

City of Cimarron Cold Weather Utility Shutoff Policy

Purpose: To ensure the health and safety of residents during the coldest months of the year, the City Cimarron adopts this policy regarding utility service shutoffs for delinquent payments.

Policy Statement: The City of Cimarron will not terminate utility service to any residential property due to delinquent payments during the months of December, January, and February. This policy aims to protect residents from the potential health risks and hardships associated with losing access to water and electricity during periods of extreme cold.

Policy Details:

1. **Effective Dates:**

- This policy applies annually from December 1 through February 28 (or 29 in a leap year).

2. **Eligibility:**

- This policy applies to all residential water accounts within the City of Cimarron.

3. **Scope:**

- During the specified months, no water or electric service shutoffs will occur for delinquent accounts. Late fees and penalties will still accrue during this period, and residents are encouraged to make payments or contact the City to establish a payment plan.

4. **Notification:**

- Residents with delinquent accounts will receive written notification each billing cycle, informing them of their account status and reminding them of the City's willingness to work with customers on payment plans.

5. **Resumption of Shutoffs:**

- Regular utility shutoff procedures for delinquent accounts will resume on March 1. Prior to resuming shutoffs, the City will issue a final notice to affected customers, providing at least 10 days' advance warning.

6. **Payment Plans:**

- The City encourages residents facing financial hardship to contact the Utility Billing Department to arrange a payment plan. Flexible options may be available to assist in reducing arrears and maintaining utility service.

7. Exceptions:

- This policy does not apply to accounts where utility service is terminated due to unauthorized use, safety concerns, or other violations of City ordinances unrelated to payment delinquency.

Review and Amendments: This policy shall be reviewed annually by the City Administrator to ensure its effectiveness and alignment with community needs. Amendments may be adopted as necessary.

Implementation: The Utility Billing Department is responsible for implementing and enforcing this policy. Questions or concerns regarding the policy can be directed to the department during regular business hours.

Reviewed 12/08/25