

Utility Disconnect Procedures

If you want your service disconnected, you should notify the Utility at least three working days ahead of time. We will disconnect your service within three working days of the requested date. You are responsible for all service used and payment for service until the meters have been disconnected; however, you will not be responsible for any service used after three working days from the requested disconnection date.

I. We may disconnect your service **without** giving advance and/or without any request by you under the following conditions:

- A. If a condition dangerous or hazardous to life, physical safety or property exists.
- B. Upon order by any court or other duly authorized public authority.

II. We may disconnect your service after giving advance notice under the following conditions:

A. If fraudulent or unauthorized use of service is detected, and the Utility has reasonable grounds to believe the affected customer is responsible for such use.

B. If the Utility's regulating or measuring equipment has been tampered with and the Utility has reasonable grounds to believe that the affected customer is responsible for such tampering.

C. For nonpayment of a bill or for violation of any ordinance, rule, regulation or condition of service after giving advance notice in writing.

D. Any customer operating equipment, apparatus, etc., that is found to be causing utility service interference will be required to discontinue the use of such equipment to eliminate the utility service interference. Failure or refusal to comply with the above shall be sufficient cause to discontinue service. In such case, the service shall not be reconnected until the Utility is assured that the Utility service interference creating device(s) has (have) been corrected or eliminated.

E. Medical Notice. The Utility shall postpone the disconnection of service for ten (10) days if, before the disconnection date specified in the disconnection notice, the customer provides the Utility with a medical statement from a licensed physician or public health official which states that disconnection would be a serious and immediate threat to the health or safety of a designated person in the household of the customer. The postponement of disconnection shall be continued for one additional ten (10) day period upon the provision of an additional medical statement.

F. Non-Medical Notice. Before utility service is disconnected, a past due notice with the date on which disconnection will occur and amount of reconnection fee will be mailed to the customer on their bill. The notice will show the total amount due for the current month and the past due amount. Both current monthly fees and past due fees are due on the 15th of the next month. Example: the amount due for the current month

of October and the past month due of September would all be due on the 15th of the next month, after current month November. The notice will also include the amount of the turn on charge to be collected at the main office before service is restored. The notice will also include information about filing a written request for a disconnect protest hearing. Hearing request forms can be found online and at the Bargersville Utilities Office. The notice will include the address where Hearing Request Forms must be submitted in writing. No oral requests for a hearing will be accepted. The customer must request a hearing on or before the 7th it would be the first business day after the 7th. The customer will have the opportunity to present his/her case and to challenge the disconnection before the Protest Hearing Board. The Protest Hearing Board will consist of one or two available persons. The persons making up the Protest Hearing Board shall be the Town Manager, Utility Coordinator, the Clerk-Treasurer or a designee of any of those three. If the bill and past due amount is not paid by the 15th and no request for hearing has been made, shutoffs will start occurring immediately after the 15th.

Utility representatives who are sent to disconnect service will make a reasonable attempt to identify themselves and tell a responsible person at the place receiving service that the service is being disconnected. Our representative will have enough information to give the reason for disconnection and the amount of any delinquent bill, and also ask for any available proof that the delinquent bill has been paid or is currently in dispute. If proof of either of the above is presented, service will not be disconnected. The Utility representative sent to disconnect service is not authorized to accept payment of a bill in order to prevent the service from being disconnected.

If the service is disconnected and the customer is not at the place of service, our representative will leave in a conspicuous place on the premises a notice that service has been disconnected giving the location and telephone number of the office where arrangements can be made to have service restored.

We will only disconnect service for nonpayment of bills during our normal business hours. Also, we will not disconnect service for nonpayment after 12 noon of the day immediately preceding any day when our office will be closed.

BARGERSVILLE UTILITIES

DISCONNECT HEARING REQUEST FORM

Name: _____

Account Number: _____

Address: _____

I am requesting: A Disconnect Protest Hearing

Brief Statement why Utilities should not be disconnected: _____

Signature: _____ Date: _____ / _____ / _____

Bargersville Utility Policy Regarding Disconnect Hearings:

Before utility service is disconnected, a past due notice with the date on which disconnection will be mailed and amount of reconnection fee will be mailed to the customer on their bill. The notice will show the total amount due for the current month and the past due amount. Both the current month amount and past due amount are due on the 15th of the next month. The notice will also include the amount of the turn on charge to be collected at the main office before service is restored. The Disconnect Hearing Request Form must be submitted in writing to the Bargersville Main Utilities Office on or before the 7th or the first business day after the 7th of each month. No oral requests for a disconnect protest hearing will be valid. The customer will have the opportunity to present his/her case and to challenge the disconnection before the Protest Hearing Board. The Protest Hearing Board will consist of one or two available persons. The persons making up the Protest Hearing Board shall be the Town Manager, Utility Coordinator, the Clerk-Treasurer or a designee of any of those three. If the bill and past due amount are not paid by the 15th and no request for hearing has been made, shutoffs will start occurring immediately after the 15th.

I affirm that I have read the above Policy Regarding Disconnect Hearings

Signature: _____ Date: _____ / _____ / _____