

NOTICE

In late March of 2020 the City of Bushnell Municipal Utilities started following state guidelines regarding utility turn offs for non pay situations. Municipalities are not required to follow these guidelines as they have their own governing body. As both the City Council and Utility Board both agreed that these were trying times financially, they opted to follow the guidelines set out by the State and the ICC barring utility turn offs for non pay until the end of the moratorium. The state has now issued a Final Order allowing these turn offs to be made with a 30 day notice. That being said, turn offs for non pay will begin on August 11th for the past due bills that were not kept current during that time. If a customer cannot pay the entire bill, the Utility Office will allow a deferred payment agreement to be signed to avoid utilities being shut off. This will give the customer 12 months to pay the back owed bill. The customer must also keep all current bills paid up to date during this time. Shall a customer default on the payment arrangement or current bill, turn off procedures will begin with the customer being responsible for paying the unpaid bills in full with associated turn on charges before utilities will be reconnected. This program should help customers that were struggling with employment during the COVID-19 crisis. If you are customer with unpaid utility bills during this timeframe, **PLEASE** come to the utility office and sign up for this payment arrangement!!

Thank You

City of Bushnell