



ELECTRIC WATER SEWER STORMWATER

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www.HANNIBALBPW.org



POLICY: Disconnection for Non-Payment

DEPARTMENT: Business Office

APPROVED: 

REVIEWED / REVISED: 06/05/24

Policy Purpose:

To mitigate potential bad debt and recover funds for service(s) that have been provided by not further providing utility service(s) when prior billing(s) are delinquent.

Responsibility: The Customer Service/Solutions Representatives (CSR) shall be responsible for administering this Policy/Procedure in all situations. CSR's should discourage delinquent customers from attempting to seek a different result from higher-level managers.

Disconnection Definition:

The interruption of a utility service due to non-payment of billed services.

Disconnection Date:

Disconnection of utility service(s) will follow the HBPW billing and delinquent cycle schedule. Dates may vary based on HBPW workdays.

CYCLE	BILL DATE	DUE DATE	DELINQUENT NOTICE	CUT OFF DATE
1	5	22	23	6
2	10	27	28	11
3	15	1	2	16
4	20	6	7	21
5	25	11	12	26
6	31	17	18	1

Disconnections will occur Tuesday through Thursday. No disconnections will be performed the day before an HBPW observed holiday. Payments must be received and posted to the customer's account by 8:00am on the disconnection day to avoid disconnection of service. Payments received at alternative pay sites may not be posted until the next business day.

Notification:

Once a bill becomes delinquent, a notice will be sent to those accounts. Sending of the delinquent notice serves as the only notification required prior to disconnection for non-payment. The delinquent notice will include the amount past due and the published Late Payment Penalty.

No additional calls will be made by a CSR. For any industrial, commercial, or special circumstance account, the CSR responsible for the disconnection list will notify the Customer Service Supervisor prior to cut-off.

A broken payment arrangement is means for immediate disconnection for nonpayment. No additional notice is required. The full past due balance and applicable fees must be paid prior to reconnection.

Disconnection List/Exclusions:

Disconnection of service is based on the customer's non-payment record. Customers displaying an "excellent" credit rating in the HBPW billing system for the previous twelve (12) months may be excluded from the disconnection list. Customers without 12 months of prior history will not be excluded from disconnection.

Payments:

The total delinquent amount and any associated fees must be paid in full to avoid disconnection of service. Partial payments can be made but will not exclude the account from the disconnection list or reestablish services once disconnected.

Upon request for reconnection, the service fee, penalty and all past due balance must be paid in full.

The disconnection service orders will be processed at 8:00 am on the date of disconnection. Disconnection will begin immediately.

The service person will not be responsible for making any type of payment arrangements.

Extreme Weather Conditions:

When the National Weather Service predicts the temperature for the next 24-hour period to be below 32 degrees from October 1st to March 31st or above 90 degrees from June 1st to August 31st, the disconnection of electric service will be placed on a one-time per billing cycle five (5) day temporary hold. Weather information will be obtained from The National Weather Service website: <http://www.weather.gov>.

A door tag with the disconnection date and the amount due will be placed at the service address. The published Service Charge will be assessed to each account. The door tag will serve as final notification for disconnection regardless of future weather conditions.

When the hold time has expired, any account with an unpaid balance will be disconnected and the published Service Charge will be assessed to each account. The same disconnection procedure for follow-ups will take place.

Reconnection during normal business hours:

Reconnection will begin after the disconnection service orders have been completed.

Services will not be reconnected until the past due balance and Service Charge(s) are paid in full.

Payments received before 4:00 pm will be reconnected the same business day. Payments received after 4:00 pm will be reconnected the next business day.

After Hours reconnection:

Refer to "Reconnection of Service After Hours" policy located in the Business Office Policy folder.

Follow Up:

Follow-up for non-payment will occur five (5) days after the initial disconnection is completed. A follow-up consists of disconnecting all utility services provided to the account, applying the utility deposit when applicable, final billing and closing out of the customer's account. If the balance of the account is not paid within 30 days of the final bill date, the remaining balance will be subject to collections without further notice.

Special Items:

Customers having medical necessities relating to health, disabilities or life-sustaining devices are encouraged to register their circumstances with the HBPW Customer Service Department including alternative notification desires. Registration does not prevent disconnection for non-payment.

The terms of the Low-Income Home Energy Assistance Program (LIHEAP) and the Energy Crisis Intervention Program (ECIP) contract prohibit the disconnection of electric service for 30 days after the pledge is received.

In the event the location is covered by the Owner Leave On Request, a CSR may attempt to contact the owner / landlord alerting them of the account status. This is a courtesy only and is not guaranteed.

Special arrangements can be made at the discretion of the Customer Service Supervisor for circumstances beyond the customer's control. Applicable service charges may still apply.

Employees of the Hannibal Board of Public Works are required to pay the bill in full as printed on the bill statement. Failure to pay HBPW monies owed in a timely manner may lead to disciplinary action ranging from verbal discipline up to and including dismissal.

Originated / Revised History

Originated – 10/27/09

Revision 1 – 11/12/09

Revision 2 – 12/02/09

Revision 3 – 10/07/10

Revision 4 – 11/16/10

Revision 5 – 11/16/10

Revision 6 – 06/16/11

Revision 7 – 03/29/17

Revision 8 – 06/05/24