

BOROUGH OF ROYALTON UTILITY SHUT-OFF POLICY

Utility services, including water, electricity and sewer can be cut off for the following reasons:

1. Failure to pay bill.
2. Failure to pay any necessary deposit.
3. Failure to allow the Borough of Royalton or the Royalton Borough Authority access to its equipment, servicing a customer's property.
4. Failure to make required repairs

Before service is shut off, the Borough of Royalton or the Royalton Borough Authority will take the following steps:

1. Send a 10-day written notice. Once the notice is sent, Royalton or Royalton Borough Authority will have up to sixty (60) days to shut off service.
2. Notice of Termination will be posted on the main entrance of the residence three (3) days prior to the shut-off date.
3. During the winter months from December 1st through March 31st, the Borough will not shut off utility service for nonpayment.
4. Medical Certification – utility service will not be shut off if the customer or someone living in the home is certified as seriously ill by a licensed physician or nurse practitioner. The Borough of Royalton or the Royalton Borough Authority will require the customer to provide a letter from the licensed physician or nurse practitioner, stating that shutting off water, sewer or electricity will harm the person or persons in the residence.

The initial Medical Certification can be valid up to thirty (30) days with renewals possible. Customers are still responsible to pay the bill, even if there is a medical certificate for someone in the home.

The Borough of Royalton or the Royalton Borough Authority will only shut off utility service on weekdays, excluding Fridays. If service is shut off, the Borough of Royalton or the Royalton Borough Authority will leave a notice telling the customer what he needs to do to get service restored.