

CITY OF HARTINGTON'S UTILITY SERVICE DISCONNECT POLICY

All utility bills must be paid by the 15th of the month of receiving or an \$8.50 late fee will be added. If the bill is over 30 days late, a utility shut off notice will be sent. Customers will be given 2 weeks to pay the bill in full or services will be disconnected. To be reconnected, a \$50.00 fee will be added to the bill and the entire bill is to be paid in full.

Customers have the right, prior to the disconnection date, to request a conference regarding any dispute over the bill or the disconnection. The utility may not be disconnected pending the conclusion of the conference.

The disconnection may be postponed or prevented upon presentation of a duly licensed physician's certificate which shall certify that a resident within such customer's household has an existing illness or handicap which would cause such customer or resident to suffer an immediate and serious health hazard by the disconnection of the utility's service to that household. Such certificate shall be filed with the City Clerk within five days of receiving a disconnect notice and will prevent the disconnection of the utility's service for a period of thirty days from such filing. Only one postponement of disconnection shall be allowed under this subdivision for each incidence of nonpayment of any past-due account.

Customers may set up a scheduled payment plan. If seven days have passed after a scheduled payment has not been made, the City has the right to disconnect utility services.

Customers may qualify for assistance in payment of their utility bill through the Department of Health and Human Services and they should contact them regarding the past due bill.