

GALLATIN PUBLIC UTILITIES

Water Sewer & Natural Gas

239 Hancock Street

Gallatin, TN 37066

Phone: 615-451-5922 Fax: 615-452-0568

Late Notice, Disconnection and Reconnection Policies

On the next day after a due date, a penalty of 10% will be added to the account. On the second day after a due date, a Late Notice will be mailed to the customer advising them of the delinquency of their account and informing them that the utility service will be discontinued in **ten (10)** days.

On the day prior to a scheduled cut-off, a cut-off list is requested on all past due accounts. This cut-off list will not include accounts with past due balances of less than the set reconnection fees. Customers may avoid the addition of reconnection fees, if the account is paid in full (account balance plus late fees) or approved payment arrangements made prior to the opening for business on the day of the cut-off (payments must be received in the Business Office before 7:30am on the day of the cut-off). The cut-off may be delayed during inclement weather. When the temperature is below 32°F, the gas cut-off will be delayed until the weather moderates.

Utility services subject to disconnection due to account delinquency may only be returned to service following full payment on the account (including all late and disconnection fees) or the approval of payment arrangements. Utility service will be restored to customers on the day that payment is made.

A customer may contact the Business Office and state that they have difficulty paying their bill, the customer will be instructed to appear in person at the Utility Business Office to arrange a schedule for payments. Should the customer not fulfill the requirements of the payment arrangements, as agreed, then the utility service will be disconnected. Payment hold forms cannot be held longer than the Tuesday following the cut-off.