

**New Auburn Water Utility  
 Deferred Payment Agreement**

|                           |                                 |                           |                    |
|---------------------------|---------------------------------|---------------------------|--------------------|
| Date of Agreement         | ____ / ____ / ____              | Date of Disconnect Notice | ____ / ____ / ____ |
| Residential Customer Name |                                 |                           |                    |
| Mailing Address           |                                 |                           |                    |
| Utility Address           |                                 |                           |                    |
| Account Balance           | \$ _____                        |                           |                    |
| Last Payment Received     | \$ _____ on ____ / ____ / _____ |                           |                    |

This deferred payment agreement is entered into due to the customer's inability to pay the outstanding bill in full.

Pursuant to Sec. 185.38, Wis. Stat., the service will not be disconnected if the customer agrees to pay a reasonable portion of the remaining outstanding balance in installments until the bill is paid. In determining reasonable amounts, the following factors are considered:

- a. Size of Delinquent Account (*Noted above*)
- b. Customers Payment History (*Noted above*)
- c. Customers' Ability to Pay (*Customer-write explanation on back of form, optional*)
- d. Time that Debt has been Outstanding (*Customer-write explanation on back of form, optional*)
- e. Reasons Why the Debt has been Outstanding (*Customer-write explanation on back of form, optional*)
- f. Other Relevant Factors Concerning the Circumstances of the Customer (*Customer-write explanation on back of form, optional*)

Based on the above circumstantial or circumstances, the utility agrees to defer the payment on the following basis. Typically the total amount divided by the number of weeks remaining before the next quarterly billing. The amount should be reflected as 0.00 by the next utility billing cycle. Note: No finance charge is included.

If the customer does not fulfill the terms of this deferred payment agreement, the utility shall have the right to disconnect pursuant to Disconnection Service Rule (SPSC.185.37). Under such circumstances, the utility is not required to offer subsequent negotiation prior to disconnection.

*Notice to Customer: If you are not satisfied with this agreement, do not sign. If you do sign this agreement you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to follow the terms of this agreement.*

|   |                                     |
|---|-------------------------------------|
| Residential Water Customer (Print Name) | Date Signed                         |
| Residential Water Customer (Signature)  | Village of New Auburn Water Utility |

Village of New Auburn  
PO Box 100  
New Auburn, WI 54757-0100

Phone: 715-237-2223  
Fax: 715-237-2334  
[www.newauburn-wi.com](http://www.newauburn-wi.com)

Payment Arrangement: Not to exceed 12 weeks – quarterly – must be paid off prior to the next billing cycle. If medical conditions exist, please provide a letter from your physician.

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Paid: \_\_\_\_\_ on \_\_\_\_\_ Balance \_\_\_\_\_

Paid: \_\_\_\_\_ on \_\_\_\_\_ Balance \_\_\_\_\_

Paid: \_\_\_\_\_ on \_\_\_\_\_ Balance \_\_\_\_\_

Paid: \_\_\_\_\_ on \_\_\_\_\_ Balance \_\_\_\_\_

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Paid: \_\_\_\_\_ on \_\_\_\_\_ Balance \_\_\_\_\_

Paid: \_\_\_\_\_ on \_\_\_\_\_ Balance \_\_\_\_\_

Paid: \_\_\_\_\_ on \_\_\_\_\_ Balance \_\_\_\_\_

I agree to the payment agreement and will honor the agreement. If circumstances beyond my control occur, I will immediately contact the Village Office to let them know.

Signed by Customer: \_\_\_\_\_