

Important Information Concerning Utility Disconnection Policy

The Kingman City Commission has passed Ordinance Number 2032 that will become effective on January 1, 2018. This Ordinance will change the way utility disconnections will be handled going forward. This is our customer notice of the upcoming changes. We thank you in advance for your cooperation with this new policy.

The key elements of the City of Kingman's utility disconnection policy are as follows:

1. Utility bills will continue to be due on the 10th day of the month.
2. A delinquency notice will be sent for bills not paid by the 20th day of the month.
3. Service will be scheduled for termination if the delinquent bill is not paid in full on or before the 27th day of the month.
4. Customers will have the right to a hearing before the Kingman City Commission on the second regularly scheduled meeting of the month, which is normally the 4th Thursday of the month. It is at this hearing where requests for alternate payment plans or extensions are to be made.
5. If a bill remains unpaid and alternate payment plans are not made or extensions are not given, a disconnect notice will be delivered to the customer on the 1st day of the following month notifying the customer that his/her utility service will be disconnected on the 3rd day of that month.
6. A \$10.00 fee, plus tax, will be assessed for this disconnect notice.
7. All dates in this new policy are subject to weekends and legal holidays in which City Hall is closed. In those cases, the date is moved to the next business day.

Please note: This policy will not allow City staff to make payment arrangements or give payment extensions after January 1, 2018. All of these requests must be made to Kingman City Commission.

Disconnection Dates to Remember

- **BILLS DUE ON THE 10TH OF THE MONTH**
- **DELINQUENCY NOTICES SENT ON THE 20TH OF THE MONTH**
- **REQUESTS FOR EXTENSIONS OR PAYMENTS PLANS ON THE 4TH THURSDAY OF THE MONTH WITH THE CITY COMMISSION**
- **DISCONNECT NOTICES ON THE 1ST OF THE FOLLOWING MONTH**
- **DISCONNECTIONS ON THE 3RD OF THE FOLLOWING MONTH**

Cold Weather Rule

The City of Kingman is not subject to the "cold weather rule" of the Kansas Corporation Commission. However, the City has implemented its own "cold weather rule" as follows: For delinquent accounts subject to disconnection, the City will not disconnect if the temperature on the disconnection date is forecasted to drop below 35 degrees. The disconnection will commence the first day thereafter forecasted not to drop below 35 degrees. The website of the National Weather Service in Wichita will be used to determine forecasted temperatures.