

# CITY OF GRISWOLD

## Utility Billing Policy/Procedure

### Notification of Service Disconnection

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**ADOPTION DATE:** 8-22-2011

**RESOLUTION NUMBER:** 4-2012

**REVIEW PERIOD:** This policy is to be reviewed every three years or as needed.

#### **STATEMENT OF POLICY**

Each utility customer is responsible for making utility payments in a timely manner. Per Ordinance, customers that have not paid by the due date receive a delinquent notice and have until the last day of the month to make a payment or risk having the water shut off. The City is not responsible for any further notifications.

#### **APPLICABILITY**

This policy applies to all utility customers of the City of Griswold.

#### **DEFINITIONS**

*Delinquent Notice*- a notice sent to customers that have not paid by 5PM of the utility bill due date informing the customer of their rights to a hearing and when hearing requests must be received by.

#### **POLICY AND PROCEDURE**

The City is not responsible for contacting utility customers following the second contact of a delinquent notice, as required by the City Code of Ordinances, sent the first business day after a utility bill due date.