

CITY OF ST. LOUIS

UTILITY PAYMENT EXTENSION GUIDELINES

- Customers should request an extension and sign the agreement PRIOR to the scheduled shut off date. (The Shut-off process starts the 10th of the month at 4pm)
- If customer has been turned off, or asks for the extension on the day we start the turn off process, the shut off processing fee will be added to the amount due.
- In order to receive an extension the customer must commit to paying the amount past due plus agree to pay the current bill (plus penalty/fees as applicable) before the next scheduled shut-off period. In other words a customer cannot receive an extension 2 months in a row.
- No extensions are granted on existing extensions.
- A maximum of 3 extensions can be granted to a customer in a 12-month period (July-June).
- If the customer defaults on any extension agreement, or portion thereof, no further extensions will be granted for a 12-month period from the date of default. So customers need to be realistic about what they can pay and when.
- RENTERS – Must receive acknowledgement/permission from the Landlord (unless the Lien Privilege is waived) before the City can grant an extension. This is because delinquent utilities can become a lien on their property.