



Utility Deferred Payment Agreement Policy

Section 1: Purpose

The purpose of this policy is to establish guidelines with regard to establishing Deferred Payment Agreements for the payment of past due utility balances.

Section 2: State Law

Wisconsin Admin Coe § PSC 185.38 requires utilities to offer a deferred payment agreement (DPA) to residential customers who are unable to pay their bills in full. Delinquent amounts paid according to the terms of an established DPA are not subject to late charges and cannot be levied as a tax against the lot or parcel of real estate to which the utility service was furnished. A DPA consists of two elements: 1) a reasonable down payment; and 2) an installment plan to pay the remaining outstanding balance of a specified period of time.

Section 3: Negotiation of DPA & Suggested Terms

The utility may negotiate a DPA without requesting income and expense information if the suggested payment terms are acceptable to the customer. If the customer disagrees with the terms of the DPA offered, it may be necessary to request income/expense information to determine the reasonableness of the DPA being offered. The policy of the Village of Belgium is to suggest the following terms when negotiating a DPA: The minimum down payment on a DPA will be 10% of the past due balance; and, regular monthly payments – due by the last day of each month – of no less than 10% of the original past due balance at the time of the establishment of the DPA until the delinquent balance is paid in full.

If the terms suggested by the Village of Belgium are not acceptable the customer can suggest a different payment agreement. In order to determine the reasonableness of the customer proposal the utility will request the customer provide the following information to determine the reasonableness of the DPA:

- Reason why the debt is outstanding
- Household Income
- Household Size
- Household Necessary Expenses

If a customer provides the requested information the Village Treasurer and Clerk will determine, based on the information provided as well as the size of the delinquent account, customer payment history, and length of time the debt has been outstanding if the customer proposal is reasonable. If it is not, the Village Treasurer will indicate in writing why the utility does not agree to the terms. The Village Treasurer will the request an informal review by the Public Service Commission of Wisconsin.

Section 3: Default

In the case of a default on a DPA the Village Treasurer may offer the customer a subsequent DPA at the same terms. A customer who has defaulted two or more times will be required to negotiate terms of any new DPA with the Public Utilities Committee.

As approved by the Village of Belgium Board of Trustees 12-10-18