



**UTILITY ACCOUNT
COVID-19 FINANCIAL HARDSHIP
AND DEFERRED PAYMENT AGREEMENT**

Collections Office
155 S Seward St, Juneau, AK 99801
907.586.5268
Collections@juneau.org

State of Alaska legislation, FCCS SB 241, enacted in response to the COVID-19 public health disaster emergency has placed a moratorium on the disconnection of residential utility service for customers who are experiencing financial hardship related to the public health disaster emergency. The moratorium is effective beginning March 11, 2020, and continues until the public health disaster emergency ends. Utility customers must enter into a deferred payment agreement with the City and Borough of Juneau (CBJ) Collections Office to receive this safeguard.

CBJ Collections Office, having received this signed Utility Account COVID-19 Financial Hardship and Deferred Payment Agreement, sworn under penalty of perjury, that the CBJ Utility customer is experiencing financial hardship related to the COVID-19 public health disaster emergency, agrees to the following:

- Once the moratorium on disconnections ends, CBJ Collections Office will determine a reasonable payment schedule and notify the customer of the schedule. The standard payment schedule will provide for repayment in equal monthly installments over a period of time no shorter than the length of the public health disaster emergency declared by the Governor, which began on March 11, 2020. If requested by the customer, CBJ Collections Office will consider alternative repayment plans based on the outstanding balance of the delinquent account, the customer’s ability to pay, the customer’s payment history, the length of time the debt has been outstanding, the circumstances that resulted in the outstanding debt, and any other relevant factors related to the circumstances of the customer.
- Customer agrees to pay CBJ the deferred balance on their account in accordance with the payment schedule determined by CBJ Collections Office under the section above. In addition, customer agrees to timely pay all future bills for service provided by CBJ in full, after the moratorium ends in accordance with CBJ’s current utility rates.
- CBJ will not assess finance charges or late fees with respect to the deferred balance accrued during the public health disaster emergency if customer pays the deferred balance in accordance with the established payment schedule.
- Nothing in this agreement relieves customer of the obligation to pay for utility service or restricts CBJ’s ability to recover all amounts due.
- If customer fails to make any scheduled payment under this Deferred Payment Agreement, the entire unpaid deferred amount will be immediately due and payable, plus any interest, late fees, or finance charges associated with the unpaid amounts. Such failure shall also constitute cause for disconnection of service after due notice in accordance with CBJ code – Title 75, Utilities.

DECLARATION:

I hereby declare, under penalty of perjury, that I am experiencing a financial hardship* related to the ongoing COVID-19 public health disaster emergency. I agree to be bound to the terms of this Deferred Payment Agreement with the City and Borough of Juneau Collections Office. I understand that the City and Borough of Juneau Utilities will continue to bill for services each month and send periodic notices, even after a payment arrangement is established. After receiving notification of shut-off, to avoid discontinuance of service, I will return this completed form within 3 days by: email to Collections@juneau.org; postal mail to 155 S Seward St, Juneau, AK 99801; or drop box at Super Bear IGA; Foodland IGA; or CBJ’s Seward St entrance. If I am able to pay due to changes of circumstances, I will contact CBJ Collections Office to begin payment arrangements.

**“Financial hardship” means that your liquid assets, including federal and state financial support, are insufficient to pay for the reasonable cost of food, housing, health care, and other goods and services necessary for health and wellness of yourself, your spouse, and dependents.*

Customer Name:	Service Number:
	Customer Number:
Mailing Address:	Service Address:
Mobile Number:	E-mail Address:
Customer Signature:	<p align="center">STAFF USE ONLY</p> Date Received:
Date:	