

### **Billing and Disconnect Notices**

The Village of Mayville will follow the procedures outlined in Part 459, Sec. 459.3 & 459.4 of the Village of Mayville Electric System Rules and Regulation.

- Electric bills are due on the 1<sup>st</sup> of the month in which they are issued (Village of Mayville Electric Systems Rules and Regulations Leaf #5. A & #5. B) and can be paid without penalty until the 25<sup>th</sup> of the month (Village of Mayville Electric Systems Rules and Regulations Appendix E, Part 457).
- Disconnect notices will be mailed on or after the 5<sup>th</sup> of the month following the month the bill was issued.
- An electric account will be subject to disconnect on or after the 26<sup>th</sup> of the month in which the disconnect notice was issued. Disconnect notices may only be resolved by paying the balance in full or coming to the Village of Mayville office to make an acceptable installment payment plan arrangement.
  - As a final courtesy, the Village of Mayville shall have a doorknob note delivered at a minimum of two days prior, indicating disconnection is imminent. Delivery of these notes shall be performed during business hours.

### **Installment Payment Plan Agreement**

The Village of Mayville will follow the procedures outlined in Part 459, Sec. 459.14 of the Village of Mayville Rules and Regulation.

- If a request for an Installment Payment Plan Agreement is received to prevent pending discontinuance of service or to re-establish service that has been disconnected for non-payment, the following guidelines shall be followed during negotiations:
  - Negotiations shall only take place in the Village of Mayville Office located at 1 South Erie Street, Mayville, NY.
  - 50% of the **total** arrears must be paid at the time of negotiation.
  - If the customer informs the village representative that they do not have the resources to pay 50% of the arrears, village representative shall request that they contact the Chautauqua County Department of Social Services for assistance. If the customer refuses to contact the Department of Social Services then the negotiation shall end and the disconnect process shall continue.
  - If a customer contacts the Department of Social Services and confirms that they are not eligible for assistance, then the village may negotiate a mutually agreeable deferred payment plan requiring less than 50% of the arrears being paid however a service limiter will be placed on their service until the past due amount is paid in full.
  - In any event, no deferred payment plan shall be extended to any customer for longer than 60 days.
- Returning Customer – If a past customer with an outstanding balance due requests service their past due amount must be paid in full prior to electric service being placed into their name. No exceptions will be made.