

## **CITY OF WESTMORELAND CUT OFF POLICY**

- Notice of the cut-off is on the back of the utility bills. The City does not send out late notices.
- Cut off for non-payment of utility bills will be the 23<sup>rd</sup> of each month at noon.
- Any utility bill with a balance greater than \$20.00 will be included on the cut off list.
- Any account that is on the cut off list will be charged a reconnect fee (\$45 inside the city limits, \$65 outside the city limits) effective 12:00 noon on the 23<sup>rd</sup> regardless of whether or not the service has been physically turned off yet.
- No reconnects will be done after hours. Any payment received in night drop, online, or over the phone after 4 p.m. will be reconnected the following business day.
- Service will not be restored until the bill is paid in full along with the reconnect fee.
- The City's online and telephone payment system does not automatically add the reconnect fee after noon on the 23<sup>rd</sup>. It is the customer's responsibility to add payment of this fee before service is restored.
- Reconnect fees will NOT be added to next month's bill.