

ROSE HILL

SPECIAL UTILITY DISTRICT

1377 CR 274 Terrell, TX 75160

972-932-3077

www.rhsud.com

Payment Plan Policy

Service Policy:

As per the District's Service Policy, Section E; the water supply shall be disconnected from any premises for which the water bill remains unpaid for a period of fifteen (15) calendar days from the tenth (10) of the month in which due. Upon disconnection of service for nonpayment the water meter placed at that location shall be locked. When shut off, water shall not be turned on except upon payment of the past due amount(s) and required fees, including, but not limited to service fees, disconnection, and reconnection (lock) fees.

Purpose of Payment Plan Policy:

It is Rose Hill Special Utility District's (RHSUD) goal to provide assistance to customers in need that are not able to pay their water bill per the District's Service Policy. Should you find yourself unable to pay your water bill, Rose Hill SUD may assist with offering a payment plan on your account. The district does not use set guidelines for the payment plans but look at each case individually.


Policy:

Requesting a payment plan for your current utility bill, the District may, at its discretion, extend a plan to accommodate an unusual or abnormally high bill. A payment plan is granted to allow additional time for payment on a bill that is much higher than average. Consideration for a payment plan will take place when, and if, 1) the primary account holder has made the request, 2) prior payment plan has not been made within a twelve (12) month period, 3) failure to uphold a payment plan has not occurred and 4) the request was received prior to 8 a.m. on the 25th of the month. Accounts (meters) locked for non-payment are **not** eligible for payment plans.

Payment plan terms range from three (3) to twelve (12) months. If a payment plan is needed for longer than twelve (12) months the plan must be approved by the Board of Directors at a regularly scheduled Board meeting. Note, an account may have **only** one (1) active payment plan at a time regardless of length of plan.

In the event a payment plan is extended to the customer, Rose Hill SUD will provide an agreement to be signed by the primary account holder. This agreement will outline the payment plan and expectations of the District and account holder. Failure to execute the agreement or uphold the payment plan or agreement shall result in disconnection of service and forfeit eligibility for future payment plans.

This Policy is approved and adopted during a regular Board Meeting on March 2, 2021.



President Randy Reznicek



Sec/Treasurer Harold Ross