

Memo

To: EUC Customers
From: Utility Billing
cc:
Date: May 15, 2025
Re: Utility Disconnection Policy

We are writing to inform customers of a recent update to the EUC Utility Disconnection Policy. Due to an increase in delinquent accounts, EUC has revised the policy clarifying when payments are due and when utility services will be disconnected if utility bills become delinquent.

Enclosed, please find a copy of EUC's Utility Disconnection Policy and associated Utility Disconnection Procedure.

It is important to note the following key information:

- Utility bills are distributed to customers on or about the 15th day of each month. If the 15th day falls on a weekend or holiday, utility bills will be dated the following business day.
- Utility bills are considered delinquent if not paid in full on or before the 5th day of the following month (due date).
- Delinquent accounts will be charged a \$35 monthly late fee until the account is paid in full.
- Disconnected customers will additionally be charged a \$150.00 non-refundable fee for reconnection.

Please review the attached information and contact Utility Billing at (719) 602-1876 or customerservice@ellicottutilitiescompany.org should you have any questions.

Thank you for being a valued customer of EUC.

Encl.



EUC Utility Disconnection Policy

Utility bills are distributed to customers on or about the 15th day of each month. If the 15th day falls on a weekend or holiday, utility bills will be dated the following business day.

Utility accounts are considered delinquent if not paid by the 5th day of the month following receipt of the utility bill (due date). If a bill is not paid by the due date, a delinquent notice will be mailed to the customer. If the bill is not paid in full within 10 calendar days of the mailing of a delinquent notice, water service may be disconnected by EUC. In the event the customer is a sewer only account, sewer service may be physically disconnected in the public right-of-way, provided certified notice has been given to the customer. For customers also receiving internet service, such service may also be disconnected if customer fails to resolve the delinquent account within 10 calendar days of water service disconnection.

Customers shall be notified of a potential disconnection of service and have the opportunity to be heard by an EUC official, or empowered employee, to resolve any valid objections to the billing prior to the disconnection. The customer shall request to be heard by EUC prior to the scheduled disconnection date described above.

Delinquent accounts will be charged a \$35 monthly late fee until account is paid in full. Disconnected customers will additionally be charged a \$150.00 non-refundable fee for reconnection.

In cases of extreme hardship, EUC shall have the discretion of renewing service to a delinquent account upon establishing a satisfactory installment plan for the payment of the overdue amount. Said installment period shall not exceed 90 days from the date of utility disconnect notice, and all subsequent utility bills shall be paid in full by the due date designated on the bill or the utility service may be subject to another disconnection. Upon customer account payment in full, or acceptance of the installment plan when applicable, utility service(s) shall be reinstated within 48 hours, excluding weekends and holidays. Service restoration will be performed during normal business hours. If agreed upon payment is not received by the designated due date, water service will be disconnected and another \$150.00 non-refundable reconnection fee will be charged to the customer.

EUC Utility Disconnection Procedure

Utility Billing shall send via USPS a written notice of delinquent account. Notice to be sent on or about the 5th day of the month. Notice shall include:

- Delinquent Notice Date
- Customer name, billing address, and service address
- Date account became delinquent (delinquent bill due date)
- Service disconnection notice, including past due balance and contact information to resolve prior to disconnection
- Date of scheduled utility disconnection if account balance is not resolved (10 calendar days from the mailing of delinquent notice – Delinquent Notice Date)

In the event the customer does not resolve the past due account balance prior to the scheduled utility disconnection date, EUC's Water Operator in Responsible Charge (ORC) shall disconnect water service. The ORC will attempt to communicate with occupants at the service address at time of disconnection. Additionally, ORC will provide a door hanger on the front door of residence that provides contact information to resolve the delinquent account and restore water service.

For internet customers, in the event the customer does not resolve the delinquent account within 10 calendar days of water service disconnection, EUC may initiate disconnection of internet service.

Upon notice by Utility Billing that the account has been resolved, all services shall be restored within 48 hours, excluding weekends and holidays. Service restoration will be performed during normal business hours.