



TOWN OF HAVANA

Policy Manual

Policy Name: After Hours Reconnection

Unit / Area: Utility Services

Effective Date: 5/20/2002

Updated Date: 06/30/2025

Purpose:

To establish the guidelines of after-hours reconnection to utilities once they have been disconnected due to non-payment.

Policy:

Reconnection Times

After hours reconnects are ONLY available at the following times:

- Monday thru Friday only between the hours of 5:00 PM and 7:00 PM or dusk, whichever comes first.
 - Any reconnection payments, including all late fees and the \$25 after-hours fee, made on Friday after the reconnect window noted above will result in utilities being connected on Saturday.
- On Saturday and Sunday during the approximately two-hour period that the stand-by crew is in Town. This time will vary, but is usually early in the day. Payments made on Saturday after the stand-by crew have left town may be connected on Sunday.
- No payments will be accepted on Sunday after the crew has left Town. Payments must be made during normal business hours at the Municipal Building.

Reconnection Fee

- There is an additional after-hours fee of \$25
- Payments must be made in cash and customers must pay the exact amount, including all late fees and the \$25 after-hours fee. No change will be given by HPD staff.

Stand-By Reconnection Notification

- If HPD receives a full payment and after-hours fee, HPD will call the person on stand-by for that weekend and notify them of a reconnect during their regular stand-by time (Sat/Sun morning)
- Town crews will not make a special trip to do a utility reconnect.

FEE EXAMPLE:

UTILITY BILL DUE 10TH	\$100.00
11TH OF THE MONTH – LATE FEE	\$10.00
16TH OF THE MONTH – DISCONNECT FEE	\$20.00
AFTER HOURS RECONNECT FEE	<u>\$25.00</u>
TOTAL OWED (CASH ONLY)	\$155.00