

UTILITY SERVICE DISCONNECTION TO RESUME JANUARY 2021

At the beginning of the COVID-19 pandemic, Governor Whitmer issued Executive Order 2020-28, indicating that public utility providers cease disconnection of services due to non-payment. Executive Order 2020-144 extended this protocol through December 31, 2020. Executive Orders have since been rescinded. City Council has taken action to postpone utility disconnections until January 4, 2021. Residents will receive up to two months prior notification of a past due balance, and the date of disconnection for non-payment is scheduled for January 4, 2021.

NOVEMBER

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

- Nov. 1: Utility bills go out.
- Accounts with a past due balance of \$20.00 or greater, as of Oct. 30, will receive a RED PAST DUE NOTICE.
- The red notice indicates that any past due balance remaining unpaid by 8 AM on Jan. 4, will be shut-off Jan. 4.

DECEMBER

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

- Dec. 1: Utility bills go out.
- Accounts with a past due balance of \$20.00 or greater, as of Nov. 30, will receive a RED PAST DUE NOTICE.
- The red notice indicates that any past due balance remaining unpaid by 8 AM on Jan. 4, will be shut-off Jan. 4.

- Dec. 29: Past due accounts as of Nov. 30, that remain unpaid will receive a door tag on the residence/business.
- The tag indicates the past due amount owed, and a disconnection date of Jan. 4, if the balance remains unpaid.

JANUARY

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

- Jan. 4: If the past due balance remains unpaid as of 8 AM, services will be disconnected.
- Services will be reconnected when the past due balance* is paid.

**The amount due may also include a deposit and re-connect fee.*