

# Utilities Cut-Off Policy

## **Unpaid Balance Penalties:**

It is the policy of the City of Manchester to have cut off for utilities scheduled monthly. Unpaid balances are past due if paid after the 20th of the month and penalties are applied on the 21st unless the 20th falls during the weekend and then penalties are applied on the Tuesday following. All past due accounts will be discontinued on the fourth Tuesday of each month unless a fifth Tuesday falls in the month. All payments must be received by 4:00 p.m. the Monday before cutoff. Any payments made at the drive thru or payment window Tuesday morning on cut off day will be required to pay the reconnect fee whether services have been discontinued or not. The cutoff date will be printed on the customer's monthly utility bill. A copy of this policy will be provided to all new customers. This policy becomes effective with the January 2012 utility billing.

Payments placed in the night box after 8:30 A.M. will be posted the next business day. All unpaid balances must be paid before cut off day.

## **Returned Check Policy:**

When a check is returned to the City of Manchester, the following procedures will be taken:

1. A notice will be placed on your door and your services will be disconnected on the day specified.
2. You will be responsible for a return check charge of \$30.00 and a reconnection charge of \$50.00 before services will be reconnected.