

City of Buhl Emergency Utility Billing Policy 20-01

Due to the uncertainty surrounding the Covid-19 Virus the City of Buhl will temporarily enact the following utility billing guidelines for residential & business customer accounts. These changes will take effect for the April 2020 billing cycle for service in March of 2020. This policy will end at a date **TBD** by the City Council.

- The City of Buhl will not shut-off water or electric services for non-payment.
- Late fees will not be charged to customer accounts. Late fees already incurred are still the responsibility of the customer.
- Disconnect notices will continue to be sent for customers with past due accounts as a reminder that incurred charges will still have to be paid.
- At the conclusion of this policy, customers will be required to set up a payment plan with the City to satisfy past due account balances. Depending on circumstances these payment plans will not exceed three (3) months in length. Failure to set up a payment plan will result in disconnection.

The City of Buhl reserves the right to adjust this policy as circumstances may dictate.