



## MEMORANDUM

DATE: August 1, 2023  
TO: City of Kings Mountain Customers  
FROM: Wayne Ledbetter, Energy Services Director  
Ricky Duncan, Public Works Director  
SUBJECT: **Cut-Off Procedure Changes**

Due to the increasing work load demand, beginning May 1, 2023, reconnects for non-payment will no longer be guaranteed as same day work if not paid by the provided time frames below. We understand that this is a change from our former practice but it is necessary so that each department will be able to forecast their work schedules. When you pay your utility bill prior to 2PM on the day of cut-off each month, your utility service(s) will be reconnected, same day; with the exception of natural gas. Natural gas customer(s) will need to make an appointment, but most are reconnected by next business day. When you pay your utility bill after 2PM, your service(s) will be restored the next business day. Please notice, all utility bills are to be paid in full, including all processing fees and/or reconnection fees, which may apply.

Please note that this will mean you will be without utilities until the following business day. Plan accordingly so that you can avoid this inconvenience.