

HARDIN MUNICIPAL UTILITIES  
P.O. BOX 57  
HARDIN, KENTUCKY 42048  
(270) 437-4361

# NOTICE

## IMPORTANT CHANGES TO BILLING PROCEDURES - PLEASE READ CAREFULLY!

Dear Utility Customer:

As some of you may be aware, the City of Hardin has in the past sent letters to individual customers advising them of the delinquency of their utility bills. Unfortunately, this process has become both overly costly and time-consuming for the City. Accordingly, the Hardin City Council has voted to change this practice. Customers will no longer receive a warning letter when their utility bill has reached delinquent status. Instead, THIS NOTICE shall serve as your only warning letter regarding delinquent accounts.

Hence, beginning on July 1, 2009, once a utility bill has gone unpaid by the DUE DATE printed on the bill (which is normally the 5<sup>th</sup> day of each month), that bill shall be deemed delinquent. If the responsible party does not request a hearing, IN WRITING AND PRIOR TO THE DUE DATE printed on the bill, or if the full amount of the bill, including any late charges/fees is not paid within ten (10) days following the due date printed on the bill, the utility service shall be DISCONNECTED. If a hearing is requested, IN WRITING and in a timely manner, the hearing shall be conducted during the regularly scheduled meeting of the Hardin City Council, which is held the second Monday of each month at 6:00 p.m. in City Hall.

The Hardin City Council regrets having to make this change and is also sorry for any inconvenience this might cause. However, we can no longer justify the time and expense involved in sending out individual delinquent account notices every month. Please take careful note of these procedural changes. You will no longer receive any written notice advising you of a delinquent account. It is YOUR RESPONSIBILITY to either pay the bill on time or to follow the procedures outlined above. If you fail to follow these procedures, your utility service will be DISCONNECTED. Thank you very much.

May 31, 2009  
DATE

HARDIN CITY COUNCIL