



Utility Customer Emergency Payment Fund

The City of North Pole recognizes that residential utility customers can encounter emergencies that make paying their monthly utility bills difficult. To help prevent residential water and sewer utility customers' utility accounts from becoming delinquent, the City has created the Utility Customer Emergency Payment Fund. A residential utility customer facing an emergency that causes financial hardship may apply for temporary assistance to pay all or a portion of their North Pole Utility bill.

Funding for the emergency fund will be generated by automatically rounding up utility charges to the nearest whole dollar amount; for example, a utility bill calculated at \$47.23 would be rounded up to \$48.00. The most a utility customer would contribute to the Utility Customer Emergency Payment fund in a year is \$11.88. Utility customers not wishing to participate in the round-up rate must opt out of the rate by providing a written request to be removed from the rate. A utility customer who opts out of the round-up rate will not be eligible for the Utility Customer Emergency Payment Fund benefits commencing from the date they withdraw. Utility account holders who previously opted out of the round-up rate may request to re-enroll in the rate. A utility customer who withdraws from the rate will not be eligible for the rate's benefits for 60 days from the time they re-enrolled. Also, an individual re-enrolling in the round-up rate shall not be eligible for any uses of the rate for an event that occurred from the time they withdrew from the round-up rate through the end of the 60-day waiting period after they re-enrolled in the round-up rate.