issue date the service will be disconnected, and a \$25.00 fee will be applied.

When the service is disconnected for non-payment the balance has to be paid to zero, including the \$25.00 disconnect fee before the service can be reconnected.

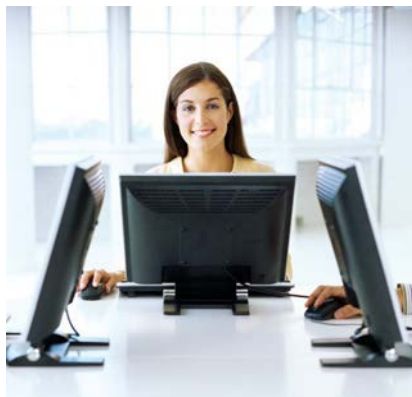
If a payment extension is needed, the payment extension MUST be requested prior to disconnect date (day 45 from bill issue date)

**BILL ISSUED**  
Bill issued for services consumed  
BILL DATE **MAY 1**  
DUE DATE **MAY 15**

**BILL DUE**  
15 days after bill issued.  
MAY  
BILL DUE DATE **MAY 15**

**DISCONNECT**  
If the bill is unpaid without a payment extension and is 45 days past issue date, services will be disconnected. To reconnect service, the account must be at a zero balance.  
JUNE  
BILL 45 DAYS PAST ISSUE DATE **JUNE 14**

## How to request a payment extension



To request a 15 day payment extension you must contact the City of Idaho Falls Credit Office at (208) 612-8285 prior to day 45 from bill issue date (30 days after bill due date).  
To request a 30 day medical extension you must contact the City of Idaho Falls Credit Office at (208) 612-8285 prior to day 45 from bill issue date (30 days from bill due date) AND provide a medical note to the City of Idaho Falls Credit Office.

## Who to contact for financial assistance

Falling behind on your utility bills and facing a disconnect due to loss of job or other hardships can be stressful.

There are resources to help in time of need. Below are some organizations that can assist with utility bills.

*Eastern Idaho Community Action Partnership- (208) 522-5391*

*Idaho Housing and Finance Association- (208) 522-6002*

*Salvation Army- (208) 522-7200*

*St Vincent- (208) 522-6280*

*Navigators- (208) 528-5909*