



COLUMBUS LIGHT & WATER DEPARTMENT Special Payment Arrangement Program for Past Due Balance

Dear Resident or Small Business Owner,

To alleviate financial hardships our customers have experienced during the COVID19 emergency, in March Columbus Light and Water stopped disconnecting service due to unpaid bills AND stopped charging late fees due to missed due dates. Now that the restrictions have been lifted, we need to address repayment of past due balances owed to Columbus Light and Water.

If your account reflects a Past Due Balance as of the date of this billing greater than \$25.00, we will work with you to set up a Special Payment Arrangement (SPA) to pay this balance off over a specific time period. To lessen the financial hardship, the repayment period will be based on the amount of the past due balance. **However, this amount must be paid in addition to your current monthly billing amount to avoid disconnection of service.** Accounts that are current are not eligible for this program.

To participate in this special program, BEGINNING ON MAY 18, 2020, you will need to come to our temporary office at 301 5th Street South, Suite B, between the hours of 8:00 AM and 4:30 PM to set up your individualized Special Payment Arrangement (SPA). The temporary office is located in the corner space in the parking lot across from our main downtown building.)Our CSR will work with you to establish the period of time over which you can repay the past due amount and will calculate the amount of the monthly payment you will need to include with your regular month's bill payment. Once the amounts are determined for your repayment schedule, you will be required to sign the agreement explaining the arrangement.

SPECIAL NOTES:

- THIS OFFER EXPIRES AT END OF DAY ON FRIDAY, JUNE 26, 2020 FOR RESIDENTIAL ACCOUNTS AND MONDAY, JULY 27, 2020 FOR SMALL BUSINESS ACCOUNTS.
- CURRENT MONTH'S BILL PLUS THIS SPECIAL REPAYMENT AMOUNT MUST BE PAID BEFORE THE DUE DATE TO AVOID LATE PAYMENT PENALTY AND/OR DISCONNECT.
- EFFECTIVE MAY 11, 2020, CL & W WILL BEGIN CHARGING LATE PAYMENT PENALTIES AND ALL ACCOUNTS WILL BE SUBJECT TO DISCONNECT IF NOT PAID ON TIME.

If the need exists for additional financial assistance, here are a few other resources you might find helpful.

- Prairie Opportunity – (662)328-1669 or (662)323-3397 (CARES Act participant)
- Helping Hands – (662)328-8301

**WE ARE STILL COMPLYING WITH SOCIAL DISTANCING GUIDELINES
AND REQUIRE YOU TO WEAR A MASK.**