



Media Release

Date: May 14, 2020

Re: Good Faith Payment Agreement Option for Delinquent Utility Accounts

The Executive Order issued by Governor Kelly on March 17, 2020, temporarily prohibiting utility and internet disconnects has been extended through May 31, 2020. The order temporarily suspends the practice of disconnecting service for non-payment. The order covers all electrical, natural gas, water, and telecommunications utilities as well as internet service providers who provide services to Kansas citizens.

The City had previously determined that the suspension of disconnecting service for non-payment would be extended through May 31, 2020. The City has also suspended late payment penalty fees since March 17 and will continue to do so through August 31, 2020.

The City will offer a Good Faith Pay Agreement option for customers to address the payment/s for service that became due during the time period of March 12, 2020 through May 31, 2020. The Good Faith Agreement will allow a customer to pay the past due amount in equal installments over a period of up to twelve (12) months. The installment amount will be included on the monthly utility billing statement and indicated as "Contract" amount. The installment amount is due at the same time as the regularly monthly bill. No penalty fees will be applied to the Contract amount other than to the installment amount if not paid with the current monthly billed amount. When penalty fees are reinstated, fees will be applied to the billed amount for the applicable time period and the installment amount when not paid by the penalty date.

Beginning June 1, 2020, disconnection of utility services for non-payment will resume as will the penalty fee for late payment. All other requirements remain in effect regarding payment of utility bills. If utility payments are not made as required, the Good Faith Pay Agreement will be voided, and all past due amounts will become due leaving service subject to disconnection.

Any customer desiring to enter into a Good Faith Pay Agreement must submit a signed Agreement to the Utility Billing Office before the close of business on Tuesday, May 26, 2020. Please contact the Utility Collection Office by phone at 620-326-2821 or email at utilityoffice@cityofwellington.net so that an Agreement can be completed and prepared for signature before your arrival. At this time, business continues to be conducted via the drive-up window.