

Title:

SUSPENSION OF SERVICE

Policy No. R-4

Effective Date: July 13, 2026

Adopted By Board: November 4, 1996

Revised By Board: July 13, 2026

Certified By:

Barry Hayes
Chairman

Scope

This policy applies to all Hartselle Utilities customers with delinquent accounts.

Purpose

To establish clear procedures for the suspension of service due to non-payment and the requirements for restoring service.

Policy

Utility bills are due on or before the due date shown on the monthly statement. Partial payments may be made prior to the due date; however, the full balance must be paid to avoid service interruption.

If payment is not received:

- A late notice will be issued two (2) days after the due date.
- Service will be subject to suspension if the account remains unpaid ten (10) days after the due date.

Notice of possible suspension and customer rights to dispute charges are provided on each monthly bill. Returned payments will be handled in accordance with Rates Policy R-3.

Weather-Related Postponements

Hartselle Utilities monitors weather conditions daily for Hartselle, Alabama. Disconnection of residential service for non-payment will be postponed if:

- The forecasted high temperature exceeds 97°F and/or a heat index of 100 or higher, or
- The forecasted low temperature is below 34°F

Service disconnection will resume once extreme weather conditions have passed.

Medical Necessity Extensions

Upon approval of a **Request for Extension of Service Due to Medical Necessity**, disconnection may be postponed for up to 21 days.

- The form must be completed by a licensed Alabama physician or nurse practitioner.
- The condition must be life-threatening if service is disconnected.
- Extensions may be granted up to three (3) times within a 12-month period.
- Customers remain responsible for all charges, including late fees.

If the past-due balance is not paid by the end of the extension period, service will be disconnected without further notice.

Extended Payment Agreements

Customers experiencing financial hardship may request an extended payment agreement **before disconnection occurs**. Approval is at the discretion of Hartselle Utilities.

To qualify:

- Service must not have been disconnected within the previous six (6) months.
- No default on a prior agreement within the past twelve (12) months.
- A minimum payment of \$50 or one-fourth ($\frac{1}{4}$) of the balance (whichever is less) is required prior to the disconnection date.
- The remaining balance must be paid within fourteen (14) days of the original due date.

Failure to comply with the agreement will result in disconnection without further notice.

Reconnection of Service

To restore service after disconnection, customers must pay:

- The full past-due balance
- All applicable reconnection fees

Reconnection fees are as follows:

1. \$65.00 at the meter
2. \$100.00 during office hours at the weatherhead or pole (electric only)
3. \$250.00 after business hours at the weatherhead or pole (electric only)

If personnel are dispatched for disconnection and arrive on-site, a reconnection fee will apply even if service is not physically disconnected.

Requests received after 9:00 p.m. will be completed the next business day, typically by 8:00 a.m.

Account Closure

If an account remains unpaid ten (10) days after disconnection:

- The account will be closed
- Any deposit will be applied to the outstanding balance

Re-establishing service will require compliance with current deposit and service policies.

Minimum Balance for Disconnection

Service will not be suspended for accounts with a balance of **\$100.00** or less as of the scheduled disconnection date.

Exceptions

Exceptions to this policy may be granted at the discretion of the General Manager or the Board of Directors.