

EQUAL PAYMENT PLAN

Take control of your finances with Equal Payment. The Equal Payment Plan (EPP) takes the guesswork out of budgeting as it calculates your monthly payment using your average water usage for the current year. This way, you will know in advance what your bill will be each month.

Benefits

- Customers pay the same amount every month
- No more high bills during the summer months
- It's free to participate, but customers should continue to keep an eye on usage and conserve when possible

Overview

- This payment option is available exclusively to residential customers
- This payment option is available to customers who have received the City's water service for twelve consecutive months at the same service address
- This payment option is available to customers with satisfactory credit and is not available to those customers who have missed payments or have been shut off in the last twelve months (an account not in good standing)
- See inside for the City's EPP policy

What do the bills show?

- Actual meter readings for the month
- Actual charges for the amount of water services used
- The Equal Payment amount due

Is Equal Payment for you?

You will have equal payment amounts each month and you will be able to compare the cost of your actual usage. If you find the plan is not for you, you can stop at any time by writing or calling a City representative.

JOIN NOW

Simply fill out and return this request form with your next payment or fill out and provide it to a City representative. If you have any questions, please call the office number listed below.

CHECK ONE

- Please sign me up for the EPP
- Before you sign me up, please calculate what my EPP would be and call or email me.

Customer Name

Signature

Service Address

City, State, & Zip Code

Account Number (on your bill)

Phone Number (include area code)

Email: _____

Date: _____



City of Fernley

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JOIN TODAY!



POLICY

- This payment option is available exclusively to residential customers
- This payment option is available to customers who have received the City's water service for twelve consecutive months at the same service address
- This payment option is available to customers with satisfactory credit and is not available to those customers who have missed payments or have been shut off in the last twelve months (an account not in good standing)
- Payments are due by the 20th of the month. A \$10 late fee will apply if the full equal payment amount is not received as stated in the City's Due Dates policy and regardless of whether there is a credit balance
- Usage will be reviewed on at least a quarterly basis and monthly payments may be adjusted accordingly
- A customer's equal payment amount may be adjusted if water usage is projected to result in an overpayment or under-collection of \$100 or more, or if rates increase or decrease more than 5%
- A customer may be removed from EPP if they fail to make two full equal pay payments during the fiscal year (July 1 –June 30), regardless of whether there is a credit balance
- Annual recalculations will occur on June 30 of each year
- Any customer with credits over \$100 remaining as of June 1 of each year shall be provided a refund of the total credit
- Any customer credits under \$100 remaining as of June 1 of each year shall be included in the new calculation on June 30
- For customers with balances that are greater than \$100 as of June 1 of each year, they will be sent a letter indicating that the balance due must be paid by June 20, otherwise EPP services will be terminated.
- Any customer balances of \$100 or less as of June 1 of each year will be included in the new calculation on June 30
- Upon termination of EPP by the City, any balance on an account becomes due and payable and the account will be subject to shut off due to non-pay
- Upon termination of EPP by a customer, any credit will be applied to subsequent bills or refunded in the event the account is terminated
- For those customers who have had EPP terminated by the City or request to be terminated, they must wait twelve months to re-join