



H O H O K A M

The Power of Choice

July 20, 2021

Dear Hohokam Irrigation and Drainage District Power Customer;

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

CREDIT CARD PAYMENTS:

District payments can be made online at **hohokamthepowerofchoice.com**, or on your phone by downloading the “SmartHub” app. You will be required to enter account information when registering to use SmartHub. Cash, money order or check payments are also accepted at the District Office. Checks or money orders can be mailed to 142 S Arizona Blvd. Coolidge, AZ 85128.

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. Effective **June 1st, 2020 and until further notice**, 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 reconnect fees).

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 as well as an additional monthly interest charge of 1.5 % computed daily and applied to the account balance.

Sincerely,
Grace Garcia, General Manager