

## BOROUGH OF ELLWOOD CITY

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January 12, 2017

RE: Important Payment Plan Information

The Ellwood City Borough Council authorizes residential customers to establish payment plans to address outstanding utility amounts due the Borough. The Ellwood City Borough Council wants to provide every customer with reasonable opportunity to satisfy local obligations in a timely manner. We recognize that sometimes there are situations which may require assistance. This is a request for a payment plan not a waiver of the charges for the services rendered to each customer. All forms identified in the following are available at <http://ellwoodcityborough.com/work/permits/>.

If you are a property owner, a tenant, a Landlord, a person with a medical condition or you qualify for Low Income Home Energy Assistance Program (LIHEAP) you may obtain all of the required forms on the Borough website at <http://ellwoodcityborough.com/work/permits/>.

If you are a tenant . . . it is required that you receive Landlord permission to enter into any type of Payment Arrangement. The Landlord Authorization for Payment Extensions form must be completed and signed by your landlord approving of the Payment Plan. If your Landlord does not authorize the extended payments then the tenant must maintain a balance of less than \$50.00. Should the balance exceed that amount then services can be terminated. Should your landlord authorize a payment plan then you must include the Credit Extension Form as well as Landlord Authorization for Payment Extensions with your payment plan request.

If you require assistance with the payment of Utility Services through the Low Income Home Energy Assistance Program (LIHEAP) or other type program, it will be necessary for your landlord to acknowledge the receipt of LIHEAP and all termination conditions affected by LIHEAP. Should you qualify and receive LIHEAP assistance the utility services you may still need to make payments towards the balance outstanding on a regular basis. Please see the Landlord Authorization form for (LIHEAP) as well as current LIHEAP information on our Borough website at <http://ellwoodcityborough.com/work/permits/>.

If you have a medical condition . . . and the termination of electric services will place the customer at risk, the Tenant must file the Medical Certification Notice with the Borough. The form must be signed by the attending physician validating the nature of the condition. Although, the Tenant may have a serious condition utility services must still be paid. You may obtain the necessary Medical form at the Utility Collection Department or at the Borough webpage at <http://ellwoodcityborough.com/work/permits/>. The Tenant Medical Certification Notice should be accompanied by the Credit Extension Form must be authorized by the landlord.

The forms referred to above may be printed from the Borough of Ellwood City website by utilizing the links provided. If you do not have internet access you may visit the Borough Utility Office or contact via phone which is 724.758.5576 to request a printed copy. Please file all required forms with the Utility Collection within ten (10) days if you are going to require any of the programs discussed herein or as soon as you may need to utilize any of the programs.

Very Truly Yours,

Ellwood City Borough