



ELECTRIC WATER SEWER STORMWATER

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www.HANNIBALBPW.org



POLICY:	<u>Reconnection of Service – After Hours</u>	DEPARTMENT:	<u>All Departments</u>
APPROVED:	_____	REVIEWED / REVISED:	<u>03/27/15</u>

Purpose:

Primary responsibility for communications and coordinating service reconnection activity after normal business hours lies with the after-hours operator.

Scope:

The following procedure applies to the disconnection of utility services due to non-payment (cut-off list) after the regular business hours and not intended for new service connects.

Guidelines:

Definition:

The cut-off list is a list of customers who have been scheduled for disconnection each business day due to non-payment. This list is typically generated at approximately 4 pm each regular business day. After that time, late payments may have been received and reconnections may have been made prior to the close of the regular business day.

Procedure:

Each regular business day, Tuesday through Thursday, just prior to 4:00 pm the service person communicates to the operator the remaining service locations that continue to be disconnected for that day, (final disposition.)

Cut-off lists run in 5-day cycles. Cut-off lists must be kept for review for five days. After five days, the Business Office places these accounts in a "follow-up cycle". This will keep the account status current.

1. At 4:00 pm the service person provides a current status of this listing (final disposition) to the after-hours operator.
2. Should the Business Office receive additional information concerning this list or wish to provide additional information about any disconnection situation, an email will be sent to the after-hours operators. This email shall be printed and attached to the cut-off list for reference.
3. If a service reconnection call is received and no information is found on either the cut-off or an attached email, the five previous lists will be reviewed for information about the account.
4. If no information is discovered from these three sources, the operator shall review the account status using the billing program.

In review, the following four sources of information shall be exhausted prior to contacting the Supervisor-On-Call:

1. Final disposition cut-off list
2. Email attachments
3. Five days of historic lists
4. Account status review using billing software.

Note: Service disconnection for non-payment occurs each day beginning at 8 am Tuesday through Thursday. There is no service disconnection for non-payment scheduled for Monday, Friday, holidays or the day before a holiday.

Reconnection prior to 4:00 pm:

A reconnection fee is added to the outstanding balance and must be paid at an appropriate payment location prior to reconnection.

Reconnection after 4:00 pm:

A service charge in addition to the reconnection fee is added to the outstanding balance and must be witnessed by the service person at the HBPW drop box location, prior to reconnection of service.

Once the customer agrees to the appropriate service charges and reconnection payment arrangements, the service person shall be contacted to meet the customer at the **HBPW drop box only (#3 Industrial Loop)** to witness payment. Service person will then reconnect the service.

The customer disputes the disconnection:

Should the customer contest the disconnection and claim that the account is not overdue, the service may be reconnected with the following instruction presented to the caller. It is very important that this information is communicated clearly and completely. This agreement must be placed on the daily log.

1. The caller must agree to all service charges. (Please refer to the **Schedule of Fees and Charges Policy** for specific amounts). Should the account be found to be correct as documented on the disconnection list, the caller must agree to pay:
 - a. A reconnection fee
 - b. A after-hours service charge
 - c. An additional reconnection fee to be paid the next business day should the account information be found to be correct.
 - d. The service will be disconnected again the next business day after 8 am.
2. The caller **MUST** contact the Business Office the next regular business day at 8:00 am to resolve any claims of error, pay all past due amounts and all associated service charges in order for the service to remain active.

The customer remains dissatisfied and requests a Supervisor:

Should the customer remain dissatisfied, fails to agree to the reconnection fees and arrangements as stated above, and asks to speak to a supervisor:

1. The operator shall request a phone number and contact the supervisor on call. After briefing the supervisor on the particular situation, the supervisor shall consider the situation and offer further direction on the matter. The supervisor on call typically works with the customer through the SCADA operator, but can talk directly with the customer if necessary. The SCADA operator must always be notified the results of the situation for documentation purposes.

Note: It is important that the operator avoid unnecessary after-hours unscheduled contact with the business department supervisor. When the predefined procedure process has been completely exhausted and the situation remains unresolved, the supervisor on call shall decide whether the situation needs specific attention from the department supervisor.

Documentation

All pertinent information and activity communicated throughout the episode must be documented on the daily operations log. Billing Department Supervisor and Billing Clerk have access to the daily log and will review it each business day for after-hours disconnection activity.

HBPW Service Person Cell Phone: 573-822-1205

Backup Service Person Position:
Multi Service Person
Meter Reader

Important: See also Service Truck Procedure – Truck 18

Originated / Revised History

Originated – 11/06/06

Revision 1 – 07/22/08

Revision 2 – 10/09/09

Revision 3 – 11/10/09

Revision 4 _ 02/23/12

Revision 5 – 02/23/12 Lillie Lewton

Revision 6 – 03/27/15 Kari Goodman