



City of South Haven

# PRESS RELEASE

## City of South Haven

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Local Media

DATE: February 7, 2014

## CITY COUNCIL ADOPTS NEW SHUT OFF POLICY

FOR IMMEDIATE RELEASE – (South Haven, Michigan) During their meeting on February 3, 2014, the South Haven City Council adopted a policy for the shut off for non-payment of services. The policy provides clear guidelines and expectations for both staff and customers. Following are some of the guidelines set by the new policy:

- Customers will be allowed 7 days to pay their shut off notice.
- The entire balance of the shut off notice is due by the due date listed on the notice.
  - The City will accept a pledge in writing from a state or federal heating assistance program if the pledge is received by the due date.
  - Should the pledge not equal the entire balance of the shut off notice, the customer is responsible for paying the balance by the due date.
- Customers that have a dispute regarding billing and accounting errors, evidence of payment, or legal prohibition against shut off have the opportunity to file a written appeal to appear before a designated city official and show cause as to why their utility service should not be shut off. The appeal must be filed before the due date of the shut off notice.
- Upon request, the City will allow customers a 14-day extension on the due date of the shut off notice.
  - These requests must be made in writing by the account holder. Identification must be provided at the time the extension is filed.

- Customers will be allowed two extensions per calendar year. But only one extension will be allowed per shut off notice.
- If services are shut off for non-payment, the entire past due balance on the account must be paid in full along with any turn on fees and required security deposit amounts before services will be restored.

Please contact the City of South Haven Customer Service Office at (269) 637-0710 if you have any questions regarding the new policy.

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