

IMPORTANT NOTICE

Benson Municipal Utilities is changing our late payment fee and disconnection for nonpayment policy beginning on **July 1, 2013**.

Reminder Notices

A reminder notice will no longer be mailed to you if you fail to pay your bill on time. Past practice has been to mail a reminder notice after the 15th due date. This has been a costly and time consuming task. Many times your payment and the reminder notice have simply crossed in the mail. Your new bill will be sent a few weeks later and the prior months balance and penalty (if any) will be shown on the Billing Summary portion of the bill.

Late Payment Fee

You are still allowed one late payment per calendar year without penalty. All amounts owed on the day after the due date will be subject to a 1.5% penalty charge.

Disconnection Procedures

If after the monthly due date a customer has a delinquent bill that includes an amount that was due the previous month, a delinquent notice will be sent by first class mail and state that if payment is not made within ten days of the mailing that services will be shut off for nonpayment. These notices will be mailed on or about the 20th day of the month.

Services that have been disconnected will have two options.

Option one is to pay a reconnection fee of **\$75 (increased from \$25)** plus the entire past due balance on your account. **Reconnections made after normal business hours will pay a \$150 fee instead of \$75.**

Option two is to pay the \$75 reconnection fee, **a payment arrangement fee of \$50**, and one third of your past due balance. **You also agree with this option to pay all future bills on or before their due date and to pay the remaining two thirds past due balance within 45 days of the reconnection. Reconnections made after normal business hours will pay a \$150 fee instead of \$75.** Failure to follow the terms of the payment arrangement will result in disconnection of service without any additional notice and will not be reconnected until the entire past due balance plus another reconnection fee is paid. Late payment fees will continue to apply until the account is in a current status. Only two payment arrangement agreements per calendar year will be allowed per account.