



March 25, 2014

**MEMO REGARDING CHANGES ON CUTOFF PROCEDURE FOR NON-PAYMENT**

The following are office policy changes regarding the cutoff procedure for non-payment on customer's utility account:

1. Late Notices are due by 5:00 p.m. on the 24<sup>th</sup> day of each month. If the 24<sup>th</sup> falls on the weekend or holiday one more business day is granted for payment.
2. The Drop Box will be covered at 4:00 p.m. on the 24<sup>th</sup> day of each month, however the office will remain open until 5:00 p.m. to receive payments. If the 24<sup>th</sup> falls on the weekend or holiday one more business day is granted for payments.
3. There will be NO MORE COURTESY CALLS made to inform customers of past due payments.
4. The Disconnect List for non-payment will begin at 8:00 a.m. on the 25<sup>th</sup> day of each month unless of holiday or weekend.
5. A Reconnect Fee of \$50.00 will be added to each account on the Disconnect List and must be paid along with past due to restore utility service.
6. Paid accounts will not be restored until the Disconnect List is completed.
7. Notification of any changes and disconnect dates will be noted on utility bills and late notices. Please check for these changes.

Thank you,

*Sandra G. Lundquist*

City Secretary  
City of Kenedy