

## **UTILITY CHECK AND AUTOMATED PAYMENT POLICY**

### **MONTICELLO UTILITY CHECK AND AUTOMATED PAYMENT POLICY**

1. Any customer presenting two (2) checks or bank drafts which are returned unpaid with a six-month period shall be unable to issue a check for payment on his or her account for the subsequent twelve (12) month period. During this period, the account must be paid by cash or certified funds.
2. Any customer presenting one (1) check or bank draft which is returned unpaid after a disconnection notice has been sent to the customer shall be unable to issue a check for payment on his or her account after any additional disconnection notices have been sent to the customer for the subsequent twenty-four (24) month period. During this period, the account must be paid by cash or certified funds after a notice of disconnection has been sent to the customer.
3. A check or bank draft returned unpaid under the circumstances described in paragraph 2 shall also count toward the two (2) check or draft limit within a six-month period under paragraph 1.
4. A customer using the automatic payment system is responsible for maintaining sufficient funds in the customer's deposit account on the dates on which payments are drawn. Any customer having insufficient funds in the customer's deposit account or a closed account twice within a six-month period shall be disqualified from using the automatic payment system for the subsequent twelve (12) month period. During this period, the account must be paid by cash or certified funds.
5. This policy will apply uniformly to all customers and no exceptions will be made.

### **DISCONNECTIONS**

Consistent with the Public Service Commission rules governing utility disconnection practices, once a 24-hour disconnection notice has been delivered to any customer, the customer's bill must be paid in full at the Village Office during regular business hours prior to the expiration of the 24 hour period or a payment plan must be established. After the expiration of the 24-hour period, disconnection will proceed as stated in the notice. For those customers who are barred from paying utility bills by personal check as provided under the Utility Check Policy, the payment must be made by cash or certified funds. The Utility will not defer disconnection based on telephone calls, emails or other communications requesting an extension of time to pay after the 24-hour notice has been delivered except if there is a health or safety emergency, proof of which must be submitted to the Village Office as required by regulation.

Any customer with a complaint about the implementation of these policies or other utility practices is encouraged to contact a Public Service Commission Consumer Specialist between 7:45 AM and 4:30 PM, Monday through Friday by calling 1-800-225-7729 or TTY at 1-608-267-1479.