



**City of Glendora**  
 Phone: (626) 914-8239  
 City Hall Address: 116 E. Foothill Blvd., Glendora, CA 91741  
 Website: <https://www.cityofglendora.org/>  
 Email: [Waterbilling@cityofglendora.org](mailto:Waterbilling@cityofglendora.org)

## PAYMENT EXTENSION REQUEST FORM

Today's date: \_\_\_\_\_ Group: \_\_\_\_\_  
 Customer Name: \_\_\_\_\_ Account Number: \_\_\_\_\_  
 Service Address: \_\_\_\_\_  
 Current Balance Due: \$ \_\_\_\_\_ Extension Request Date: \_\_\_\_\_

**Terms and Conditions:**

1. Each account in good standing may be granted an extension to pay the amount owed. The extension does not prevent the account from having a penalty assessment (if applicable), but it will temporarily postpone water service disconnection.
2. The City may grant an extension for a maximum of fourteen (14) calendar days from the date service is to be discontinued.
3. The customer must request the extension in writing before the scheduled turn-off date.
4. Each customer may be granted a maximum of two (2) extensions per calendar year.
5. A customer shall only receive one (1) extension per billing cycle.
6. Extension requests received after a turn-off work order has been created will not be accepted.
7. If a payment is not received by the agreed-upon date for the extension, water service will be disconnected on next business day, consistent with Utility Billing Services Policy, and the account will be subject to a reconnection fee, not to exceed \$150.
8. All accounts having shown a repeated failure to satisfactorily make payment in a timely manner can have their extension privileges revoked by the City. Any extension request can be denied, and the customer will be contacted to inform them of the revocation. "Extension Revocation" status will remain in effect until the Assistant Director – Finance authorizes the account to be released from this status.

***By signing below, you agreed that you read and understand the terms and conditions above.***

**Customer Signature:** \_\_\_\_\_ **Date signed:** \_\_\_\_\_

Email this form: [WaterBilling@CityofGlendora.org](mailto:WaterBilling@CityofGlendora.org)

**FOR CITY STAFF ONLY: Received by:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Note:** \_\_\_\_\_

