

UTILITY PROCEDURES

Adopted 11-20-2025

BILL CREATION DATES/BILL DUE DATES/BILL DISCONNECTION DATES

1. Should a **bill's normal creation date** fall on a weekend or holiday, the bill will be created the business day prior to the weekend or holiday.
2. Should a **bill's normal Due Date** fall on a weekend or holiday, it will be due the first business day after the weekend or holiday.
3. **Disconnection/Cut-Off list** will be prepared and worked on **the first day past the Due Date** with the following exceptions:
 - i. The city will not disconnect on any day prior to City Hall being closed. The cut-off will occur on following business days not proceeding a day City Hall will be closed **UNLESS** the customer was notified on the prior day of cut-off, agreed to take care of it that day, but did not.
 - ii. Upon receipt of payment for the entire delinquent amount plus **Cut-Off Fee of \$45.00 (Subject to Change) prior to 3:00 p.m.**, reconnection will be made on that day.
 - iii. **After-hours reconnects** are available **Monday-Friday from 5:00 p.m. until 8:00 p.m.** The customer will agree to the **\$100.00 (Subject to Change) After-Hours Reconnection Agreement** with the City of Hazlehurst.
 - a. The person whose name is on the account must be the one to agree and sign the **After-Hours Reconnection Agreement**.
 - b. The customer must pay the appropriate After-Hours Reconnection Fee of **\$100.00 (Subject to Change)** and all delinquent amounts in **FULL** by 10:00 a.m. the next business day.
 - c. If account is **NOT PAID IN FULL** by 10:00 a.m., the customer will be disconnected again.
 - d. If the account is disconnected again the customer will have to pay **ALL** delinquent amounts, the After-Hours Reconnection Fee and another Business-Hour Reconnection Fee (\$45.00 + \$100.00).
 - e. Should the city find that the customer should have been reconnected the day before, the customer will not be charged with the After-Hours Reconnection Fee.
 - iv. Personal or business checks belonging to the disconnected account will not be accepted for non-pay disconnects, only cash or money orders payable to City of Hazlehurst
 - v. The city will not disconnect if NOAA (National Oceanic Atmospheric Administration) predicts the following temperature within the next 24 hours.
 - a. In **WINTER** – 32 degrees or colder