



## TOWN OF HAVANA

### Policy Manual

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**Policy Name:** After Hours Reconnection

**Unit / Area:** Utility Services

**Effective Date:** 5/20/2002

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#### **Purpose:**

To establish the guidelines of after-hours reconnection to utilities once they have been disconnected due to non-payment.

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#### **Policy:**

##### **Reconnection Times**

After hours reconnects are ONLY available at the following times:

- Monday thru Friday only between the hours of 5:00 PM and 7:00 PM or dusk, whichever comes first.
  - Any reconnection payments, including the \$25 after-hours fee, made on Friday after the reconnect window noted above will result in utilities being connected on Saturday.
- On Saturday and Sunday during the approximately two-hour period that the stand-by crew is in Town. This time will vary, but is usually early in the day. Payments made on Saturday after the stand-by crew have left town may be connected on Sunday.
- No payments will be accepted on Sunday after the crew has left Town. Payments must be made during normal business hours at the Municipal Building.

##### **Reconnection Fee**

- There is an additional after-hours fee of \$25
- Payments must be made in cash and customers must pay the exact amount, including the \$25 fee. No change will be given by HPD staff.

##### **Stand-By Reconnection Notification**

- If HPD receives a payment and after-hours fee, HPD will call the person on stand-by for that weekend and notify them of a reconnect during their regular stand-by time (Sat/Sun morning)
- Town crews will not make a special trip to do a utility reconnect.