

# POLICY NO. 608

## DISCONNECTION OF ELECTRIC SERVICE AND PENALTY



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COOPERATIVE

### I. OBJECTIVE

To establish a uniform policy for disconnection of electric service.

### II. POLICY CONTENT

This policy shall outline the process for disconnection of electric service at the request of the consumer and for other reasons to be determined by the Cooperative.

### III. PROVISIONS

- A. **By Consumer.** – A consumer may be required to give up to five days' written notice, excluding legal holidays, Saturdays and Sundays, of intention to discontinue service and shall be responsible for all charges for service until the expiration thereof. This provision may be waived by the Cooperative. The provisions of any written agreement between the Cooperative and its consumers as to notice of termination of service shall supersede this policy.

When a meter is disconnected and the consumer for whom it was disconnected has it reconnected within twelve (12) months of the time it was disconnected, it shall be termed a "temporary disconnect" and a service charge equal to the sum of such minimum bills as would have occurred during the period of disconnection, but in no event less than the regular charge, shall be paid to the Cooperative at the time the consumer requests that the service be reconnected.

- B. **By Cooperative.** – The Cooperative may discontinue service for non-payment of bills, for violation of any Bylaw or Policy of the Cooperative, for tampering with the Cooperative's equipment, for fraudulent use of electricity, where a dangerous condition exists on the consumer's premises or failure to make application for electric service.

(1) The Cooperative may discontinue service for non-payment of a utility bill no earlier than ten days after the bill is due. The bill is due on the tenth (10<sup>th</sup>) of the month following the day the bill was mailed. A notice of intention to discontinue service shall be sent to the consumer either by mail or phone at his last known address or phone number at least five days prior, or delivered to the premises at least 48 hours prior to a date shown on the notice on or after which service will be discontinued. The Cooperative shall not discontinue a consumer's service for non-payment of a bill on a Saturday, Sunday or legal holiday, or between 5:00 p.m. and 8:00 a.m. of any other day.

(2) The Cooperative may discontinue the service of any consumer for violation of any Policy, Procedure or Bylaw of the Cooperative not less than five days after written notice of intention to do so has been delivered or mailed to the address of the consumer. The notice shall state the nature of the violation.

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- (3) Where fraudulent use of electricity is detected, or where the Cooperative's regulating or measuring equipment or other property has been tampered with, or where a dangerous condition is found to exist on the consumer's premises, electricity may be disconnected without advance notice. Service will not be resumed to the consumer until such consumer shall have paid all bills including the current fraudulently consumed, together with any damage to the meter or metering equipment, plus a \$50.00 reconnection charge.
  - (4) As soon as is practicable, after the condition has been remedied for which the consumer's service was discontinued, the Cooperative shall restore service; provided, however, where service has been discontinued for fraudulent use of electricity or for tampering with the utility's regulating and measuring equipment or other property, the Cooperative may refuse to restore service until all charges for damages, expenses and fraudulent use of electricity have been paid.
  - (5) Whenever service has been discontinued in accordance with this Policy, the cooperative may make the charge for reconnection of service as follows: In case of disconnect for delinquent bill, an additional charge of \$50.00 shall be required for reconnecting service after normal working hours. The regular charge for disconnect and reconnection shall be \$50.00 during normal working hours. A charge of \$25.00 shall be charged for a collection trip, installation or removal of a Load Limiter. A charge of \$50.00 shall be charged for installing a Load Limiter following disconnect for a delinquent bill.
  - (6) Any person who uses electric service of the Cooperative but fails to make application for such service shall be liable to the Cooperative for payment therefore under the applicable rate schedule. Notice and disconnection shall be governed by Section III.B.(2) above.
  - (7) In all cases under Section III.B. of this Policy except for Section III.B.(3), the Cooperative shall use good judgment and take into consideration both extremely hot and cold weather conditions.
- C. Penalties – Members that make payments by the due date for ten out of the last 12 months shall be considered to have good credit history and will not be charged a penalty. Members that do not have a good credit history as defined above will be charged a penalty of \$10.00 per month plus an additional penalty of 5% of all outstanding balances that exceed \$13.00. In addition, interest in the amount of 1 and ½% will be charged on all outstanding balances that exceed \$13.00.

#### IV. RESPONSIBILITY

- A. The General Manager and Manager of Office Services shall be responsible for the administration of this policy.

Attested: s/ John Regier  
Secretary

Previous Revision: July 25, 2006  
Revision Effective Date: June 30, 2009