

City of Winter Park Finance Department | Utility Billing Division  
DISCONNECTION (SHUT-OFF) POLICY FOR DELINQUENT ACCOUNTS

The City of Winter Park ("City") issues monthly utility bills for utility services for the prior billing period. Utility bills are payable upon the billing date and are considered delinquent if payment is not received in the City's Utility Billing Division at 401 S. Park Ave 7:00 a.m. on or before the bills due date.

*The City of Winter Park, as a courtesy to our customer, currently allows a 10-day grace period for payments to arrive.*

If the City has not received payment by the 40<sup>th</sup> calendar day from the bills **billing date**, the account is considered past due and utility services can be disconnected for non-payment.

*Example:*

- *Bill Date = 7/1/21*
- *Due Date = 7/26/21 (25 days from bill date)*
- *Shut off Date = 8/9/21 (10 business days after due date or 40 calendar days after bill day)*

#### DISCONNECTION NOTICE

- If an account has become past due, customers are notified by a notation on their next month's bill along with the past due balance noted.
- As a courtesy, the City processes a "robo call" in an attempt to notify those customers who are subject to service disconnection each Friday of the month for the following week. Two attempts are made to contact each customer. Caller ID references the City of Winter Park's Customer Service number, a local number.

#### REESTABLISHING SERVICE

- Restore of services begins at 1:00 pm Monday – Friday, once payment of the full past due amount has been received, to the close of business, 5:00 pm.
- Customers can elect to have services, *disconnected for non-payment*, restored after hours, between 5:00 pm – 7:00 pm, provided the customer enters into an agreement to pay fees for after-hours service.

All service charges and associated fees are due with the customers next bill.

ACCESS TO PREMISES. The City of Winter Park utilities shall have the right to enter the Premise of any Customer at any time for the purpose of reading Meters, examining, testing, changing or moving any equipment, Meters or apparatus of City Utilities, making a connected load count, measuring the Customer's maximum demand, to turn on, turn off or to disconnect a Service or Meter, or to inspect for cross-connections. If a Customer refuses City Utilities access to such Premise for any of the foregoing reasons, City Utilities shall have the right to discontinue any Service to such Customer