

**TOWN OF ROSEPINE
UTILITIES CUT-OFF POLICY**

- UTILITY BILLS ARE ALWAYS DUE ON THE **15TH** OF THE MONTH. IF THE **15TH** FALLS ON A WEEKEND IT WILL BE EXTENDED TO THE NEXT BUSINESS DAY.
- IF THE BILL IS NOT PAID IN FULL BY THE LAST DAY OF THAT MONTH SERVICE WILL BE DISCONNECTED THE VERY NEXT BUSINESS DAY.
- A **\$40.00** DISCONNECT FEE WILL BE CHARGED TO ALL ACCOUNTS THAT ARE DISCONNECTED FOR NON-PAYMENT.
- FOR SERVICES TO BE RECONNECTED THE PAST DUE AMOUNT PLUS THE **\$40.00** DISCONNECT FEE MUST BE PAID.
- CASH OR CREDIT/DEBIT CARDS ARE THE ONLY PAYMENT THAT WILL BE ACCEPTED FOR SERVICE TO BE RECONNECTED. NO CHECKS WILL BE ACCEPTED FOR DISCONNECT FOR NON-PAYMENTS.
- CUSTOMERS **ARE** ALLOWED A “ONCE EVERY TWELVE MONTH” EXTENSION. THE CUSTOMER MUST COME INTO THE OFFICE AND FILL OUT AN EXTENSION REQUEST THAT WILL BE KEPT ON FILE. THE REQUEST FOR AN EXTENSION MUST BE FILLED OUT **BEFORE** SERVICE IS DISCONNECTED FOR NON-PAYMENT.
- PAYMENTS CAN ONLY BE TAKEN BY THE OFFICE STAFF AT TOWN HALL. WORKERS THAT ARE DISCONNECTING THE METER **CAN NOT** TAKE ANY SORT OF PAYMENT.