



CITY OF TALLAHASSEE

Utility Business and Customer Services Department  
Administrative Policy Manual

DATE  
7/19/2023

NO.  
Draft  
Version

TITLE:

Weather Policy

ORG. AGENCY  
UBCS

**I. PURPOSE:**

To establish a process to avoid potential cold or hot weather related health problems for our delinquent customers that may result from the loss of utility services for extended periods.

**II. AUTHORITY:**

The City of Tallahassee Code of Ordinances, Section 21-182 establishes when bills are considered due and delinquent and authorizes the City Manager to develop and implement policies related to account severance, service discontinuance.

**III. APPLICABILITY:**

For the purposes of this policy, a delinquent customer is a customer who is subject to discontinuance of service for non-payment of a bill for services rendered thirty-eight (38) days prior (e.g. services delivered in November, billed on December 1st, and subject to disconnection on January 8th).

**IV. PROCESS:**

When the day ahead hourly temperatures are forecasted to be below 32° or higher than 100° for eight (8) or more consecutive hours, the City shall suspend the disconnect process for non-payment. It is the responsibility of Field Services (FS) management to review the next working day's weather forecast using a reliable service such as <http://www.weather.com/>, or other similar, source and implement this policy.

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directly to  
COT Utility*

In all other circumstances, the following cut-off process shall be executed:

FS staff will be responsible for dispatching, tracking and completing all eligible disconnection orders.

Utility Customer Services (UCS) will designate staff to work directly with FS staff to review and handle hardship known or suspected hardship cases.



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When a FS technician encounters a customer in the field and it is determined that special consideration is warranted, (such as the only occupant has obvious health limitations, or the only occupant present is elderly; or small children are in the household alone) the service shall be left on until arrangement are made with UCS staff.

The customer shall be provided with the name of a contact person and informed that they must make contact the same business day to make financial arrangements.

Customer shall be informed that failure to make contact with UCS staff will result in utility services being disconnected the next business day with no further notification.

The FS technician shall also provide the customer's contact information to UCS for further follow-up.

The UCS staff member shall review the account to determine the suitability of an arrangement based on approved policy and prior practice.

It shall be determined if the customer qualifies for a payment arrangement or payment extension.

The UCS staff member shall also refer the customer to a social service agency as appropriate.

In the event that the circumstances do not seem to indicate that special consideration is warranted, utility services shall be disconnected.