

Disconnection Process

*****Slinger Utilities has contracted with Hartford Electric to provide services such as meter installations, line work and disconnections to name a few. Please contact Slinger Utilities at (262)644-5265, not Hartford Electric, for all concerns and your call will be handled appropriately.**

Per PSC 113.0301(9), utility companies are required to provide customers with at least 20 days from the issuance of the utility bill to make payment. Any time after the 20 days has lapsed, the account is considered delinquent if not paid in full. At that time a 1% late fee is issued toward the past due balance and Slinger Utilities will utilize the following procedures regarding the past due (delinquent) balances on all utility bills within the Village.

- Once a utility account is 60 days past due, Slinger Utilities will issue a disconnection notice not less than 10 days prior to the planned disconnection date.
- The business day prior to the disconnection date a notice will be hung on the door of all customers (residential, commercial, industrial, etc.) scheduled to be disconnected, as a last minute courtesy reminder that they are about to be disconnected if payment is not issued. Once the door hanger notice has been placed, Slinger Utilities will **ONLY ACCEPT CASH OR CREDIT CARD** as payment. Payment must be received by the end of that day to prevent disconnection.
- On disconnection day, Slinger Utilities provides a list of all properties that have not provided payment to bring their account current and they will be disconnected.
- Each customer is charged a \$40.00 fee per meter to reconnect once payment is made. If reconnection is requested after 3:00 P.M., the reconnection fee is \$80.00. Once again, payment is still required to be made in **CASH OR CREDIT CARD ONLY**. The payment required will be the past due amount plus the reconnection charge.
- Reconnection will be requested as soon as payment is made. Power will be restored in a timely manner.

Deferred Payment Agreement (DPA)

A DPA is available to all customers requiring one to assist with paying off their past due balances. In order to prevent disconnection, there must be a DPA in place and the customer **MUST** remain in compliance with the terms of the agreement. The only time a DPA agreement is not available is during Tax Certification time. This is when all balances past due as of October 1st will be transferred to the property taxes if not paid in full.

- 50% of the customer's account balance is due upon signing of the agreement.
- Bi-weekly payments are required and are above and beyond your current monthly bill.
- Your monthly bill must be paid in full and on time each month. All Slinger Utilities bills are due by the 10th of the month.
- All DPA balances must be paid in full by October 1st to avoid Tax Certification of past due balances.
- If at any time you are in default of your DPA, you are once again eligible for disconnection and your DPA will be cancelled. Reconnection charges apply when disconnection occurs.

If you have any questions regarding our DPA or Tax Certification processes, please feel free to contact Slinger Utilities at (262)644-5265 for assistance.