



# City of Tualatin

## Payment Plan Agreement

18880 SW Martinazzi Avenue, Tualatin, OR 97062

Phone: 503.691.3056 | [billing@tualatin.gov](mailto:billing@tualatin.gov)

### 1. CUSTOMER INFORMATION *(to be completed by customer)*

CUSTOMER NAME	SERVICE ADDRESS	DATE
EMAIL ADDRESS	PHONE	ACCOUNT NUMBER

### 2. PLAN TERMS *(to be completed by City)*

PAST DUE BALANCE	INSTALLMENT AMOUNT	MONTHLY INSTALLMENT DUE DATE	TERM <i>(in months)</i>	FIRST INSTALLMENT DUE DATE

I hereby agree to pay the City of Tualatin according to the Agreement Terms. Payment, in the amount specified, will be made on or before the due date stated above, along with paying current and future utility bills by their stated due dates.

***Failure to make each payment as agreed or not paying current and future utility bills, by their due dates, may result in the disconnection of utility service. If Customer defaults on Payment Plan, the full balance of the account will become due and must be paid, before service is restored.***

BY SIGNING THIS AGREEMENT, I ACKNOWLEDGE THAT I FULLY UNDERSTAND AND WILL COMPLY WITH THE PAYMENT AGREEMENT AND TERMS OF AGREEMENT ON THE REVERSE SIDE.

\_\_\_\_\_  
Customer's Signature

\_\_\_\_\_  
Date

Please sign and return original; keep a copy for your records.  
Agreement will become effective upon receipt.

# Payment Plan Program Terms & Conditions

**Eligibility:** Residential customers with a past due status, over 60 days old.

**Monthly Payment:** The required monthly payment amount and payment term, will be determined based on the customer's outstanding balance at the time of application. Monthly payments will be of equal value, however the final payment may vary. Customers agree to make all payments timely until the outstanding balance is paid in full. Failure to make a monthly payment by the due date is considered a default. NO ADDITIONAL MONTHLY BILL OR PAYMENT REMINDER WILL BE SENT FOR THE PAYMENT PLAN PAYMENT.

**Prepayment:** Payment Plan payments may be made in any amount equal to or greater than the established monthly amount. Payments may be made at any time on or before the due date. Prepayments will not impact future monthly installment payments as a result of any prepayment. However, once the outstanding balance is paid, the Payment Plan will terminate. Customers who prepay are responsible for tracking total outstanding balances.

**Regular Bills Must Still Be Paid:** In addition to making the monthly payments required by the Payment Plan, customers must also stay current on their regular monthly utility bill. The regular monthly utility bill becomes delinquent, if not paid by the 30<sup>th</sup> day of the month following the billing period. If the regular monthly utility bill becomes delinquent, the Payment Plan will be determined to be in default.

**Suspension of Water Service Shut Off and Collections with Valid Payment Plan:** Customers who make all required payments and pay their regular utility bill on time and in full, while on the Payment Plan, will not be subject to water service shut off, assessment of late fees or collections.

**Payment Plan Default and Termination:** Customers who default on their Payment Plan, will have their plans terminated. Accounts may be assessed delinquency and late notification fees and the account will become subject to water service shut-off. If water services are shut-off, the full balance on the account, including delinquency and late fee charges, will become due immediately and must be paid before service is restored. **Customers who default on a Payment Plan will not be eligible for a new Payment Plan.**

- 1) The City may terminate the Payment Plan, if the utility meter, at your residence, has been tampered with.
- 2) The Payment Plan may be terminated due to "bounced" check or non-sufficient funds (NSF) resulting in payment being returned.

The Payment Plan will be terminated and account balance due in full, when you move out of your home and stop your services.