

The following is an example to assist in understanding the shut-off process:



Utility Shut-Off Scenario

Customer, Joe Jones, has been issued a late notice on Feb. 15th with an amount due of \$400. He has not paid his December bill (\$200) and January bill (\$200). At the end of February, he has not made a payment. March 1st is a new billing period, his new bill is \$150, making his total balance due \$550. Shut off is March 3rd. Joe has not made a payment and his utility services have been shut off.

Due to disconnections, Joe will now be charged administrative late fees for each of his utility services: 1) Water --\$31 fee, 2) Natural Gas -- \$31 fee, 3)Trash --\$31 fee, and 4) Sewer -- \$31 fee. The fees total \$124.00, which will be added to his balance of \$550. Joe now owes \$674.00.

In order to be restored utility services, Joe must pay the December and January bill which total \$400 plus the administrative late fees of \$124 for being disconnected, which is a total of \$524.00. Note Joe's remaining balance is \$150.00 for his February bill, which is due by February 28th.

With the temporary waiver of Administrative Late Fees, Joe will not be required to pay the \$124.00. However, he will be required to pay his December and January bill, which total \$400.00, in order to have his utilities restored. Thereafter, he still owes the February payment of \$150 to clear his outstanding balance.

PLEASE CONTACT THE UTILITIES OFFICE TO DISCUSS YOUR INDIVIDUAL ACCOUNT, IF YOU HAVE FURTHER QUESTIONS.

Thank you,

Utilities Staff
(970) 563-5500