

CITY OF SEGUIN CUSTOMER SERVICE POLICY

VII. Senior Citizens and Persons living on disability income

According to Texas Utilities Code Chapter 182.002 and 182.003, an individual age 60 or older with a residential account covering the premises occupied by that individual may request a delay in the payment date, without penalty, of a bill for utility services provided to them. The delay in payment may extend until the 25th day after the date the bill is issued. These sections also allow for an individual aged 60 or older to request a delay without penalty of subsequent bills. If the bill is not paid by the 25th day after the bill is issued, the 10% penalty will be assessed and all other policies will continue to be in place, including disconnection of services due to non-payment. If you are not 60 or older at the time an initial utility application is made you must complete a form in our office when you turn 60. Proper identification must be provided when completing the form.

Persons who rely on disability income also receive money once per month and may have problems paying on the scheduled date. If a utility customer living on disability income completes a form in the utility business office and provides the award letter as proof of government disability income then they may delay, without penalty, subsequent payment of their bills up to 25 days after the date the bill is issued.