

Hibbing Public Utilities
Policy Number: CUST112doorhanger
Date: March 28, 2017

Subject: CUSTOMER DOOR HANGERS

The purpose of this policy is to establish a guideline as clarification of a customer's receipt of a door hanger for account delinquency disconnect. Although it is not required to hang a door hanger for the HPU to disconnect services, the following will be used as guideline:

1. Door hangers will usually be hung the week following the date listed on the customer's disconnection notice. Under normal five day work weeks, the door hanger will be hung on a Tuesday, with a disconnection occurring two days later on Thursday.
2. Shortened work weeks with a Friday being scheduled off will result in the door hangers being hung on Monday of that week and disconnection occurring on Wednesday.
3. Shortened work weeks with a Monday being scheduled off will follow the normal pattern of door hangers being hung on Tuesday, with a disconnection occurring on Wednesday.
4. Disconnections should try to be avoided on weeks with more than one scheduled day off.

Once a door hanger has been processed for a customer account, a \$35.00 fee will be assessed to the account. Door hangers are to be hung or affixed to the customer's door as notification of final notice prior to disconnection.

Landlords, who control services for one or more tenant residences and are delinquent on their own Utility account, shall have their tenant residences posted with notices outlining actions the tenants may take to avoid disconnection. A door hanger fee of \$35.00 shall be assessed to the landlord's account for each notice hung.

March 28, 2017
Adopted by Commission Action