

If Your Service is Disconnected

Your utility company can SHUT OFF your service if you FAIL to:

- Pay your bill.
- Follow through on payment arrangements.
- Pay a deposit, if required.
- Allow the company access to its equipment.

Before your service is shut off, your utility company must:

- Send you a notice that you are going to be shut off and indicate what you will need to do to maintain service. Different companies have different policies regarding shutting off service.
- Attempt to contact you in person prior to your shut off.
- Place a hang-tag on your door, or make at least two telephone call attempts, warning you of possible shut off.
- During the winter months (November 1 through March 31), the PSC Cold Weather Rule is in effect and service cannot be disconnected when the temperature is forecasted for the following 24 hours to drop below 32 degrees.

Your utility company can SHUT OFF YOUR SERVICE WITHOUT GIVING YOU NOTICE for the following reasons:

- Theft of service.
- Fraudulent application for service.
- Meter tampering.
- Unsafe service conditions.

Getting Your Service Reconnected

- In order to obtain new service or to reconnect service, you may be required to pay a deposit and/or a reconnection fee.
- If you have broken prior payment arrangements, the utility company may require you to pay the full balance of your bill.
- Your utility company may require you to provide proof of income.
- The utility company may require you to pay a deposit if you:
 - do not have good credit.
 - have good credit, but have a bad payment history with the utility company.
 - have service disconnected because of an overdue bill.

For More Information

The Missouri Public Service Commission (PSC) regulates investor-owned water, sewer, natural gas, electric and steam utilities. The PSC also has limited jurisdiction over telecommunications providers in Missouri. The PSC works to ensure Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related issue that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **psc.mo.gov**.



Missouri Public Service Commission

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