



## DEFERRED PAYMENT AGREEMENTS

Menasha Utilities is required to offer Deferred Payment Agreements to residential accounts and may offer such agreements to other customers pursuant to Wis. Admin. Code § PSC 113.0404 and PSC 185.38, Deferred Payment Agreement. However, effective May 1, 2015 Menasha Utilities' rules pertaining to Deferred Payment Agreements with **residential tenants** was changed and approved by the PSC to reflect the following:

Menasha Utilities will not offer a Deferred Payment Agreement to a residential customer who is a tenant if any of the following criteria applies:

1. The residential tenant has greater than \$100 of account arrearages that are more than 90 days past due for utilities that bill monthly.
2. The tenant had defaulted on a deferred payment agreement in the past 12 months. This criterion only applies to deferred payment agreements and not to other types of payment extensions or agreements.
3. The residential tenant is responsible for account arrearages that were placed on any property owner's tax bill in the utility's service territory in the past 24 months.
4. The residential tenant has a balance that accrues during the winter moratorium that is more than 80 days past due.

Deferred Payment Agreements (DPA's) will be made with residential customers based on the codes referenced above; DPA's for residential customers who are tenants will be made based on criteria 1 through 4 listed above.

When a residential tenant signs a DPA a copy of it will be mailed to the landlord. Once a tenant has a DPA, if they default on either their current monthly charges or their DPA (or both) a disconnection notice will be mailed to both the tenant and the landlord. (This is something we have been doing, and will continue to do moving forward.) If the tenant doesn't follow through with payment they will face disconnection in accordance with Wis. Admin. Code § PSC 113.0301 and PSC 185.37.