



## **CITY OF LINDSBORG**

### **UTILITY SHUT OFF POLICY**

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All utility bills are due by the 10<sup>th</sup> of each month, or the first business day thereafter if the 10<sup>th</sup> falls on a holiday or weekend. Delinquent notices are mailed out with a 10% penalty added to the balance owed. Those notices allow the customer a minimum of 10 calendar days to pay or utilities will be disconnected. The disconnect date is printed on the delinquent notice.

Any service disconnected for nonpayment of a delinquent bill can only be reconnected during normal business hours 8:00 a.m. – 4:00 p.m., Monday through Friday, unless closed for a Holiday. Additionally, reconnection will only take place with payment of the delinquent bill plus the \$50 reconnection fee.

The City does not grant extensions for payment beyond the cutoff date, however in you have a particular need, call city hall at 227-3355 and ask for Larry Lindgren to set your account up on a payment contract. If the terms of the contract are not fulfilled, utilities will be terminated without further notification.

Termination of utilities for nonpayment will occur as scheduled as long as temperatures for the date are forecast to be at least 45 degrees. If the forecast is for temperatures lower than 45 degrees, utilities will be disconnected the first business day that the forecast is for 45 degrees or higher.