

Disconnect Rule Policy# 080425C

The following disconnect rule shall apply to any customer of the Breckenridge Public Utilities hereinafter referred to as "Utility".

- A. The Utility shall have the power to disconnect the service of any customer, including the residential customer during the "Cold weather months" provided that the following procedures have been adhered to:
- a. All utility bills are due on or before the 10th of the month in which the bill is rendered. It is the responsibility of the utility customer to ensure that payment is made at the Utility office by the 10th of the month, mailed with a post mark the 10th of the month, or placed in the Utility deposit box on the 10th of the month.

Failure to pay a utility bill by the 10th of the month shall cause the unpaid bill to be deemed delinquent. The delinquent bill shall be assessed a 15% (fifteen percent) penalty on the next bill with the penalty amount not to exceed \$50.00 (Fifty Dollars)

- b. Upon a utility bill becoming delinquent, the Utility shall mail on the 11th day of the same month by first class mail to the recorded billing address a delinquent notice and disconnect warning stating the amount of the unpaid bill, including penalty amount. This notice must state that if payment is not received by the 18th of the same month service will be disconnected. (If the 11th or the 18th day of the month falls on a nonbusiness or legal holiday, above procedure to be implemented on the next business day.)
 - c. Any remaining accounts that have not made arrangements with the Utility, and still have a delinquent balance, will receive a phone call or text message from the utility office stating they must make payment by 8am on the 24th of the month. If the 24th falls on a weekend or holiday, payment is due on the next business day.
 - d. Disconnect of service due to an unpaid utility bill of a customer shall be as soon as practicable following various attempts to notify the customer through proper channels via phone call and or text messages. Disconnects and reconnects shall be during normal business hours. The following disconnect procedure shall be adhered to by the Utility:
 - i. If contact is unsuccessful, or the delinquent utility bill remains unpaid following the contact, the Utility shall disconnect the service.
- B. The Utility has 24 hours to reconnect service after their customer or designated representative:
- a. Pays the outstanding balance owed, including reconnect fee, or

- b. Presents documentation that the customer is to receive assistance from the Department of Public Welfare and/or emergency fuel assistance for payment of the balance owed, or
 - c. Enters into a payment plan with the Utility as may be established by the Utility Manager or Office Staff of the Utility, however, failure of the customer to adhere to the payment plan as established by the Utility shall result in immediate disconnection of service by the Utility.
- C. Upon completion of above procedures where disconnection is required in a rental unit, the landlord shall be given notice when the disconnection has resulted from the failure of the tenant to pay the past due utility account.
- D. A \$50.00 reconnect fee will also be assessed to the delinquent bill.
- E. The above disconnect and fee policy will also be enforced the same for non-sufficient funds (i.e. bad checks).