

# ELECTRIC DISCONNECT PROTOCOL

For Residential Delinquent Accounts

15 DAYS ↘

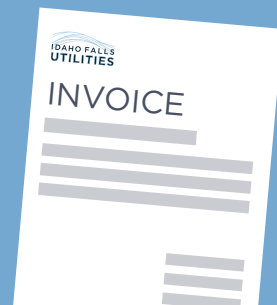
30 DAYS ↘

45 DAYS ↘

60 DAYS ↘

## BILL #1 ISSUED

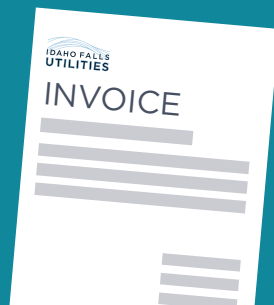
Bill #1 issued for services consumed



EXAMPLE DATE **MAY 1**

## BILL #1 DUE

15 days after bill issued

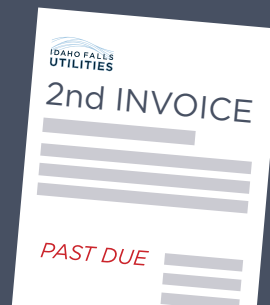


EXAMPLE DATE **MAY 15**

## BILL #2 ISSUED

Bill #1 unpaid—  
15 days past due

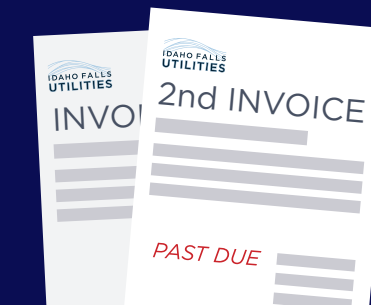
Past due notice  
statement on bill



EXAMPLE DATE **JUNE 1**

## BILL #1 & BILL #2 DUE

Bill #1—30 days past due  
If NO Payment is received  
for bill #1 or payment  
extension requested,  
services will be  
disconnected.

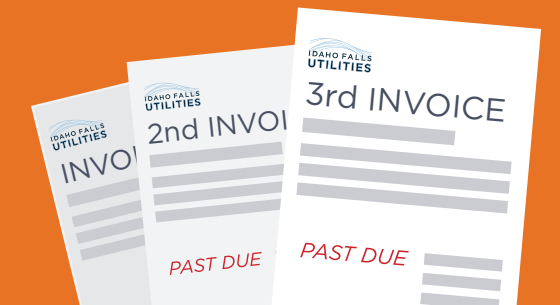


EXAMPLE DATE **JUNE 15**

## BILL #3 ISSUED

Payment 45 days past due

If full payment not  
received for bill #1 and  
bill #2 services will be  
disconnected.



EXAMPLE DATE **JULY 1**

## PAYMENT EXTENSION

1. All customers have the option to set up payment extension. A payment extension allows for additional days/time to pay the entire balance of a utility bill.
2. Payment extension must be requested prior to disconnection.
3. Customers may request up to 3 payment extensions within a 12 month period.
4. Extension has no terms or conditions except: If extended account is not paid in full at the time bill #3 is printed, the account will be disconnected.
5. Customers must contact the City Utilities Credit Office at 208-612-8285 to set up a payment extension



# ELECTRIC DISCONNECT PROTOCOL

For Non-Residential Delinquent Accounts

15 DAYS ↘

30 DAYS ↘

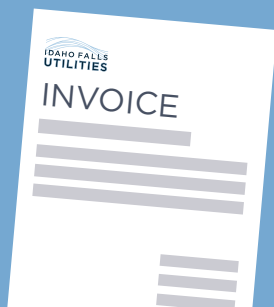
45 DAYS ↘

60 DAYS ↘

75 DAYS ↘

## BILL #1 ISSUED

Bill #1 issued for services consumed



EXAMPLE DATE **MAY 1**

## BILL #1 DUE

15 days after bill issued



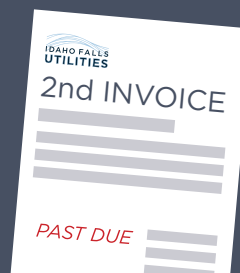
EXAMPLE DATE **MAY 15**

## BILL #2 ISSUED

Bill #1 unpaid—  
15 days past due

Past due notice  
statement on bill

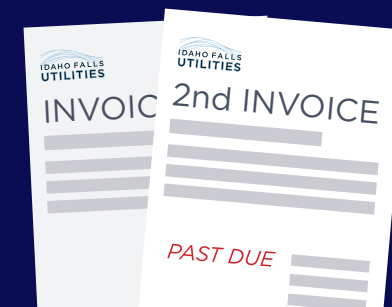
Late payment interest  
fee charged for bill #1



EXAMPLE DATE **JUNE 1**

## BILL #1 & BILL #2 DUE

Bill #1—  
30 days past due

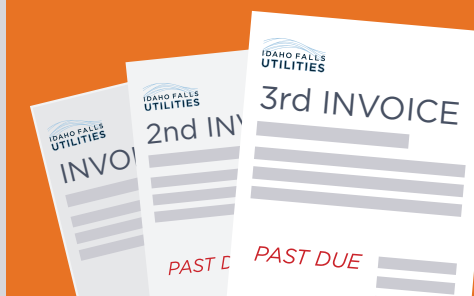


EXAMPLE DATE **JUNE 15**

## BILL #3 ISSUED

Payment 45 days  
past due

If full payment not  
received for bill #1 or bill  
#2, a late payment inter-  
est fee will be charged  
and appear on bill #3



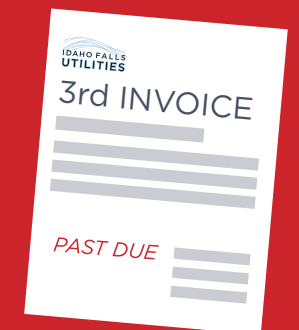
EXAMPLE DATE **JULY 1**

## BILL #3 DUE

Bill #1 60 days  
past due

Services will be  
disconnected

Disconnection fee  
applied to account



## FEES & INTEREST

1. Customers with a past due balance will be assessed an interest fee.
2. A disconnect fee will be automatically applied to account once order for disconnection is made
3. If physically disconnected, a reconnect fee will be applied to account after payment and reconnection.
4. Non-Residential do not get payment extensions.