

UTILITY DISCONNECTION POLICY

In accordance with Franklinton Ordinance 51.057 CUTTING OFF WATER the billing clerk shall designate all accounts still delinquent on the 14th day of the month.

1. At the close of the business day (5:00 p.m.) on the 14th day of the month or the next business day should the 14th fall on a weekend or holiday, the Utility Billing Clerk will prepare a list of all unpaid utility accounts, excluding those with prior approved payment plans. Customers with approved payment plans must make all agreed upon payments prior to the 14th to avoid disconnection.
2. At the close of the business day (5:00 p.m.) on the 14th day of the month or next business day should the 14th fall on a weekend or holiday, the afterhours drop box will be blocked so that no payments can be accepted through this method. (This enables collection of all applicable fees at time of payment.)
3. At 7:00 a.m. on the morning after the cut off list is prepared the Public Works Director and his designees shall cut off all delinquent accounts as approved by the Town Manager.

In accordance with Franklinton Ordinance 51.059 CUTTING ON WATER AFTER DISCONTINUANCE (A) after water has been cut off as provided in 51.057 it shall not be cut on again until all water rent (Utility) due for the premises affected is paid together with a cut-on fee. This cut-on fee shall be set by the Board of Commissioners. (B) The cut-off/cut-on fee will only be charged to the accounts of a customer whose service has actually been disconnected for non-payment.

1. All utility accounts that are satisfied prior to 12 noon will be restored on the same day.
2. All efforts will be made to restore service to accounts satisfied between 12 noon and 3:00 p.m. on the same day; however this will be dependent on the public works schedule and reconnection is not guaranteed and may be as late as 12 noon on the following business day.