



## Utility Customer Fee Waiver Request

If your account has been assessed a "penalty" fee, such as a late fee or a disconnect fee, you may qualify for a waiver. Fee waiver consideration requires the completion of a Fee Waiver Request Form. If the fee was the result of a billing error, the fee waiver will be granted. If it was not, customer account history will determine eligibility for the waiver as follows:

- 1) At least one continuous year of account history is required
- 2) No more than one "penalty" charge within the last year on the account

### UTILITY CUSTOMER INFORMATION (Please type or print clearly)

Customer's Name:		Service Address:
Daytime Phone:	Account No.:	Billing Address:
Prior Fee Waiver Requests: <input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please provide detail:	

### REQUEST TO WAIVE FEE

<input type="checkbox"/> Late Fee	\$ _____	/ /
	Amount	Date Assessed
<input type="checkbox"/> Shut-off Fee	\$ _____	/ /
	Amount	Date Assessed
<input type="checkbox"/> Turn on Fee	\$ _____	/ /
	Amount	Date Assessed
<input type="checkbox"/> Other Fee (please explain) _____	\$ _____	/ /
	Amount	Date Assessed

### CRITERIA FOR WAIVING FEES

Reason for request and corrections put in place by customer to avoid future requests:

<input type="checkbox"/> Death in the family	<input type="checkbox"/> Hospitalization of customer or their immediate family
<input type="checkbox"/> Billing Error	<input type="checkbox"/> Other (please explain) _____

Customer's Signature \_\_\_\_\_ Date: \_\_\_\_\_

### REQUEST DETERMINATION (Completed by City Personnel)

The City's Clerk-Treasurer has determined that the following reasons will be considered in determining whether or not the customer is able to show good cause for nonpayment of their fee(s) as an annual one time courtesy.

City Clerk's Signature:	Notes on Discion (Consider Nature of Request and Account History):
<input type="checkbox"/> <b>Granted</b>	
<input type="checkbox"/> <b>Denied</b>	
Date of Discision:	