



# HOHOKAM

*The Power of Choice*

March 4<sup>th</sup>, 2020

Dear Hohokam Irrigation and Drainage District Power Customer;

This notice is being sent to advise Our Customers of the change in District Electric Service Policy.

RE: Credit Card Payments/Payment Arrangements/Collection Account Fees

## **CREDIT CARD PAYMENTS:**

Effective **June 1<sup>st</sup>, 2020**, the District **will no longer accept Credit Card payments by phone**. You can pay online at [hohokamthepowerofchoice.com](http://hohokamthepowerofchoice.com), or on your phone by downloading the "SmartHub" app. You will be required to enter account information when registering to use SmartHub. You can also come into the office and pay with a credit card, (with proper identification) cash, money order, check, or mail in a payment.

## **PAYMENT ARRANGEMENTS:**

We realize many people are faced with financial difficulties at this time and would like to assist our customers **prior** to a service disconnect. (if possible) Effective **June 1<sup>st</sup>, 2020**, the District will allow **4** payment arrangements per account annually. If all arrangements have been utilized, the customer will be required to pay the past due balance on account or a disconnect order will be completed.

**The District suggests you come into the office at least one week prior to the scheduled disconnect day, if you are in need of an arrangement.**

## **DEFAULTED ARRANGEMENTS:**

When a payment arrangement defaults the customer will lose their arrangement privileges for a **minimum** of six months and a disconnect order will be completed. Service will be re-established when the customer has paid the balance in full, including all applicable fees. (Additional deposit and the disconnect and reconnect fees in full)

## **FINAL BILL/COLLECTION FEES:**

Final Bills and the Collection Process: It is imperative that customers supply the District with current contact information; email address, new mailing address and current phone number. **Three Final Bills** are mailed to our customers. As a courtesy we will make one initial contact via email or phone call and one final letter before sending the unpaid balance to collections. A collection fee of 35% of the outstanding balance will be applied to the account. There is an additional monthly interest charge of 1.5 % computed and applied to the account balance daily.

Sincerely,  
Sidney Smith, General Manager