

**HAWLEY PUBLIC UTILITIES
UTILITY REGULATIONS**

305 6TH ST, PO BOX 69, HAWLEY, MN 56549

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SERVICES

The Hawley Public Utilities provides dependable electric, natural gas, water, sewer and garbage service to customers within the Hawley city limits. All customers will be liable for charges incurred at their billing address until they give written notification to City Hall that specifies the date they are moving and the new billing address. New customers are required to fill out a Utility Service Application to aid in the billing process.

BILLING

A full-page utility billing and newsletter is sent out on the 1st day of each month for services already provided to the customer. All utility bills are due and payable on or before the 10th of each month. The Hawley Public Utilities does not intend to extend credit to its utility customers and the Hawley Public Utilities does not anticipate late payment of its utility bills. As a result, a late payment fee of 2 percent per month (24 percent per annum) on all outstanding charges will be imposed on all accounts not paid by the 18th of each month.

DELINQUENT BILLS/SHUT-OFFS

If a utility bill is not paid in full by the 10th of each month, such bill is delinquent. A late fee of 2 percent per month (24% per annum) on all outstanding charges will be imposed on all accounts not paid by the 18th of each month. Two notices will be sent prior to disconnection.

Late Payment Notices will be sent by mail to all persons having delinquent accounts as of the 19th of each month. Each notice will include the billing name and the total amount past due. We will also clarify that the options are to: (1) pay the bill in full; or (2) to immediately contact the Public Works Supervisor to make payment arrangements that bring the account current within 35 days.

Accounts will again be reviewed on the 5th of the following month. Shut-off Notices will be sent by mail 20 days prior to the shut-off date. These notices will state the billing name and the amount past due. This notice will state that payment must be made in full within 20 days. The actual shut off date will be 35 days from the date the late payment notice was sent. *No post dated checks will be taken. We do accept credit card payments.*

If full payment is not received and no payment schedule has been set up to bring the account current within the 35 day time limit, utility service will be either limited or disconnected on the day listed on the Shut Off Notice. Once utility service has been limited/disconnected, payment in full (including current bill) plus a \$25.00 reconnect fee must be paid to resume normal service.

PAYMENT ARRANGEMENTS

The Hawley Public Utilities Commission strongly encourages making payment arrangements. All arrangements must bring the account current within 35 days. Payment arrangements must specify the date and amount that will be paid. All payment arrangements will be documented in writing and failure to make a prearranged payment will result in limiting/disconnecting service without any further notice. If prior to disconnection a customer appeals a notice of involuntary disconnection, as provided by the utility established procedure, the utility cannot disconnect until the appeal is resolved.

SERVICE DEPOSIT

To ensure utility payments, all new tenants must provide a good credit reference from their current utility service provider for a period of a year or more, or they must render a deposit to Hawley Public Utilities. This deposit will be held until such time as their lease expires, they vacate the premises, or they show financial responsibility by prompt payment of all utility bills for a period of one year. Deposit amounts required are the **higher amount of these two options**:

1. Lump sum per type: Apartment - \$100.00; Houses/Mobile Home - \$200.00; Business - \$200.00, or;
2. The actual bill amount of the property being leased from February 1 of the previous year (or last year property was occupied for the February 1 period).

Customers who have purchased their property can provide a copy of closing papers instead of paying a deposit. The City may assess unpaid utility billings to property owners on their tax statements as allowed by Minnesota Statutes.

