



TOWN OF CEDAR LAKE UTILITY BILLING DEPARTMENT COVID19 PAYMENT PLAN

A payment plan allows Town of Cedar Lake Utility Customers the opportunity to pay off large bill balances to keep their utility account in good standing. With a payment plan, the past due balance is spread out over a specific period of time. This amount is known as a monthly installment payment. Customers are required to pay the agreed upon monthly installment, in addition to paying their monthly utility charges in full by the bill due date each month.

Payment Plan Terms:

1. A customer who wants to begin a payment plan must contact the Utility Billing Department of the Town of Cedar Lake. The billing department will not contact customers with past due balances.
2. The length of the payment plan will be as follows:
 - a. If the past due balance is less than \$150, then a payment plan will not be allowed.
 - b. If the past due balance is between \$150 and \$500, then a payment plan can be made for up to six (6) months.
 - c. If the past due balance is more than \$500, then a payment plan can be made for up to twelve (12) months.
3. A 10% down payment must be made on the past due balance as well as receipt of the signed agreement before the payment plan begins.
4. Payment plans must be agreed upon and signed. A payment plan **cannot** be made over the phone.
5. If the customer cannot come to Town Hall to make the payment arrangement, we will mail the payment plan contract to the customer. The payment arrangement will not start until the Town receives the signed contract back from the customer. *The Town is not responsible for postal service delays.*
6. A customer is not eligible for a payment plan if:
 - a. The customer has tampered with any water meter at the property subject to the payment plan.
 - b. The customer has had any returned payments for NSF within the last six (6) months.
 - c. The total past due balance is less than \$150.
7. Failure to fulfill the payment agreement terms will result in all amounts being required to be paid in full, plus late fees. A disconnection of service may occur.

Please contact Utility Billing at 219-374-7000 to get signed up.