

SECTION 16. UTILITY SERVICE TERMINATION PROCEDURE

- A. Nonpayment of utility charge. The provisions of this Section shall govern all terminations of utility service for nonpayment of utility charges.
1. Notice of termination. If by the payment date shown on a utility bill the Authority has not received complete payment of the amount(s) shown on the bill, the Authority shall mail to, or personally serve upon, the customer a notice of termination within seven (7) days after the payment date. In case of a customer-tenant, the Authority shall mail a copy of such notice to the owner of the premises.
 2. Content of notice. The notice of termination shall contain the following:
 - (a) The amount to be paid.
 - (b) The date of the notice of termination.
 - (c) The date of termination, which shall be at least ten (10) days from the date of the notice of termination.
 - (d) Notice that unless the Authority receives at its office complete payment of the amount shown prior to the date of termination, utility service shall be terminated under Section 16 (A)(3) below.
 - (e) Notice that in lieu of paying the entire amount shown, a customer, prior to the date of termination, may notify the Authority that he disputes the correctness of all or part of the amount shown, if all or part of the amount shown was not the subject of a previous dispute under Section 14 above.
 - (f) The telephone number of the Authority customer representative.
 3. Termination of utility service. If, prior to the date of termination:
 - (a) the Authority has not received at its office complete payment of the amount shown on the notice of termination, or
 - (b) the customer has not notified the Authority that he disputes the correctness of all or part of the amount shown on the notice of termination, then the Authority shall terminate utility service provided to the customer on the date of termination.

4. Payment prior to termination date. If the Authority receives payment at its office of the entire amount shown on the notice of termination prior to the date of termination, such payment shall be considered a timely and complete payment for purposes of these Regulations.
 5. Payment in the Field. If an employee of the Authority goes to a site for the purpose of terminating service to a customer for nonpayment, and such customer requests to pay the employee the amount owed to the Authority in order to avoid service termination, then an additional \$10.00 fee shall be assessed. Payment, of the entire amount, shall be made by check.
- B. Other causes. Normally, the notice and period of time for compliance provisions of Section 16 (A) above shall govern the termination of service for causes other than the nonpayment of utility charges; provided, however, when warranted by the circumstances, the period of time for compliance may be either collapsed or suspended.
1. Content of notice. The notice of termination for causes other than the nonpayment of utility charges shall contain the following:
 - (a) The cause of the termination.
 - (b) The corrective action required by the customer when such action is under the control of the customer and the cause can be corrected by the customer without loss or injury to the Authority.
 - (c) The date of the notice of termination.
 - (d) The date of termination of service.
 - (e) Notice that unless the corrective action is completed prior to the date of termination, utility service shall be terminated on the date of termination.

In case of a customer-tenant, the Authority shall mail a copy of such notice to the owner of the premises.

- C. Method of termination. When utility service is terminated one or more of the following methods shall be used.
1. Sewer service. Sewer service shall be terminated by one of the following methods:
 - (a) If water service is furnished to the customer by the Authority, the water supply shall be cut off and the meter removed.

(b) If water supply is furnished to the customer by the owner, or an entity other than the Authority, the Authority reserves the right to:

(1) Remove the meter used for measuring the water supply to the public sewer, or

(2) Seal the building sewer, or

(3) Remove the sewer service connection to the public sewer.

2. Water service. Either Section 16 (C)(1)(a) or (b) above shall be observed.

D. Limitations on termination of utility service.

1. Hours, days of termination. The Authority shall terminate utility service for nonpayment of utility charges or for other causes only during the hours of 8:00 a.m. to 4:00 p.m., Monday thru Thursday. No termination shall be permitted on a legal holiday or on the day before a legal holiday.

2. Suspension of limitations. When warranted by the circumstances the limitations in Section 16 (D)(1) above shall not apply to the termination of utility service for causes other than nonpayment of utility charges.