

City of Roberts

Utility Deposit Policy for Service Reinstatement Due to Nonpayment

To ensure responsible utility account management, the City of Roberts has implemented the following policy regarding the restoration of services interrupted due to nonpayment:

1. Reconnection Requirements

Before utility services are restored, the customer must:

- Pay all outstanding balances in full, including any applicable late fees
- Pay a reconnection fee as established by City Council resolution
- Pay a deposit as outlined below

2. Deposit Requirement

A deposit is required for any customer whose service has been disconnected due to nonpayment. The deposit is in addition to the full payment of the account balance and reconnection fee.

3. Deposit Amount

The required deposit amount is set by City Council resolution and may be adjusted from time to time.

4. Deposit Holding Period and Credit

The deposit will be held for one (1) year from the date of service restoration.

If there are no additional service interruptions due to nonpayment within that year, the deposit will be credited to the customer's utility account.

5. Forfeiture of Deposit

If utility services are interrupted again for nonpayment during the one-year holding period, the deposit will be forfeited and applied to the outstanding balance. A new deposit may be required for future reconnection.

6. Customer Notification

Customers will be informed of this policy at the time of disconnection and again at the time of reconnection.

For questions or assistance, please contact the City of Roberts Utility Department at (208) 228-3220 or visit www.cityofroberts.com.