

Hibbing Public Utilities
Policy Number: CUST022reconnects
Date: March 28, 2017

Subject: RECONNECTS

Seasonal Reconnects

Seasonal reconnects are completed by the HPUC during regular business hours.

A reconnection of any utility service for a seasonal request will be assessed a charge of \$50 per service.

If a utility service request to disconnect for any reason (i.e., repairs) and the service is off for more than one month, a reconnect fee of \$50 per service will be required except if it is a steam disconnect, then the fee is \$100 as it is disconnected in the manhole and a two man crew is required.

Nonpaying Reconnects

Reconnects for nonpaying disconnected customers can be completed during or after regular business hours. If reconnects are requested by customers after regular business hours, customers must pay an additional surcharge in full prior to the reconnection. The surcharge is in place to recover costs associated with overtime and/or rescheduled work by HPUC employees.

Once a service is disconnected, an additional charge of \$50 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.

After normal business hours, **an additional fee** of \$100 is required unless disconnection occurred in the manhole or at the electrical pole, then the fee is \$300.

March 28, 2017
Adopted by Commission Action