

## **Reconnection Fees to Resume April 1, 2023**

In March of 2020, HPUD acted quickly to help customers with the adverse financial impact of the COVID-19 pandemic by suspending disconnection of services due to non-payment and waiving late fees. Over the past few years, HPUD has taken several steps to help customers as we slowly returned to normal business operations.

Beginning April 1, 2023, HPUD will charge a reconnection fee for disconnection of services due to non-payment. As always, HPUD will continue to communicate with customers prior to disconnecting services.