



City of Pasadena – Water Billing Office  
1202 Southmore Ave  
P.O. Box 1337  
Pasadena, TX 77501-1337  
713.475.5566 – Office  
713.475.2534 - Fax  
[customerservice-water@ci.pasadena.tx.us](mailto:customerservice-water@ci.pasadena.tx.us)

## Payment Extension Agreement

If you are unable to pay your bill on time due to a financial hardship, a payment extension agreement can be arranged.

**\*IMPORTANT\*** If this form is not complete, it will not be considered by the Water Billing Office. The Water Billing Office is **NOT** required to provide you an extension – an extension of the past due/lock off date is at the sole discretion of the Water Billing Office. Staff is not authorized to make verbal payment arrangements.

Account #: \_\_\_\_\_ Customer Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

DL#/ID# \_\_\_\_\_ Phone#: \_\_\_\_\_

Email Address: \_\_\_\_\_

The following conditions must be met for the extension to be considered:

- 1) The Water Billing Office must receive this form before the “**PAST DUE/LOCK OFF DATE**” indicated on your bill;
- 2) No more than **five (5)** payment extensions per year will be approved;
- 3) The customer must pay at least twenty-five percent (25%) of the bill at the time of the extension request; and
- 4) In order to process this extension, a fee of \$5.00 per request must be paid.

\$5 plus \$\_\_\_\_\_ (**25% of Past Due Amount**) for a total of \$\_\_\_\_\_ will be paid **TODAY** and the balance of \$\_\_\_\_\_ will be paid on \_\_\_\_/\_\_\_\_/\_\_\_\_ (this date cannot be more than **3 DAYS** after the “**PAST DUE/LOCK OFF DATE**” noted on your bill - usually a Friday).

I understand that this payment extension agreement is solely for my convenience. I further understand that if I do not keep this agreement that service will be terminated **without prior notice** by the City of Pasadena and service will not be restored until all amounts due **AND** all service charges are paid in full. This agreement does not stop any penalty charges from being applied to the account. The City of Pasadena has the right to refuse arrangements for any reason.

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Signature Date

We will accept a scanned and emailed, faxed or mailed version of this form but please be advised that whatever method you choose to make the payment extension, all extensions must be **confirmed and approved by a Water Billing Office employee for it to be valid.**

**For Office Use Only:** Received By: \_\_\_\_\_ Data Entry Completed: \_\_\_\_\_