

CITY OF HOLYOKE  
REQUEST TO DELAY PAYMENT OF UTILITY BILL

The City Council of the City of Holyoke has declared a local emergency in response to the COVID-19 pandemic. As a result of the pandemic, orders from the State of Colorado to limit the operations of certain businesses and other recommendations and guidance from the federal and state governments, the City recognizes that COVID-19 is likely to have a significant impact on the ability of utility customers to timely pay their utility bills. As such, the City has implemented a temporary program to allow customers to request a delay in payment of a utility bill.

A customer requesting a delay in payment must complete this form and provide it to the City Clerk's office, either by email or by use of the drop box located at City Hall, while City offices remain closed. If you have questions about this form, please contact the City Office at 970-854-2266.

Requirements of a Request to Delay Payment:

1. The program begins with the billing cycle due April 1, 2020.
2. Requests must be received by the City between the 1st and 10th days of the month in which the bill is due with the exception of April 2020 when it must be received by noon on Monday, April 20, 2020. Retroactive requests, requests for a future bill, and late requests will not be considered.
3. A customer may only make three requests during a calendar year while the program is in effect.
4. A customer is only eligible for the delay of payment if the customer has suffered a job loss, in part or whole, as a result of the COVID-19 pandemic. Customers who do not own the service address must have owner approval to make a request to delay payment.
5. Upon approval of a request to delay payment, the amount due shall be carried over to the next billing cycle. No interest or penalties shall be applied to the amount carried over and will become due and owing at the next billing cycle. The City will not disconnect electric or water services for a billing cycle which has an approved request to delay payment.
6. The City reserves the right to suspend or terminate this program at any time without notice.
7. Upon suspension or termination of the program, all amounts due and owing must be paid in full to the City upon the billing cycle occurring immediately after the suspension or termination.
8. This program does not waive payments but delays payments. All amounts billed to the service address will continue to be due to the City.

---

I, \_\_\_\_\_ (print name), under penalty of perjury, affirm the following information:

1. I am the customer at service address: \_\_\_\_\_
2. I have suffered a job loss as the result of the COVID-19 pandemic or I am a business owner who has been required to close under a local or state government order.
3. I am requesting a delay in payment of my utility bill due on \_\_\_\_\_.
4. I have read and understand that my request is subject to all the above rules.

---

Customer Name (Print Name)

---

Owner, if applicable (Print Name)

---

Customer Signature and Date

---

Owner Signature and Date

---

Received by the City:

---

Approved by the City:

---

Signature and Date

---

Signature and Date