



Town of Kilmarnock

UTILITY PAYMENT PLAN AGREEMENT

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Customer Name: _____ Account Number: _____

Customer Address: _____

Customer hereby enters into this Utility Payment Plan Agreement with the Town of Kilmarnock ("Town") to repay customer's past due utility balance owed to the Town ("UPPA"), under the following terms and conditions:

- It is solely the Customer's responsibility to request an UPPA.
- The UPPA will divide the Customer's past due amount at the time of application into ____ (up to 3) equal bi-monthly payments, beginning on _____, 2021.
- Once applied for by Customer, the UPPA will take 3-5 business days to process.
- This UPPA does not become effective until signed below by the Town.
- No late fees shall be charged, and no termination of service will occur, on the amount covered by the UPPA, while an executed UPPA is in place.
- If Customer fails to timely pay the bi-monthly installments the Customer shall contact the Town to make further arrangements to catch up the payments. Failure of Customer to contact the Town to make these arrangements will result in late fees, collection process and possible termination of service.
- Customer's **UPPA Payment Schedule**, including payment amount and due dates, is attached hereto and incorporated herein by this reference.
- UPPA installment amounts will not appear on the Customer's regular monthly utility bill.
- Customers with email addresses on file will receive a courtesy email reminder prior to the due date of each installment.
- The UPPA does **NOT** cover new monthly bills, charges, fees, etc. and all new bills are due and payable on or before the due date.
- Customers who fall behind on utility payments will be subject to the Town's normal business terms and collection process and may be asked to enter into a payment plan on different terms.
- Any debt unpaid, without an UPPA, will be subject to late fees and credit and collections process to include termination of service.
- Customers are responsible for all UPPA balances even if they no longer reside at the billing location.
- Customers may pay off all or part of the UPPA balance at any time.
- The availability of entering into an UPPA is separate and distinct from the program offered during the COVID-19 emergency. Once the COVID-19 emergency and universal prohibition on service disconnections ends, the only program available is this program for payment plans.

The undersigned are authorized representatives of the parties hereto and intend to be bound hereby. For any additional questions contact our customer service by phone at 804-435-1552 or email at apolk@kilmarnockva.com

_____, Customer

TOWN OF KILMARNOCK, VIRGINIA

Signature: _____

By: _____

Email: _____

Judy G. Stevens, Treasurer

Date: _____