**Section 280.65 Late Payment Fee Waiver for Low Income Customers**

a) Waiver: A low income customer shall not be assessed late payment fees while he or she is qualified as a low income customer.

b) New Qualification: When a customer is qualified as a low income customer, the utility shall not be obliged to waive late fees that were assessed prior to qualification.

c) Expiration of Qualification: If a customer is not re-qualified as a low income customer, then the utility may begin assessing late fees on past due amounts. However, late fees shall not be assessed retroactively on bills issued during the time period when the customer was qualified as a low income customer.