



# Financial Services Policy

**SUBJECT:** Disconnection for Non-payment Policy

**NO:** UBO 1.1

**EFFECTIVE:** January 2, 2012

**REVISED:** August 10, 2015

**REVISED:** October 13, 2016

**APPROVED:** Constance P. Sanchez  
**Constance P. Sanchez**  
**Director of Financial Services**

## PURPOSE

To ensure uniform and timely disconnection of accounts delinquent 45 days or more.

### I. Disconnects for Non-payment

The City of Corpus Christi (City) utility bills are due 21 days after the bill date. The bill is considered delinquent 10 days after the due date. Late fee is assessed on the 31<sup>st</sup> day. Utility accounts past due 45 days from bill date or more will become subject to disconnection.

A delinquent notice advising of pending disconnection will be generated on the 31<sup>st</sup> day the account is delinquent and past due amount will be included in the subsequent bill.

Disconnection will occur if no payment has been made before the date scheduled to disconnect.

In the event a customer has entered into a payment arrangement with the City, and the customer fails to adhere to the payment plan, utility services may be disconnected without notice.

Accounts disconnected for non-payment are required to pay past due amount, in full, and any additional fees that may result from the disconnection

In the event an account is subject to disconnection as a direct result of NSF checks, the Central Cashiering Division will generate the cutoff request to the UBO collections division for disconnection through Code Enforcers.

Accounts disconnected as a direct result of NSF checks will be required to remit payment to Quantum and/or Central Cashiering prior to restoration of services.

Field Service Technicians will not make payment arrangements with customers in the field. Customers who are disconnected for non-payment will be directed to contact the Customer Service Center for payment information.

### **QUESTIONS ON THIS POLICY**

Questions on this Policy may be referred to the Director of Financial Services.