
**COLUMBUS CITY UTILITIES
DISCONNECT POLICY**

Utility Service Board

October 16, 2025

Purpose

To provide standards for disconnect processes and ensure adequate communication attempts made to the customer

Scope

Business Office

Responsible Party

Customer Service Representative and Business Office Supervisor

Policy

- I) To ensure all customers receive consistent and unbiased customer service for accounts subject to disconnection of service.

- II) Authority
 - 170 Indiana Administrative Code § 6-1-16
 - Indiana Utility Regulatory Commission Article 6

- III) Customer account subject to disconnect (unless meet exception listed in Section IV)
 - A) Past due account balance of at least \$75.00, and
 - B) Customer account is past due by forty-five (45) days or more.

- IV) Three exceptions to customer account subject to disconnect
 - A) **Promise to Pay Installment Agreement** that is
 - i) In effect prior to the scheduled date to disconnect service, and
 - ii) Customer has made payments as agreed to in the **Promise to Pay Installment Agreement**.
 - B) Active appeal of service disconnect by customer (see **Review of Decision to Disconnect Utility Service** on page 4 of this policy)
 - C) Notice from a licensed physician or public health official to provide service
 - i) Initial notice provided to Columbus City Utilities (CCU) cannot extend service for more than ten (10) days.
 - ii) Customer is allowed one (1) additional extension of service for up to ten (10) days if a new notice is provided to CCU.
 - iii) If the notice is provided to CCU after services are disconnected, the non-payment turn on or off fee will be applied.

V) Disconnect of service notifications

Prior to disconnection of services, CCU will attempt to contact the customer a minimum of three (3) times to obtain payment, subject to having current contact information on file. Methods used for notification are:

A) Invoice notification

- i) Customer's invoice (delivered to customer either by U.S. mail or electronically) includes a notice for disconnection of services if invoice is not paid by due date. For invoice delivered electronically, a paper copy is also sent to customer by U.S. mail.
- ii) States date of pending disconnect of service (disconnect date is ten (10) or more days after date of written notification).
- iii) Provides the procedure to follow for the customer to request a review of the decision to disconnect service (see **Review of Decision to Disconnect Utility Service**, see page 4 of this policy). [170 Indiana Administrative Code § 6-1-16(e)(1)]

B) Phone notification

Automated phone call, if a phone number is on file, sent at least twenty-four (24) hours prior to disconnect.

C) Email notification

An automated email, if an email address is on file, sent at least twenty-four (24) hours prior to disconnect.

VI) Disconnection of service

- A) Not scheduled earlier than one (1) day after due date stated in past due notification.
- B) Occur between the hours of 8:00 a.m. and 3:00 p.m. No disconnections will occur on Friday or the day before any recognized CCU holiday.
- C) Subject the account to non-payment turn on or off fee.

VII) Restore service

- A) Before services are restored, all past due charges must be paid in full. Payment options are listed below:

	<u>Payment Methods to Restore Utility Service</u>			
	<u>Credit Card</u>	<u>Electronic Check (Bank Draft)</u>	<u>Physical Check</u>	<u>Cash</u>
In person	xx		xx	xx
By phone				
– Cust. Service	xx			
– Automated (a)	xx	xx		
By mail (a)	xx (b)		xx	
CCU pymt portal (a)	xx	xx		
Night deposit box (a)	xx (b)		xx	

- (a) Customer must call CCU at 812-372-8861 prompt 2 and speak with Customer Service Representative in order to notify CCU of payment.
- (b) To process credit card payment, customer to provide CCU with completed section on invoice titled **Credit Card Information**.

- B) For payments made on a business day before 4:00 pm, best efforts will be made to restore service on the same business day.
- C) If a deposit is not on the customer’s account, a deposit will be added and is due before services are restored. One-time exception for a deposit may be made if this is the first disconnect and the account is paid in full, not just the past due charges.

VIII) Effective date

This policy becomes effective on the day of its passage and adoption by the CCU USB.

Review of Decision to Disconnect Utility Service

- A) Customers with past due accounts will be notified in writing that disconnection of utility service is pending due to non-payment. This notification will communicate that the customer has the right to request that the CCU Business Office Supervisor review the disconnect decision. The request must be submitted in writing. No more than five (5) business days can elapse between when the disconnect notice is received by the customer and CCU receives notification from the customer to review the disconnect decision.
- B) The CCU Business Office Supervisor will review the customer's account. A written notice of the decision will be provided to the customer within three (3) business days from CCU's receipt of the review notification from the customer.
- C) The customer may appeal the decision by the CCU Business Office Supervisor and request a review by the CCU Associate Director of Finance and Business. The appeal must be submitted in writing. No more than five (5) business days can elapse between when the customer is notified of the decision by the CCU Business Office Supervisor and CCU receives the appeal notification from the customer.
- D) The CCU Associate Director of Finance and Business will review the CCU Business Office Supervisor's decision, records, and paperwork. A written notice of the decision by the CCU Associate Director of Finance and Business will be provided to the customer within three (3) business days from CCU's receipt of the appeal notification from the customer.
- E) The customer may appeal the decision by the CCU Associate Director of Finance and Business and request a review by the CCU Executive Director. The appeal must be submitted in writing. No more than five (5) business days can elapse between when the customer is notified of the decision by the CCU Associate Director of Finance and Business and CCU receives the appeal notification from the customer.
- F) The CCU Executive Director will review the CCU Associate Director of Finance and Business's decision, records, and paperwork. Written notice of the decision by the CCU Executive Director will be provided to the customer within three (3) business days from CCU's receipt of the appeal notification from the customer.
- G) The customer may appeal the decision by the CCU Executive Director and request a review by the Utility Service Board for CCU. The appeal must be submitted in writing. No more than five (5) business days can elapse between when the customer is notified of the decision by the CCU Executive Director and CCU receives the appeal notification from the customer.
- H) The Utility Service Board for CCU will review the CCU Executive Director's decision. Written notice of the decision by the Utility Service Board for CCU will be provided to the customer within five (5) business days from CCU's receipt of the appeal notification from the customer.