



Disconnection Policy & Procedure

Approved by Board: July 23, 2024

PURPOSE:

The purpose of this Disconnection Policy is to protect Rockwood Water Sewer & Natural Gas ratepayers from increased rates due to other customers' non-payment for services. This policy will promote consistent disconnections and will assist with reducing the utility's work force that is currently consumed and allow for better cash flow and less monetary loss for services provided. Moreover, the Disconnection Policy allows RWSG to comply with accounting and collection rules and regulation protocols.

POLICY & PROCEDURE:

Billing Cycles & Due Dates

Bills are generated for customers each month depending on the meter read cycle. Bills are due 15 days from the billing date as indicated on the bill. Penalties are added to the bills on fifth day after the due date.

Notice of Disconnection

The disconnection information will be listed on the billing statement on the RWSG website, & a door hanger at the service location once disconnected. Customers must keep their account in a current paid status to avoid the possibility of a disconnection.

Special Arrangements

In certain circumstances, special payment arrangements may be offered. Customer Service Representatives with approval from the General Manager, may make special payment arrangements with customers who have special circumstances.

A 30-day disconnect delay (from the due date on the bill) may be obtained if physician, public health official or social services official certifies that a household members health would be adversely affected.

No more than two (2) written or verbal payment arrangements due to hardship or bereavement will be given within a rolling 12-month period. Customers with a signed payment arrangement may ask for a one time amendment to the original payment arrangement, if requested before the due date. Defaulting on a written or verbal payment arrangement will result in services being subject to disconnection without further notice.

Reconnect Charges

The Reconnection Charge is \$80 & must be paid in full with the arrearage before services are restored.

Tamper Fee

Removal or tampering with locks is considered theft and will be prosecuted accordingly. A \$500 tamper fee will be charged for tamper or damage to RWSG meters. This fee must be paid in full prior to reconnection.

Restoration of Services

RWSG will make all efforts to restore services on the day account is paid or no more than 24 hours after payment. It is the customer's responsibility to request an appointment for reconnect. If payment is made online, the customer must call for appointment to reconnect. Reconnections cannot be completed without an adult (18 years or older) at the service location. Reconnection of services will be scheduled Monday-Friday between the hours of 8:30 AM and 4:00PM as appointments are available. Any appointments made after 4:00PM will result in an additional off hours fee of \$75.

Returned Checks

Payments received by check with Non-Sufficient Funds (NSF) will not be re-deposited. A \$25 NSF Fee will be charged to the account. If the customer is disconnected, all disconnection fees will apply. The balance due must be paid with a guaranteed payment method, such as cash, credit card, or money order. If a customer has two (2) NSF checks, the status of their account will be changed to accept CASH ONLY for payment. If the NSF check was to begin new services or keep services on/restore services, disconnection will occur as soon as possible and without additional notice.

Return of Deposit can only be issued to primary customer on account. This is the customer information used for the credit check and determination of deposit. If deposit is made by third party (church, DHS, etc.) it will be refunded back to the agency. Return of deposit is made at the time of account closure. Deposit is applied to final bill and the remainder is issued to the customer within 15-20 days by mail.

Field personnel cannot collect delinquent payments and reconnections cannot occur without direction from the office staff.

Closing (Final) of Account Due to Disconnection

An account that has been disconnected due to non-payment will be closed when:

- a) There is no deposit on the account, no payment attempt in 30 days, and has been disconnected for non-payment for a minimum of 14 days.
- b) The account has been past due for two (2) or more months and no payment attempt has been made within 14 days of disconnection.
- c) Once closed, new application, deposit (\$300) & other requirements must be provided to reinstate services, in addition to delinquent balance and applicable fees.

Internal Processing of Disconnections

A disconnection list will be prepared by Customer Service Representative based on this policy. The Customer Service Representatives will issue the work orders and coordinate with the field crew to have the meters off and locked. Gas disconnections may be weather dependent per the General Manager's direction.