

**NEWTON COUNTY WATER AND SEWERAGE AUTHORITY (NCWSA)**  
**EXTENSION POLICY**  
**Established: July 1, 2020**

**Purpose**

This policy outlines the conditions under which customers may request an extension for payment on their NCWSA account. Extensions are provided as a courtesy to assist customers in paying down their balance but are not a guaranteed right.

**Eligibility for an Extension**

- The customer's account must be at least 28 days past due (point of delinquency).
- At that time, arrangements may be discussed with the Collections Specialist.

**How to Request an Extension**

- Customers must call 770-787-1375 and speak directly with the Collections Specialist.
- Extensions **cannot** be arranged by:
  - Email, Mail, Online or by leaving a voicemail message

**Limits on Extensions**

- **Maximum of three (3) extensions per calendar year.**
- Extensions cannot be consecutive.
- If a customer fails to meet the terms of an arrangement:
  - First default: Six-month ban on future extensions.
  - Second default in the same year: Twelve-month ban on future extensions.

**Terms of an Extension**

- **Extensions that are granted will cover the entire account balance.**
- During the extension period, no penalties will accrue on the covered amount.
- If the current charges become due during the extension period and are not paid by their due date, late fees will apply to those current charges.

**Customer Responsibilities**

- The customer must agree to the terms of the payment plan/arrangement.
- If payment is not made as agreed:
  - The arrangement will be voided.
  - The full balance will be due immediately.
  - Service disconnection may occur if payment is not made in full.

**Important Notes**

- Extensions are offered as a courtesy and are not required by NCWSA.
- All arrangements are made on a case-by-case basis.
- The account balance is ultimately the customer's responsibility