Water Utility:

Water Utility Address:

# This is an example of a disconnect notice, it is not a PUC approved template. It is your responsibility to ensure that your disconnection notices comply with all applicable rules.

Disconnection Notice

Keep this portion for your records

Notice Date: Account Number: Customer Number:

Total Due: $

Please give this matter your immediate attention

Your water bill balance of $ is past due and your service is scheduled for disconnection on

between the hours of A.M. and P.M. or within ten (10) business days. To avoid disconnection you must:

1. Pay the outstanding amount outlined in your payment arrangement; OR
2. Make an agreement with us to pay the amount past due over a period of time; OR
3. Pay the outstanding amount outlined in your payment arrangement.

Payment Arrangement or Payment Plan: You can avoid disconnection by either paying the bill in full or by making a payment arrangement. This payment plan will require you to pay a mutually agreed upon portion of the outstanding bill and to pay the balance within a reasonable period of weekly or monthly installments.

If service is disconnected: You must pay the past due amount in full or make a payment arrangement before your water service is restored. Please be advised that if we visit your property on the day of the disconnection there will be a $ collection fee. If water is disconnected, there will be a reconnection fee of $ during business days A.M. - P.M. or $ after hours for reconnection.

Our office hours are A.M. - P.M. Monday thru Friday and can be reached at (207) . This may require a deposit and/or reconnection fee to get service restored.

Medical Emergency: Disconnection can be postponed up to thirty (30) days due to a medical emergency. There is a medical emergency when a registered physician certifies that the customer or occupant is seriously ill or has a medical condition which will be seriously aggravated by the lack of water service. While initial certification may be made by telephone, a physician must certify the emergency in writing within seven (7) days. During this medical emergency period we will work with you to make a payment arrangement.

Dispute: If you dispute your Disconnection Notice or bill, please call us at (207) . Chapter No. 660 of the Maine Public Utilities Commission requires you to discuss the matter with a utility representative before submitting the dispute to the MPUC Consumer Assistance and Safety Division(CASD). To submit a matter to CASD call 800-452-4699.

Assistance: If you need financial assistance please call 211 or a local community action agency.

Water Utility Name:

Service Address:

Please return this portion with payment

Disconnection Notice

Notice Date:

Account Number:

Total amount due:

Please make check out and send to :

Water Utility Address: