



**LEVEL PAYMENT GUIDELINES
IMPORTANT – PLEASE READ**

1. Customers requesting to participate in the Level Payment Plan must complete an application form. Forms are located at City Hall or on the City website, www.cityofeudoraks.gov, under *Utility Billing*.
2. To be eligible for the Level Payment Plan, a customer must have resided in Eudora for the previous twelve (12) months, and have established good credit history with the City for that same twelve (12) month period, having no more than one (1) delinquent payment, or no returned checks. During the same twelve (12) month period a customer is not allowed to receive a door hanger for delinquent payment or disconnection of services due to a delinquent payment. At account setup, citizens may also provide a letter of credit from their previous utility provider showing excellent credit, with no delinquent payments over the previous (12) twelve-month period. If a letter of credit is provided, the City will use the previous (12) twelve-month billing cycles from last tenants/owners to establish an average bill amount. All new residents will need to meet the same criteria before eligible to participate in the plan.
3. If the customer moves within the City limits to another address, the Level Payment Plan will follow the customer to the new address along with the balance. The level payment amount will remain the same until the new account is recalculated the following October.
4. The monthly Level Payment Plan amount will be based on the twelve (12) months prior to the enrollment period. The calculation will be made by using the sum of the previous twelve (12) month's utility billings plus an additional percentage to cover any rate increase. The total is divided by twelve (12) to determine the monthly level payment amount.
5. Once on the Level Payment Plan, failure to pay by the 10th of each month will terminate participation in the Level Payment Plan. The account must be brought up to date (paid in full) at that time. Any credit balance will be applied to the customer's existing utility account. After a twelve (12) month period, the customer may apply for the Level Payment Plan again if no delinquent payments or returned checks have been received.
6. The customer will remain on the Level Payment Plan until the customer requests plan termination or is removed by the city for failure to meet the payment requirements described in Section Five (5) above. Customers requesting removal from the Level Payment Plan must submit a written request at the City Office or sign the Cancellation Request located on the bottom of the Level Payment Application form. The account must be brought up to date (paid in full) at that time. Any credit balance will be applied to the customer's existing utility account.
7. All Level Payment Plan accounts will be recalculated annually in the month of October. Staff will determine the new level payment amount for all applicants currently enrolled in the level payment plan and those added over the previous year using the same method described in Section Four (4). The level payment balance shall be included in the calculation of next year's level payment. Notification of the new twelve (12) month level payment amount will be sent to customers the first week of October.
8. City Staff will review level payment accounts at least once during the year to detect any discrepancies. If City staff determines the current level payment balance is outside of an acceptable range, the customer may be requested to pay the current balance owed; if the account has a large credit balance, a refund check for a reasonable amount of the credit balance will be mailed to the customer.