



Hutchinson  
Utilities  
Commission

225 Michigan Street SE  
Hutchinson, MN 55350-1905  
320-587-4746 | Fax 320-587-4721  
www.hutchinsonutilities.com

*Putting All of Our Energy into Serving You*

---

Date: May 5, 2021  
Contact: Jeremy Carter, General Manager  
Phone: (320) 234-0505  
Email: [jcarter@ci.hutchinson.mn.us](mailto:jcarter@ci.hutchinson.mn.us)

## NEWSPAPER/FACEBOOK/WEBSITE STATEMENT

### FOR IMMEDIATE RELEASE

## Resuming Collection Activity & Service Disconnections

Hutchinson Utilities Commission (HUC) will be resuming normal collection activity and service disconnections starting in July. HUC's transition plan back into regular operations includes prior communication and notices to consumers about the planned return to normal collection activities and service conditions, provides for continued temporary waiver for certain fees/charges for those residential customers who make and keep payment arrangements, and advises customers of energy assistance available to help them pay for their energy services.

### Transition Timeframe:

**May 3<sup>rd</sup>, 2021** – 1st notice & initial outreach to customers & energy assistance agencies.

**June 4<sup>th</sup>, 2021** – 2nd notice to customers & energy assistance agencies about resuming service disconnections.

**June 28<sup>th</sup>, 2021**–Disconnection letters mailed out identifying due date and dollar amount owed.

**July 20<sup>th</sup>, 2021** – Resume service disconnections on residential customers with past due balances that have not called the customer service department to make payment arrangements.

**September 16<sup>th</sup>, 2021** – Late fees, penalty fees, and disconnection/reconnection fees resume.

Please contact HUC's customer service department at 320-587-4746 prior to being disconnected to set up a payment arrangement that works for your specific needs. For full details of the transition plan back to normal operations and energy assistance resources please visit this link <https://www.hutchinsonutilities.com/resuming-collection-activity/>

#End#

*SOCIAL MEDIA/WEBSITE RELEASE*