

## SHUT-OFF POLICY

Accounts with electric service in arrears will receive two reminder notices for *past due* balances. The first notice is a Past Due reminder. Paying by the Due Date will prevent possible termination of service. If the Past Due balance isn't received by the Due Date, a second and final notice will be sent with a reminder that, without payment, service termination is likely.

**IMPORTANT:** Past due payments must post to your account the day prior to the service termination date to prevent disconnection. **Allow a minimum of two business days for online payments to process and post.** If you are two days away from service termination your best alternative is to drop off your payment directly at our office (HMLD) at 1 Holden Street. Do not take it to the Town offices located at 1204 Main Street as processing time through the Treasurer's office will not occur in time to prevent termination.

Termination of service on accounts not responding to Past Due and Final notices will occur based on Light Department daily operations. Customers' will be notified at the door prior to disconnection. If no one is home at the time, an envelope will be left at the door containing the Final notice and re-connection instructions.

To have your service reconnected you must come to the office between 8am - 2pm Monday to Thursday or 8am – 1130am on Friday to pay the past due electric portion of your bill. **Accepted forms of payment must be certified bank check, money order, cash, or Visa, MasterCard or Discover cards.** Please be advised banking institutions charge convenience fees for card use. No reconnection of electric service will occur before or after business hours, weekends, or holidays. A \$50.00 re-connection will be added to all accounts disconnected for non-payment.