

Mansfield Municipal Electric Department Service Termination Policy for Commercial Accounts

This procedure will describe the termination of service policy of the Mansfield Municipal Electric Department (MMED) for non-payment of commercial electric bills. This is done in order to limit MMED's exposure to bad debt from electric accounts whose outstanding balance is over 30 days past due.

- 1) Accounts with balances of 30 days past due are subject to termination of electric service for non-payment.
- 2) Once served with a *Notice of Intention to Stop Service*, payments must be made at Mansfield Municipal Electric Department's office at 125 High Street by 4:00 PM on the date noted on the *Notice of Intention to Stop Service* notification in order to avoid termination of service, unless other arrangements are made with MMED's Business Manager in advance.
- 3) Payment plans, to be arranged with MMED's Business Manager, will consist of payment of the current bill plus an additional payment as determined by MMED's Business Manager toward the past due balance. The additional payment shall be made no less than monthly towards the past due amount. Direct Debit or Recurring Credit Card payments for both the current and payment plan amount is required to enter into a payment plan unless other satisfactory arrangements, as determined solely by MMED, are made.
- 4) A broken payment plan will result in the commencement of the Termination Procedure. If a Direct Debit or Recurring Credit Card payment is returned to MMED for insufficient funds two (2) times, the payment plan will be considered broken and the Termination Procedure will commence in accordance with this policy.
- 5) Once an account has been terminated for non-payment, the entire balance must be paid in full and a deposit equal to the 3 highest consecutive months' usage must be paid (if MMED does not currently hold a deposit on this account) in addition to the reconnection charge, in order to have electric service restored.
- 6) MMED's Termination Procedure is as follows:
 - (1) Once a billing is issued which reflects a 30 day past due amount, termination procedures will commence.
 - (2) The customer will be served a *Notice of Intention to Stop Service* notification within 7 days of the bill.
 - (3) The customer will be required to pay the amount due on the *Notice of Intention to Stop Service* notification by 4:00 P.M. on the due date unless other arrangements are made with MMED's Business Manager in advance.
 - (4) A final termination notice will be hand delivered 24 hours prior to final termination of service.
 - (5) Once an account has been terminated for non-payment, the entire balance must be paid in full and a deposit equal to the 3 highest consecutive months' usage must be paid (if MMED does not currently hold a deposit on this account) in addition to the reconnection charge, in order to have electric service restored.

Approved by the Board of Light Commissioners July 16, 2008