



# If Your Service Is Disconnected

*A Publication Of The Missouri Public Service Commission*

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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 what you will need to do to maintain service. Different companies have different policies about shutting off service.
- Attempt to contact you in person prior to your shut off date.
- Place a hang-tag on your door, 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 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 or if you do have good credit, but have a bad payment history with the utility company or you have service disconnected because of an overdue bill.



### For More Information

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Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **[www.psc.mo.gov](http://www.psc.mo.gov)**