

Appendix G. Termination schedule for utility service, C.M.R. 25.02(3)

Massachusetts regulations require that a company send 3 notices before terminating utility service, with the first notice being the bill. The required notice cycle leading up to the termination of utility service is detailed in C.M.R. 25.02(3) and outlined below.

NOTICE CYCLE

Bill: 1st request for payment

This notice is:

1. Payable upon receipt; and
2. Due 45 days from receipt, i.e. the 48th day (see calendar).¹

Reminder Notice: 2nd request for payment

This notice must:

1. Inform the customer that charges (i.e. the previous bill) are still outstanding and that the company intends to take action;
2. Be sent no earlier than the 27th day after the bill is issued (see calendar);
3. State that termination of service will occur if the bill remains unpaid by a certain date; and
4. Contain a brief explanation of the customer's rights.

Final Notice: 3rd request for payment- 72 hour notice

This notice must:

1. Inform the customer that termination of service is imminent and the customer must take action to prevent termination by making a payment arrangement or paying the outstanding charges in full;
2. Not be sent earlier than the 48th day after the bill is rendered and no later than 72 hours before termination;
3. Provide the specific date that termination of service will occur, i.e. the 54th day after the bill is rendered, if the bill remains unpaid; and
4. Contain a brief explanation of the customer's rights.

¹ For bills and notices, receipt is presumed to be 3 days after mailing or, if hand delivered, on the date of delivery.

This final notice expires 14 days from the date sent. This means that if utility service is not terminated within that timeframe the termination notice is no longer valid. The utility company will have to send out a new final notice before it can terminate service.

Termination of Service

Termination of service may occur between 8:00 a.m. and 4:00 p.m. Monday through Thursday. By law, it cannot occur on a holiday (M.G.L. Ch. 4, section 7) or the day before a holiday.

CALENDAR

June

S	M	T	W	T	F	S
			1- Bill sent	2	3	4- Bill received
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28- 2 nd notice sent (27 d. after bill sent)	29	30		

July

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19- Final notice sent (48 d. after bill sent)	20	21	22- Notice presumed received (51 d. after bill sent)	23
24	25- First date for termination (54 d. after bill sent)	26	27	28	29	30
31						

August

S	M	T	W	T	F	S
	1	2- Last date for termination (62 d. after bill sent)	3	4	5	6