

LATE PAYMENT CHARGE:

A late payment fee of 10% will be charged the next business day to any bill not paid by the due date.

RESIDENTIAL DISCONNECTION FOR NON-PAYMENT

If a bill is not paid within 45 days of the original bill due date, services become subject to disconnection. Services are subject to the following conditions or exceptions:

- a. Service will not be disconnected earlier than 8:00 am, nor later than 4:00 pm.
- b. Service will not be disconnected when the outside temperature is at or below **32** degrees or above **92** degrees or projected to be so by the National Weather Service, within: (1) the next 24-hour period; (2) weekend; or (3) City, State or Federal holidays.
- c. Once a disconnect order has been issued, a cutoff fee is applied and becomes payable.
- d. In all cases of disconnection for non-payment, a deposit, if none exists on the account, is required before reconnection.
- e. Service will not be disconnected preceding a day on which the City's offices are not open to accept payment and reconnect service.
- f. Service will not be disconnected at a residence where there is known to have been a death in the household during the preceding three days.
- g. Service will not be disconnected when a written agreement concerning payment of any amount in arrears has been entered into between the customer and the City. The City's representative in all such cases will be the Director of Electric or his representative.
- h. Disconnection of delinquent final bills with one or more current account (s) can be subject to disconnection of active locations.
- i. If an occupant of a residence, that is not an account holder, has delinquent bills, services are subject to disconnection of active locations.

Medical forms:

-Medical forms do not prevent disconnection for non-payment. However, with an up to date medical form on file, the City must call one day before potential disconnection for non-payment. If the City cannot make contact, disconnection may still occur.

- Customer must have a medical form on file provided by the City and filled out in its entirety. Other forms by medical providers are not be accepted
- Medical form must be renewed yearly
- Customer is responsible for updating phone number on file as needed

Payment arrangements

- Payment arrangements should be made BEFORE the final due date on the disconnect notice
- Payment arrangements are accepted up to **only** 2 times per a 12-month period.
- If services are disconnected for non-payment a customer may pay 25% of the past due amount (excluding penalties and fees). This option is **only** available ONCE per three years and only for customers who have received energy assistance in the last 12 months.

PAYMENT ASSISTANCE AGENICES

Martinsville/Henry Co. Dept. Of Social Services: 276-656-4300

Grace Network: 276-638-8500

Salvation Army: 276-638-7259

Pittsylvania County Community Action: 434-432-5627

St. Joseph Catholic Church: 276-638-4779

Chatham Height Baptist Church: 276-632-5843

First Baptist- Martinsville: 276-632-6336, Collinsville: 276-647-3774

United Way: 276-638-3946

Please note this is not an exhaustive list, for more resources please contact your local social services.