



Disconnection Policy

- (1) Utility bills are due the 15th of the month with a 15% penalty (*5% during winter months*) being applied on the 16th to only the balance remaining on the bill.
 - a. In the case where the 15th lands on a weekend or a holiday, residents will be given the next full business day to pay without receiving the penalty.
 - b. The day after, penalties will be applied and disconnect notices will be sent.
- (2) Each resident whose bill is past due will automatically be given an extension, which will be stated in the Disconnect Notice that's sent.
- (3) Disconnections will take place at 10:30 a.m. the day after extension payments are due.
 - a. Residents can still pay prior to 10:30 a.m. that day without getting disconnected.
 - b. If the day after extension payments are due is a holiday or there's bad weather, then disconnections will occur the following day.
- (4) Disconnections will only be alleviated if payment or a **written** payment guarantee from an assistance program is received by 10:30 a.m.
- (5) A doctor's note will be accepted to alleviate disconnection one time as long as it's received prior to disconnection. The previous back balance will need to be paid before the resident can submit another doctor's note for the new back balance.
- (6) A maximum balance of \$40.00 will be allowed to carry over into the following month's bill if payment is made prior to being disconnected.
- (7) If a disconnection occurs, the full back balance will need to be paid plus the \$25.00 reconnection fee to have services turned back on. Reconnection can also occur if a **written** payment guarantee from an assistance program is received for the full back balance plus the reconnection fee.
- (8) Winter months are from November 1st to March 31st.
 - a. Starting on the December utility bill and ending on the April utility bill, penalties will be 5%.
 - b. Customers will only be required to pay 75% of their back balance by the extension due date.
 - c. By the extension date in May for April's utility bill, the back balance must be all caught up.