



UTILITY COLLECTIONS

DUE 10TH OF MONTH

If not paid by 10th of month, \$10.00 late penalty applied.

CUT OFF DAY 16TH OF MONTH

If balance in full is not paid, \$20.00 penalty assessed.

Utilities will be turned off.

EXCEPTIONS:

- If insurance company (United Healthcare, etc) will be paying utility bill, receipt **must** be brought to Town Hall before 16th of the month.
- If organization (Community Action, Elder Affairs, etc) will be paying utility bill, notification from organization **must** be received at Town Hall before 16th of the month.
- Extensions – **must** be submitted and approved before 16th of the month.

NO EXTENSIONS GRANTED AFTER 15TH OF THE MONTH.

Payment Extension Guidelines

- Payment extension may be made only for the customer whose name appears on the utility account or is listed as a household member on the utility deposit application. This limits requests to someone who is legally responsible for the bill.
- The customer's account must have been established a minimum of six (6) months with **NO** returned checks or cut-off orders.
- There have been **NO** payment extensions in the last four (4) months and the last payment **must** have been made on the agreed upon date. This limits the number of extensions to no more than three (3) per year and not more than one (1) time every four (4) months. (Only one extension per household)
- **NO** extensions shall be granted if, within the last twelve (12) months, the customer has been disconnected for non-payment, has had a check returned, or has failed to pay a prior extension as agreed. **Anyone who had been on the disconnect report three (3) times or more will not be eligible for an extension.**
- Payment extensions shall apply only to the outstanding bill at the time the request is made, not to any bills that may accrue to the customer's account at a later date, including the next month's current bill. The extension amount must be paid within two (2) weeks of extension request. Under no circumstances can the extension amount be carried over to the month's bill. If an extension is not paid as agreed, there will be a \$20 service charge and the utilities **WILL BE DISCONNECTED.**
- In instance where the Town is at fault for reading meter incorrectly (i.e.: under-read, resulting in a higher-than-normal utility bill, the customer will be allowed to make installments over a two (2) month period.
- Payment extension request **must** be made in the office and a signature is required.

ANY ACCOUNTS NOT PAID IN FULL BY 16TH OF THE MONTH WILL BE DISCONNECTED.