



Town of Lantana

Utility Termination and Appeal Policy

To: All Customers of the Town's Utility Service

Nonpayment of a utility bill shall constitute sufficient reason for utility service to be interrupted. Termination of service shall occur on the next business day after the termination date printed on the monthly utility bill. The customer will be responsible for any reconnect/processing fees associated with service interruption. It shall be the customer's responsibility to notify the Town of non-receipt of their utility bill prior to termination. *Failure to receive a bill does not prevent service interruption.*

Once per month, your meter is read and you are billed. The balance will become due fifteen (15) days from the mailing date. A delinquent notice will be mailed prior to service interruption for non-payment. A penalty/late fee is applied to the account at 4:00 pm on the 21st day on any balance remaining that is greater than \$25.00. Disconnection for non-payment will occur on the 27th day.

If utility service is interrupted for nonpayment, a \$55.00 reconnect/processing fee will be required to be paid in addition to any past due balance in order to reinstate service. If this service is performed after normal business hours (Monday through Friday, 8:30 a.m. – 4:30 p.m. or on holidays), the reconnect/processing fee shall be \$75.00. *Failure to pay any amounts owed the Town may result in a lien being placed on the property at the utility service address.*

If a customer wishes to contest a utility bill, he/she may do so by requesting a hearing. To request a hearing, the customer must notify the Town in writing *prior* to the due date. A hearing will be scheduled at the customer's convenience during normal business hours within ten (10) days of the request. The designated hearing officer shall have the authority to make adjustments to a bill if conditions warrant such action. The customer will be notified of the hearing results either at the conclusion of the hearing or by mail within ten (10) days of the hearing. *Regardless of the hearing date, the outcome of the hearing, or final decision of the hearing officer, the bill must be paid in full prior to the termination date.* Any credits or charges arising from the decision of the hearing officer will be applied to the following month's bill.

A copy of the Lantana Code of Ordinances is available for 15 cents per page at Town Hall, located at 500 Greynolds Circle, Lantana, FL: specifically, see Chapter 21, Articles I, II, and III.

Customer Service
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