



## **Mansfield Municipal Electric Department**

### **Information for Customers Receiving Shutoff Notices**

The following conditions apply to customers who have been mailed a red Shutoff Notice:

1. For those customers who are in arrears but have had no current payment plan, you will be allowed to; (1) become current with no more than a 30 day balance outstanding or (2) enter into a Payment plan with half of the amount shown on the Shutoff Notice due immediately to avoid shutoff with the balance due in a Payment Plan over a 4 month period.
2. For those customers who have an existing payment plan but who have failed to keep current, you will be shut off unless: (1) you become current on the plan or (2) you pay half of the entire balance shown on the Shutoff Notice up front with the remaining half of the amount due within 30 days.
3. For customers who have previously broken two or more payment plans, you must pay the entire balance shown on the Shutoff Notice to avoid being shut off. No more payment plans will be allowed.
4. For protected accounts whose paperwork has expired, you will be given an opportunity to update your paperwork within 7 days of the date shown on your Shutoff Notice. Should you fail to do so or to contact us to enter into payment arrangements, you will be scheduled to be shut off.
5. **Once your electric service has been shut off, the entire amount listed on the shutoff notice must be paid, in addition to a \$40 reconnect fee, in order to have your service turned back on.**

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**Note:** If you are having trouble paying your electric bill and believe you may qualify for financial assistance, please contact the Social Services Department at Town Hall (508.261.7464) **BEFORE** the shut-off date listed on your red shutoff notice.