

Utility Billing & Disconnection Procedures

1. Bills are sent around the 20th of the month and are due the 1st of the month.
2. Late fee (10%) of current payment due if payment not received by the 14th of the month. Delinquent notices will be sent on the 15th of the month. Customers have 7 days from the date of mailing to do one of the following to avoid having utilities shut off for non-payment.
 - a. Pay their bill in full.

OR

 - b. Make payment arrangements. (see further information about eligibility of payment plans)

At the end of the 7 days, any customer who has not either paid their bill in full or made arrangements is to be disconnected for non-payment. There will be no after hour reconnects. If a disconnection is made, a disconnect fee of \$25 is applied and a reconnect fee of \$25 is applied. To restore service, the customer has the choice to:

- A. Pay the past due amount and the current month's bill, if they can pay both months, there will be no reconnect fee.
- B. Pay the past due amount, disconnect fee \$25 and reconnect fee \$25.00.
- C. Pay the past due amount, disconnect fee \$25 and have the reconnect fee \$25.00 put on the next month bill. If they are shut off with the reconnect fee on their bill, they cannot have service restored until everything is paid leaving a zero (\$0.00) balance.

Installment plans:

1. The customer is to make payment arrangements no later than 12:00 p.m. on disconnect day stated in the disconnection notice.
2. If arrangements are made by the shut off day established in the disconnection notice, the customer is to pay at least 50% of the bill owed and can have up to the 1st of the following month to pay the 2nd half.
3. If the customer defaults on the installment payment plan the city will terminate services immediately. The customer will be required to pay all amounts owed on the payment plan, fees, etc. and will also need to pay the current month's bill so the account balance is \$0.
4. A customer is not able to make a payment plan after the cut off date in the disconnection notice. Therefore, if a customer wants to avoid being disconnected,

the customer will need to pay all charges in full and will not be able to make a payment plan for any portion of what is owed.

5. Customers will only be eligible for installment plans three times during a 12 month period of time. The 12 months will start at the time of the first installment plan rather than being a calendar 12 months.

Non-sufficient funds checks:

A \$25.00 fee is charged if a check is returned for insufficient funds. No contact is made with the customer because we assume they have been notified by their bank.

- When the city is notified of a NSF check from a customer who has received a disconnection notice and it is already past the cutoff date in the disconnection notice, the customer's utilities will immediately be disconnected due to non-payment.
- The customer is not allowed to make payment on a different bank account. For example, if a NSF check is received on the customer's personal account, a check will not be accepted from their business account.
- The customer is not eligible for a payment plan and will be required to pay their account with cash or a money order for three months.