

**CITY OF WEST PLAINS**  
**APPLICATION FOR UTILITY ASSISTANCE DUE TO COVID-19**

The City of West Plains is committed to providing reliable and affordable utility service to residents and business within the City of West Plains. Throughout this crisis, the City has made a special effort to work with individuals affected by the crisis based on their personal situation.

To expedite this process, the City has developed an application for utility assistance due to the COVID 19 crisis. This application allows for the citizen to receive:

- Waived late fees and delinquency fees
- Suspension of disconnect of any utility service during the period of the COVID 19 outbreak of Spring/Summer 2020. Note that suspension of disconnect does not mean utility fees will be waived or forgiven. Customers will still be responsible for paying all utility fees accrued during this time period.
- Special payment arrangements (based on your unique situation) for any outstanding balance caused by layoff, illness, or other reason directly related to the COVID 19 outbreak. Proof of layoff and/or COVID 19 illness or quarantine may be required.

To move forward, please fill out the Application for Utility Bill Assistance Due to COVID 19. Sign and return the application to City Hall. These can be returned by mail, email, or put in the drop box at City Hall.

Once an application is received, somebody will call within one business day to discuss your application. City staff will work with you to customize a payment plan that works for both you and the City.

If you have any questions, please feel free to call the City at (417) 256-7176 and ask for City Utilities or email [cashier@westplains.net](mailto:cashier@westplains.net)

City of West Plains  
Application for Utility Bill Assistance Due to COVID-19

Name of Applicant: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Property located at: \_\_\_\_\_

Utility Billing Account Number: \_\_\_\_\_

Describe the effect COVID-19 has had on your household/business income:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please attach any supporting documentation. Proof of lay-off and/or illness may be required.

Please describe the payment plan (amount you can pay today and monthly payment amount), for any outstanding balance, that will work best with your situation:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of Application: \_\_\_\_\_

Applicant signature:

Approved by:

\_\_\_\_\_

\_\_\_\_\_

(Must match name on file with Utility Department)

Finance Director or Utility Supervisor

Approved Terms: \$ \_\_\_\_\_ due on approval and \$ \_\_\_\_\_ due each month (on the 10<sup>th</sup> of each month) starting \_\_\_\_\_ for the following \_\_\_\_\_ months.

Failure to make payments according to these terms can result in subsequent utility disconnection. Upon disconnection, the full remaining unpaid account balance is due and payable on demand before utilities can be reconnected. Please contact the City of West Plains if you have any questions.