

# Wendell MLP - Drop Cost Advance and Payment Plan Policy

Adopted: August 2023

On behalf of Wendell NET, the Wendell Municipal Light Plant (MLP) is now offering a Drop Cost Advance and Payment Plan to new customers who want to bring high-speed fiber from the road to their home (the 'drop') but are not able to pay the full amount of the drop cost at the time the drop is made.

Homeowners who wish to participate in a payment plan must submit the application form designated by the MLP and provide supporting information as requested by the MLP. The MLP will have the sole right to determine eligibility and approve applications for a payment plan, and may adopt rules and requirements to implement this policy. In addition, the MLP reserves the right to limit the number of customers who will be approved for participation in a payment plan.

Upon approval of an application, the MLP will pay Whip City Fiber the new customer's drop cost, up to a total of \$2,500 and subject to the customer's agreement to repay the drop cost to the MLP in monthly payments over a term specified by the MLP.

The payment plan agreement will be subject to the following:

1. The MLP will advance, on behalf of the customer, up to a total of \$2,500 as payment to Whip City Fiber toward the drop cost for service to the customer's premises. Any drop cost charges in excess of \$2,500 will be the responsibility of the customer, will be added to the customer's first monthly service bill following activation, and must be paid in full when the bill is due.
2. Repayment terms will be set by the MLP and will take into account the customer's ability to pay. The repayment period will not exceed 8 months.
3. Customers will be required to make timely payments each month, using Whip City Fiber's billing system. Payments that are in arrears will result in disconnection of service in accordance with Whip City's payment notification and termination policy. A \$30.00 reconnect fee must be paid to re-activate service. The MLP reserves the right to use legal proceedings to collect unpaid balances as it decides appropriate.
4. If the customer sells or moves out of the property or is no longer a Whip City customer, before the payment plan amount is paid off, the remaining balance will be included on the customer's final bill and payment in full will be expected under the same terms. Unpaid balances are subject to collection action by the MLP, at its discretion.

## **How to Apply for Drop Cost Advance and Payment Plan:**

1. New customers interested in applying for a payment plan must first apply for Whip City Fiber service by filling out a Whip City new service application found here: <https://www.whipcityfiber.com/wendell/>
2. Once your application is submitted, call Whip City Fiber's customer service line at 413-485-1251 to receive your home's installation drop cost estimate. Note that aerial service (from telephone poles) is less expensive than underground service. Underground service will also require a site visit from Whip City Fiber prior to receiving an estimate. The actual cost of installation (aerial or underground) may be higher based on the difficulty of the installation, and the customer cost responsibility will apply to the full and actual cost.

3. When you receive a drop cost estimate from Whip City Fiber, email [wendellnet@wendellmass.us](mailto:wendellnet@wendellmass.us) to request a payment plan application. The advance and payment plan will be based on this estimate. Once the actual drop cost is determined after installation, the MLP may adjust payment plan terms as it deems necessary or appropriate.
4. You will be notified if your application is approved or denied, or if additional information is required. If the application is approved, the MLP will specify the terms of the payment plan agreement. The MLP will contact Whip City Fiber to start the approval process for installation. The customer will be responsible to schedule a service installation time, according to Whip City Fiber's installation rules and procedures.
5. Finalized actual drop cost will be provided to the MLP by Whip City Fiber after installation is complete. Any drop cost charges in excess of \$2,500 will be the responsibility of the customer and will be added to the first monthly service bill following activation and must be paid in full when the bill is due.

Additional questions? [wendellnet@wendellmass.us](mailto:wendellnet@wendellmass.us)