

Hibbing Public Utilities  
Policy Number: CUST020disconnect  
Date: June 13, 2017

**Subject: DISCONNECTS DUE TO NON-PAYMENT OF UTILITY BILL**

1. Customers who have not paid their previous month's bill, and have a balance greater than \$50.00 at the time of the customers respective next billing cycle will be sent a Disconnect Notice. The Disconnect Notice will be mailed within 2 weeks after the previous month's bill was due.
2. The Disconnect Notice will reference a date of disconnect approximately 2-3 weeks from the date of the Disconnect Notice was generated.
3. If payment is not received, or satisfactory payment arrangements are not made by the date referenced on the disconnect notice, a disconnection will occur within 2 weeks from that date. **This results in a disconnect occurring when a bill is no less than 30 days past due.**
4. Only one service at a time will be disconnected. The service to be disconnected is at the discretion of the Cashier Department using the criteria below:
  - a. First service will be disconnected on disconnect date.
  - b. Second service will be disconnected the following week after the first disconnect date. If the customer only has one service, the account will be terminated, applying the deposit, if applicable.
  - c. Third service will be disconnected the following week after the second disconnect date. If the customer only has two services, the account will be terminated, applying the deposit, if applicable.
  - d. Fourth service will be disconnected the following week after the third disconnect date. If the customer only has three services, the account will be terminated, applying the deposit, if applicable.
  - e. Disconnected services will receive base charges until the account has been final billed.
5. The customer must pay all past due amounts, on all accounts, in full, a reconnect fee for each service disconnected, and a new deposit (if applicable), before service is restored. The new deposit may be higher than the deposit paid when the account was first established. If reconnect is requested after normal business hours, an additional surcharge will apply.

Once a door hanger has been processed for a customer account, a \$35 door hanger fee will be assessed.

Once a service is disconnected, or a crew has been dispatched, a \$50 fee will be assessed. If reconnection is requested by the customer, the arrears balance must be paid along with a reconnection charge of \$50 during normal business hours.

June 13, 2017  
Adopted by Commission Action

After normal business hours, **an additional fee** of \$150 is required unless disconnection occurred in the manhole or at the electrical pole, then the fee is \$300.

6. This policy hereby adopts Minnesota Statute 216B.097 (“Minnesota Cold Weather Rule” by reference.) During the Minnesota Cold Weather Rule protection months from Oct. 15 through April 15, all residential customers looking for consideration under the statute must meet the eligibility criteria, including household income at or below 50 percent of the state median household income, entering into and making reasonably timely payments under a payment agreement developed considering the financial resources of the household, and receiving referrals to energy assistance, weatherization, conservation, or other programs likely to reduce the customer's energy bills. Each customer making application and seeking a payment agreement must apply to AEOA and/or other assistance providers. If any of these criteria are not met, the procedures are not followed, or the payment arrangements agreed upon are not met, the service will be disconnected.
7. No accounts will be allowed to be more than 30 days in arrears unless written Payment Agreements are made in the Cashier Department. Year round written Payment Agreements must be made to avoid disconnection.
8. All customers are entitled to make satisfactory payment arrangements with the Cashier Department and approved by the General Manager or his designee on past due accounts. “Satisfactory payment arrangements” means paying the current bill and all past due balances within 30 days from the payment arrangement date.