

**Village of Riverton  
Utility Office**

**Dear Valued Customer:**

**Re: Level Pay Plan**

**You had indicated to us your interest in signing up for our Level Pay Plan. Prior to starting the Level Pay Plan, your account must be paid in full and a signed application on file in our office.**

**Attached you will find an information and an application explaining in detail our Level Pay Plan program. Please read the information thoroughly, and if you agree to the terms and conditions, completely fill out the application and return to the Village of Riverton by July 26th.**

**Should you have any questions, please do not hesitate to contact our office at (217) 629-9122. Office hours are Monday through Friday from 8:00 a.m. to 4:30 p.m.**

**Sincerely ,**

**The Village of Riverton**

## **LEVEL PAY PLAN**

This program provides for equal monthly payments for Residential customers with qualifying payment histories.

1. **Eligibility.** Residential customers must have had utility services from the Village of Riverton for at least 12 months. Customers with a clear payment history (no late notices, returned checks or disconnections for unpaid bills) are eligible for this plan. Eligible customers who qualify may join the program beginning in August. Applications must be received by July 26th.
2. **Level Pay Plan:** The customer's total current charges for the previous 12 months are divided by 12 and rounded to the nearest dollar. 3% is then added to that amount as a safeguard. This amount will become the monthly payment amount for the next 11 months. July is "catch-up" month, when the Village calculates the difference between the actual monthly utility costs and the amount paid under the Level Pay Plan, and a settlement bill generated, showing either payment due or a credit on the account. Customers will automatically continue on the Level Pay Plan at the successful completion of the prior 12 month period. At renewal, a new Level Pay amount will be calculated.
3. **Level Pay Amount Adjustment.** Due to fluctuations in usage patterns, the Level Pay amount will require yearly adjustments to avoid unduly large credit or debit settlement charges in the month of July.
4. **Customer Termination of Level Pay Plan.** The customer may choose to terminate participation in Level Pay Plan by notifying Customer Service in writing. At the next billing cycle the difference between the actual monthly utility costs and the amount paid under the level pay plan will be determined and a settlement bill showing either a payment due or a credit on the account will be added to their current charges and will be due and payable with the current charges. If the customer paid more under the level pay plan than the actual utility costs, a credit will be applied to the customer's utility bill. If a customer moves or discontinues utility services with the Village of Riverton, a closing settlement bill will be produced showing an amount due or a credit.
5. **Termination for Cause from Level Pay Plan.** A customer will be terminated automatically from the Level Pay Plan by The Village of Riverton if the account becomes delinquent and is subject to Late Payment Charges and discontinuance of service for non-payment. Customers will be automatically terminated from the Level Pay Plan for a returned check unless documented in writing as a bank error. In addition to the aforementioned causes, the Village reserves the right to cancel, at any time, Level Pay Plan in its entirety at its discretion

**Village of Riverton  
Application for Utility Bill Level Pay Option**

**Cust. Acct. #:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Home phone #:** \_\_\_\_\_

**Work phone#:** \_\_\_\_\_

**By signing below, I agree to the ordinances pertaining to the Level Pay Plan and authorize the Village of Riverton to include my account in this program.**

\_\_\_\_\_  
**Signature**

\*\*\*\*\*FOR OFFICE USE ONLY\*\*\*\*\*

**Date Received:** \_\_\_\_\_

**Date Processed:** \_\_\_\_\_

**By:** \_\_\_\_\_

**Calculated LP Amt:** \_\_\_\_\_

**# of late Payments:** \_\_\_\_\_

**# of NSF checks:** \_\_\_\_\_