

# *Town of Lusk*

## Utility Service Policies

### **Utility Connect Policy**

The Town of Lusk requires all potential customers to appear in person at the Lusk Town Hall to sign a Utility Connect Contract. This contract gives the Town of Lusk permission to bill the individual customer requesting utility services. The contract also supplies all required contact information for the billing of service(s).

### **Meter Deposit Policy**

All customers requesting a new account with the Town of Lusk are required to pay a \$200.00 meter deposit for the service. This deposit must be paid in full before any service is connected. The Town of Lusk will then hold the utility deposit for a period of two years, after which the deposit will be directly applied to the customer account. The customer must keep a good credit rating with the Town of Lusk in order to receive the deposit refund. If a customer wishes to change service location, the deposit will be transferred to the new account. If the customer wishes to terminate service due to relocation outside our service area, the deposit will be applied to any remained balance. Providing the deposit will cover the entire balance due, the remainder of the deposit will be refunded to the customer.

### **Utility Disconnect Policy**

A utility service may be disconnected in two ways. First, the customer may voluntarily request termination. To do so the customer must appear in person at the Lusk Town Hall, and sign a disconnect contract. This contract gives the Town of Lusk permission to disconnect the service, and also give any forwarding contact information needed. Second, the utility service may be disconnected by the Town of Lusk for delinquency on a service account.

### **Delinquent Policy**

Each utility service will receive a monthly statement in the mail. These statements are sent out during the third week of the month. The customer must make payment to the Town of Lusk by the 10<sup>th</sup> of the following month. If payment has not been received by the 10<sup>th</sup> of the month, the Town of Lusk will apply a penalty to the customer balance. Upon an account becoming delinquent, the Town Clerk, on the 20<sup>th</sup> day of the month or as soon thereafter as possible, shall send a written notice to the address of the meter holder advising that if said account, together with assessed penalty, is not paid within five days following mailing of notice, the disconnect procedure of the Town of Lusk shall be implemented. The disconnect procedure shall be as follows: Upon the expiration of five days following mailing of notice, the Town Clerk shall advise the electric department as to the continued delinquencies. The electric department shall post a 24-hour notice on the door of the premises being served by electricity, that failure to pay the balance due within 24 hours of the time of the posting, shall result in the meter being disconnected. If the account remains unpaid upon expiration of the 24-hour period, in the case of residential users, the electric department shall disconnect the meter [Ordinance No. 11-25-130, Section Once (c)].

If a customer is disconnected due to delinquency, the customer must pay the balance in full, as well as a reconnect fee. The reconnect fee will be \$50.00. If a customer should change service locations, and a balance exists on the original account, any payment will be applied to that account. It is not customary for the Town of Lusk to connect a service if a balance on a prior service exists. But, if circumstances arise that allows this to occur, the above policy applies to the new account.

### **Non-Sufficient Funds Check Policy**

Payment may be made to the Town of Lusk for any and all services in cash, money order, debit/credit card or with a personal check. If for any reason the check is returned for non-sufficient funds, the Town of Lusk will apply a \$15.00 service charge on the NSF check. The Town of Lusk will notify the customer of the check, and send a statement of the amount due. If a non-sufficient funds check is received from a customer, the Town of Lusk will no longer accept personal checks as a form of payment. All future payment must be in cash or by money order.

### **Residential Garbage Pick-Up**

Customer must supply their own garbage cans. Must not weigh more than 35 lbs.  
West Side- Monday      East Side- Tuesday