

Cold Weather Rule



Statement of Purpose

The City of Osawatomie will generally not shut-off electric service for non-payment during cold weather months. Although the Kansas Corporation Commission's "Cold Weather Rule" does not apply to municipally owned utilities like the City of Osawatomie, the City will follow portions of the KCC's Rule to help ensure electric service will not be shut-off in cases of extreme cold. The purpose of this policy is to detail the City's policies and procedures for shut-off during the cold weather months.

Policy

The period of observance for the Cold Weather Rule will be from November 1st through March 31st each winter season. During these months, the City will NOT shut-off electric utilities if the National Weather Service forecasts the temperature for Osawatomie to drop below 35 degrees in the following 48 hours.

In accordance with the City's Utility Billing Policy, shut-offs will not be conducted on Fridays or the day prior to a holiday. If the temperature drops below 35 degrees after a service has been shut-off, the customer's electric service will not be re-established until payment arrangements have been made with the City. The City reserves the right to shut-off water service for the non-payment of bills.

Procedures

The City may still conduct shutoffs during the winter months. Shut-off notices will still be issued according to standard Utility Billing procedures and any delinquency fees or interest on outstanding balances will still apply. After receiving notice of an impending shut-off, the service will be shut-off once the shut-off date has passed and the temperature forecast meets the Rule's criteria.

Prior to implementing shut-offs that are delayed after the shut-off day, due to observance of the Cold Weather Rule, the City will post a notice on the News Flash section of its website that electric utilities will be shut-off for all delinquent customers beginning at a certain date and time. Customers wishing to monitor such notices may sign up for notifications from the webpage.

The Cold Weather Rule will not apply to customers who have entered into a previous payment plan with the City. These customers will be required to pay their agreed upon installments in order to avoid disconnection.

Customers will still be required to pay their utility bills to guarantee their utilities will not be shut-off or disconnected. In certain cases, such as violation of a payment agreement, fraud or criminal activity, the City has the right to shut-off or disconnect utilities for non-payment during the period of time the Cold Weather Rule is in effect.

Places That Can Help:

- Ministerial Association (913) 755-3964
- Salvation Army (785) 242-7450 x7640
- United Way (866) 320-5764
- Catholic Charities (913) 433-2039
- Vineyard of Hope Church (913) 755-4500
- SRS (913) 755-2162

For More Information:

- Utilities Office (913) 755-2146, Option 1
- www.osawatomioks.org