

# Fort Collins Utilities Payment Assistance Guide

**Please check your bill to confirm your utility provider.** This guide is only applicable to water and electric services provided by Fort Collins Utilities. If Fort Collins Utilities is not your provider, contact your provider(s) to explore the options they have available:

- Poudre Valley REA (Electric): 800-432-1012
- Fort Collins-Loveland Water District (FCLWD): 970-226-3104
- Xcel Energy (Electric/Natural Gas): 800-895-999
- East Larimer County Water District (ELCO): 970-493-2044

**If you are past due on your Fort Collins Utilities bill, call our customer service representatives at 970-212-2900 BEFORE service is terminated** because there are more options for assistance. Once service is terminated, the full balance must be paid before service can be reconnected.

## STEP 1: Consider Setting up a Payment Arrangement with Utilities

A payment arrangement is an agreement you establish with Fort Collins Utilities that allows you **more time to pay off your past-due balance**. Please note that in a payment arrangement each month **you must pay the current month's charges in addition to a set portion of your past-due charges** to keep your service connected.

### Do you own or rent the property where you have a past-due utilities bill?

I AM THE OWNER	I AM A RENTER
<p>A payment arrangement can allow for up to <b>six months</b> of extra time to pay the past-due balance off before the service is disconnected.</p>	<p>A payment arrangement can allow for up to <b>14 days</b> of extra time to pay the past-due balance off before the service is disconnected. If you need more time, landlord approval can be authorized for up to <b>six months</b>.</p>
<p>Steps for setting up a payment arrangement:</p> <ol style="list-style-type: none"> <li><b>1. Make a plan.</b> Determine how much of your past-due balance you can afford to pay each month and confirm that your utility provider is Fort Collins Utilities by looking at your utility bill. Contact Fort Collins Utilities Customer Service at 970-212-2900 to set up a payment arrangement.</li> </ol> <p>If you have another utility provider, please contact their customer service to see what payment assistance they may have available.</p> <ol style="list-style-type: none"> <li><b>2. Track your payments.</b> A table is provided on the next sheet to help you keep track of your payments.</li> </ol>	<p>Steps for setting up a payment arrangement and gaining landlord approval for more time to pay it:</p> <ol style="list-style-type: none"> <li><b>1. Make a plan.</b> Determine how much of your past-due balance you can afford to pay each month and confirm your utility provider is Fort Collins Utilities.</li> <li><b>2. Contact your landlord</b> and explain that you would like to set up a payment arrangement with Utilities to pay off your past-due balance. <b>Be sure to explain how much time you need</b> because the landlord will need to approve any time over 14 days.</li> <li><b>3. Have the landlord contact Fort Collins Utilities</b> at 970-212-2900 to authorize the payment arrangement for the time you need.</li> <li><b>4. Call Fort Collins Utilities Customer Service</b> at 970-212-2900 to set up your part of the payment arrangement.</li> </ol>
<p>You can use the back of this sheet to <b>keep track of all correspondence and payment arrangement details.</b></p>	
<p>After establishing a payment arrangement, <b>consider pursuing other bill payment assistance</b> (next page).</p>	

## STEP 2: Explore Payment Assistance Options at [fcgov.com/UAP](https://www.fcgov.com/UAP)

**NEW!** Neighbor to Neighbor now has rent and utilities payment assistance while funds are available. Renters who income qualify (80% Area Median Income or below) may apply. Call 970-829-0296 or visit [N2N.org](https://www.N2N.org) to apply.

### Payment Assistance Fund

You may be eligible for up to \$1,000 in one-time assistance for your Fort Collins Utilities bill. For more information, call one of our partner agencies that distribute funds on our behalf, and review program conditions in §26-722 of the Fort Collins City Code:

- Catholic Charities, 970-484-5010
- La Familia/The Family Center, 970-221-1615
- Discover Goodwill, 1-888-775-5327, ext. 7

### Seasonal and Monthly Assistance

- **Low-Income Energy Assistance Program (LEAP):** Help with wintertime heating costs.
- **Income-Qualified Assistance Program:** Reduced electric, water and/or wastewater rate for customers who are LEAP participants.
- **Medical Assistance Program:** Reduced rate for customers who require the use of medically necessary electric equipment.

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## Record of Communications and Payments with Fort Collins Utilities

**Customer Service: 970-212-2900**

*Please update your records regularly.*

**Property Address:** \_\_\_\_\_

**Past-Due Amount:** \$ \_\_\_\_\_

**Account Number:** \_\_\_\_\_

**Number of Payments in Payment Arrangement:** \_\_\_\_\_

Payment Number	Payment Due Date	Total Past-Due Amount Remaining	Current Month's Charges	Total Amount to Pay (Past Due Amount + Current Month's Charges)	Payment Method (credit card over the phone, online, check in the mail, in-person)
1					
2					
3					
4					

Date of Call	Representative Name	Communication	Action/Resolution

**\*\*You are responsible for tracking and making payments. If you cannot make these payments, call Fort Collins Utilities Customer Service (970-212-2900) as soon as possible. Any missed payments on your payment arrangement may result in service disconnection as early as 8 a.m. the next business day.\*\***

*The information above is accurate as of 3/15/2021 and is subject to change without notice.*