

Disconnection Procedures

- A text message will be sent to the phone number on the account the Monday before a Wednesday disconnect.
- We will no longer hang red notices on doors on disconnection days.
- Disconnection will be of all accounts delinquent in an amount of \$100.00 or more.
- Service Disconnection will always be electric service unless the customer only has City of Gardner water service.
- If it is scheduled to be below 32 degrees within the next 48 hours of scheduled disconnect, a power restrictive disconnect will occur every 45 minutes lasting no more than 15 minutes until the account is brought into good standing.
- Water disconnection, for water only customers will occur unless the forecasted temperature is 25 degrees or lower over the next 24 hours.
- Office hours will be 8:00 am to 5:00 pm