




ORIGINAL


July 17, 2019

CITY OF FALMOUTH DISCONNECT POLICY

- Bills are due on the 10th of every month without penalty.
- After the 10th, a 10% penalty is applied and subject to disconnect on the day after the 15th of each month
- We take payments at the office through closing at 5:00 PM on the 15th.
- Payments placed in the drop box over night on the 15th will be accepted.
- On-line payments on the 15th will also be accepted and acknowledged.
- If payment is not in house on the morning of the 16th, those unpaid accounts will be disconnected for non-payment. We **DO NOT** have to notify you, we **DO NOT** have to do a courtesy call/email. All information is on the utility bill when received, front and back! The utility bill is the only notice we are required to give.
- We make every effort to work with people for example our extension policy. We are **NOT** required to offer any extensions but realize there are financial needs that necessitate exceptions. However, you must make prior arrangements for an extension on or before the 15th. No extensions will be granted after the 15th of the month.
- Once disconnect notices leave our office, there will be a reconnect fee charged even if the service is not disconnected. All disconnects will be done prior to any reconnections being made.
- Services **will not** be restored until full payment and reconnect fee are paid.
- Disconnection of services is also defined in Ordinance 71.21A-2010



Mayor



City Clerk/Treasurer