

1206-Hardship Policy and Application

Clark County Hardship Policy

It is the general policy of Clark County that customers serviced by the County are responsible for any and all fees and charges associated with water and sewer services, any fees associated with late payments, and any fees associated with disconnection.

However, the County will entertain hardship requests to either arrange payments for, or forgive some portion of the service fees and penalties owed to the County by owners and tenants of residential properties. Such Hardship requests will be evaluated on a case-by-case basis by the County. Requests to forgive up to \$100 will be evaluated by Utilities Business Manager; requests for more than \$100 will be evaluated by the Director of the County Utilities Department.

The determination regarding any Hardship request is within the discretion of the County and the response to any request will be determined by the following guidelines:

- The County may elect to arrange for a payment plan to be set up between the customer and the County which satisfies a past due balance over an agreeable period of time. Any failure to adhere to said payment plan shall result in the termination of such plan and the full amount previously due becomes immediately due, and shall also preclude any future adjustments to any portion of debt owed to the County
- Forgiveness of service fees and penalty charges is not mandatory and may only be granted in the event of a hardship
 - A hardship, for the purposes of this policy, shall include verification of the following occurring within the previous six months:
 - loss of employment by the owner; or
 - death of spouse; or
 - illness of a duration longer than six (6) weeks; or any other unusual circumstance that the County deems as a hardship
- Any action under this Policy is discretionary, not mandatory, and may only be granted in the event of a hardship, as defined herein.

To submit a Hardship Request, please complete and submit the attached Hardship Request Application and return to the County Utilities Department.

Clark County Hardship Request Application

I have read the Clark County Hardship Policy provided, and I hereby apply for such Hardship request and agree to release the described.

Signature of Customer

Date

Please provide the following information:

Customer Name: _____

Account Number: _____

Service Address: _____

City, State, Zip: _____

Phone Number: _____

Please check the appropriate type of hardship to be considered by the County and provide documentation and/or verification of the hardship

_____ Loss of Employment by the owner

_____ Death of a Spouse

_____ Illness of a duration longer than six (6) weeks

_____ Any other unusual circumstance that the County could deem a hardship. Describe:

Please submit or mail the completed application to:
Clark County Utilities Department