

## **10. Late Penalty Removal Policy**

- 10.1 Pursuant to Subsection 113.0406(1)(i)(6) of the Public Service Commission, Stoughton Utilities (SU) will not remove any properly applied late payment penalty. Mail service, customer vacations, or other circumstances related to the customers are not suitable justifications for the removal of penalties.
- 10.2 Penalties will only be removed if a customer payment was applied incorrectly by SU, the customer is able to prove with a SU or Stoughton Police Department (SPD) issued receipt that a payment was lost by SU or SPD staff, a billing statement was issued late due to internal SU delays, a billing statement was issued in the wrong amount and needed to be corrected and reissued, or if a customer has entered into a Deferred Payment Agreement.

*Effective: Wednesday, June 13, 2012*  
*Brian R. Hoops*  
*Utilities Office & Information Systems Supervisor*