

Equal Payment Plan

What is an Equal Payment Plan?

- An Equal Payment Plan allows customers with twelve months of billing history at their current address to pay the same amount each month.
- Your Equal Payment Plan is calculated based on your previous usage history.
- Your first Equal Payment Plan amount will show on your bill due the next billing period after signing up.
- Your monthly statement will also show your actual utility charges, but you will pay the Equal Payment Plan amount each month.
- Customers who sign up for an Equal Payment Plan are also encouraged to sign up for automatic payments (ACH). ACH can be set up at the water office in person or online at www.cottonwoodwater.com/uploads/5/0/2/0/5020788/ach_form.pdf.

Frequently Asked Questions

- *Can I sign up if I have a past due balance?* – No, your account must be current to enroll.
- *I just moved into my new residence. Can I still participate in the Equal Payment Plan?* – No, we need 12 months of billing history at that address.
- *What happens to my Equal Payment Plan if I move?* – Upon termination of your account any balance owing will be due, and any credit will be refunded.
- *Can I withdraw from the Equal Payment Plan?* – Yes, you may withdraw at any time. Please contact us at office@cottonwoodwater.com or call 801-876-3895. Keep in mind any balance owing on the account will be due on your next billing statement.
- *Can I sign up at any time?* – Yes, however the cycle for the Equal Payment Plan is October (month 1) through September (month 12). Your Equal Payment Plan will be calculated by using the months left in the cycle at the time of application. Example: If I apply for an Equal Payment Plan in December, there are 10 months left in the cycle. Your bills from the previous December through September will be added together and divided by 10 and charged at the current rate.

How do I sign up?

- Read the “Equal Payment Plan Terms and Conditions”
- Complete and return the Equal Payment Plan form
- We will provide you with your Equal Payment Plan amount by email once your account has been calculated and added to the Equal Payment Plan program.

Equal Payment Plan Terms and Conditions

1. Customer must have a Cottonwood Mutual Water Company account at the subject address for at least twelve (12) months prior to requesting an Equal Payment Plan.
2. The account must be current on payments.
3. Equal Payment Plan only applies to the water portion of the account. Any changes to services or rates during the year will change your Equal Payment Plan payment amount.
4. The Equal Payment Plan cycle is October (month 1) through September (month 12). Newly enrolled Equal Payment Plan accounts will be calculated using the charges for the prior year for the same months left in the current cycle. (Example: If you apply for an Equal Payment Plan in December, there are 10 months left in the cycle. The water charges for the previous December through September will be combined and divided by 10.)
5. Equal Payment Plan accounts will be reviewed and recalculated in October each year. Any existing credit or debit balance on the account will be rolled into the new payment amount. There will be no refunds on credit balances except on a closed account's final bill.
6. Monthly billings will list the Equal Payment Plan amount as the amount due. This is the amount that you will pay each month. Your bill will also list your current actual charges and the status of the debit or credit balance of your account for you to monitor.
7. **It is the responsibility of the customer to monitor their bills and the actual water usage for unusual patterns (which may suggest leaks or other issues) and resolve problems as quickly as possible. Otherwise, your account will be removed from the Equal Payment Plan and the balance will be due in the next billing cycle.**
8. Customers who sign up for an Equal Payment Plan are also encouraged to sign up for automatic payments (ACH). ACH can be set up at the water office in person or online at www.cottonwoodwater.com/uploads/5/0/2/0/5020788/ach_form.pdf.
9. **Accounts that are overdue on two consecutive payments will be removed from the Equal Payment Plan. No additional notices will be sent before removal from the Equal Payment Plan.**
10. Cottonwood Mutual Water Company reserves the right to cancel the Equal Payment Plan at any time.
11. Equal Payment Plan will automatically renew unless cancelled.
12. Tenants are not allowed to sign up for an Equal Payment Plan. Landlords who sign up for an Equal Payment Plan understand that the water used by their tenants will be used to calculate the next year's payment whether or not the same tenant resides in the property.

- 13. Please contact Cottonwood Mutual Water Company with any Equal Payment Plan questions by calling 801-876-3895, or emailing office@cottonwoodwater.com.
- 14. These terms and conditions are supplementary to and do not supersede any other utility account terms and conditions.

Equal Payment Plan Enrollment Form

For Cottonwood Mutual Water Company

Required

- 1. Name on the utility account

- 2. Utility account number and customer number as shown on your bill (8 digit account number #####-##)

- 3. Utility service address (Where you receive water service)

- 4. Phone number

- 5. Email address

I agree to the Equal Payment Plan Terms and Conditions as set forth above.

Please print

Signature

Please return form to 4000 West Old Highway Rd, Mountain Green, UT 84050, or email: office@cottonwoodwater.com