



## City of Chelsea DISCONTINUANCE OF SERVICE POLICY

Utility bills shall be considered delinquent if full payment is not submitted by the last business day of the month in which they are received and shall be handled in the following manner:

1. On or about the 15<sup>th</sup> day of the month, in which bills become delinquent, a “PAST DUE ACCOUNT” notice will be mailed to the customer. (The past due balance on said notice will include the application of a 2% penalty.).
2. The customer is allowed seven (7) business days to pay the delinquent bill in full.
3. If the bill remains unpaid following the allotted seven (7) day period, and if there has been no attempt on the part of the customer to contact the City Offices, a final notice will be mailed to the customer's home notifying the customer that electrical service may be terminated in two (2) business days if the delinquent utility bill is not paid in full.
4. If, following the two (2) day period, no effort is made by the customer to clear his delinquency; a field call will be made to the customer's residence. At that time, the electric service may be discontinued. A notice will be left when a shut-off has occurred.
5. Following full payment of the utility account, in order to reinstate the service, a \$25.00 reconnection fee must be paid to the City of Chelsea.
6. If the City should receive a non-sufficient fund check, there will be a charge of \$25.00 and cause for immediate shut-off of electric service if the full amount of the NSF check plus the \$25.00 charge is not paid within five (5) business days following notification.

The City will not discontinue electric service on a day preceding a day in which the City office is not open for business.

*ADOPTED BY THE CHELSEA VILLAGE COUNCIL ON OCTOBER 27, 1998 AND SHALL BECOME EFFECTIVE ON OCTOBER 28, 1998. UPDATED ON MARCH 24, 2009.*