

# Discontinuance of Service

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## **OMISSIONS**

In the absence of specific rules or policies, the disposition of matters related to discontinuance of service shall be made by the Governing Board in accordance with its usual and customary practices.

**Fees and Charges for Disconnection of Service are found in the Utilities Rates and Fees Schedule**

## **POLICY**

### ***When service will be discontinued***

1 ... Reasons for Discontinuance of Service:

- (a) Nonpayment of bill or other charges;
- (b) Partial payment of bill or other charges;
- (c) Failure to comply with utility rules, regulations, or policies;
- (d) Any threat to public health on the Customer's premises which may endanger other Customers;
- (e) Tampering with utility equipment or stealing service;
- (f) In the event that a Customer has allowed more than one service on one tap.

2 ... There will be no second notice.


No "final notice" will be mailed if payment is not received by the due date. There shall be a line printed on each utility bill stating that there will be no second notice, and that service will be discontinued beginning the 10<sup>th</sup> day after the due date shown on the bill. Accounts are considered discontinued once Delinquent Account List is received by maintenance employee(s) from the District's office on the day of disconnections.

Service cut-offs for non-payment or partial payment of bills will begin the tenth (10<sup>th</sup>) day after the due date. Service cut-offs will be handled in accordance with the Utility's workload. All customers with a balance of \$55 or greater will be disconnected unless prior arrangements (i.e., a payment arrangement) have been documented. Payment arrangements may be made in accordance with the District's policy regarding payment arrangements.


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3 ... When a Customer considers the bill to be incorrect, the Customer may request a review of the bill. To request a review, the Customer must contact any clerical employee of the District in person or by telephone within five (5) days after the due date. In the event the dispute cannot be resolved by telephone, the Customer must make an appointment to meet with a District employee authorized to make bill adjustments within ten (10) days of the due date. The Customer's service will not be discontinued for failure to pay a disputed bill until after the Customer has the opportunity to meet with the Utility employee.

The Customer may request that the disputed bill be reviewed by the Governing Board of the Utility by serving written notice to the Utility Manager of the Customer's desire to appear before the Board. Such request will not delay the discontinuance of service.

As with other complaints, if after written notice and meeting with the Governing Board, the Customer feels that the utility is violating its policies regarding the incident, the Customer may file a written complaint with the Utility Management Review Board.

4 ... For the benefit of the Customer, normal service cut-offs will not be made on a Friday or on the day immediately preceding a holiday.

In the following situations the Utility reserves the right to discontinue service without Customer notice:


- (a) When in the opinion of management a situation exists that may endanger public health;
- (b) Where there is evidence of tampering with utility equipment or stealing of service;
- (c) Where it is discovered that a misrepresentation of identity was made in obtaining service.


5 ... Service will be reinstated Monday-Friday between 8:00am-4:00pm for a reconnection fee. After 4:00pm, weekends, and holidays service may be reinstated in case of an emergency for a reconnection fee (See Rates and Fees Schedule). Services will NOT be restored after 9:00 pm on any day. The Utility will allow the Customer to waive one (1) reconnection fee during a 12 month period.

6 ... Utility bills are recurring charges. Failure by the Customer to receive a utility bill will not entitle the Customer to be relieved of payment.

7 ... The Customer shall pay all costs for the discontinuance of service and any reconnection. The charges for these services are shown in the Schedule of Rates and Charges. Utility personnel will not be permitted to collect the amount of the outstanding bill plus the disconnect service call charge when they arrive at the Customer's premises to discontinue service.

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8 ... Discontinuance of service by the Utility shall not release the Customer from liability for payment for service already received or from liability from payments that thereafter become due under the minimum bill provisions or other provisions of the Customer's contract.

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9 ... The Utility shall not be liable for any loss or damage resulting from the discontinuance of service.

10 ... A landlord shall not use the discontinuance of service to his or her property to force a tenant or occupant to surrender possession of the property. The landlord shall use appropriate legal means for that purpose.

11 ... The Customer(s) whose name appears on the application for service is (are) the Customer(s) responsible for payment of all charges. That Customer is also responsible for any rules or policy violations that occur regarding the utility service to that property. Personal participation by the Customer in any such violation shall not be necessary to impose personal responsibility on the Customer.

12 ... In the event any Customer fails to pay any utility fee or charge, the Customer shall pay all costs of collection including court costs and reasonable attorney's fees incurred by the Utility in collecting such sums.

13 ... The Utility shall have the right to render service to an applicant or to any member of an applicant's household who is living at the same address whenever such person(s) is (are) delinquent on any payment to the Utility or had his or her service discontinued because of a violation of the regulations or policies of the Utility.

14 ... The Utility shall not disconnect the service to any Customer on a life support system or dialysis machine in accordance with this Policy. It is the responsibility of the Customer to notify the Utility if service discontinuance would be life threatening. After notification, the Utility will flag the Customer's account and meter as an "Emergency Medical Service" to ensure that the service is not cut off by Utility personnel or others in accordance with this Policy.

15 ... The Customer in whose name the service is furnished may request termination of service by e-mail or in person at the office of the Utility. No telephone requests for cut-offs will be honored.

16 ... Each Customer should give a minimum of seven (7) days notice to the Utility of service termination. The Customer will be responsible for all charges which accrue to the end of the seven (7) day period including the minimum charge.

17 ... Where Utility service is being furnished to an occupant of premises under a contract not in the occupant's name, the Utility reserves the right to impose the following conditions on the right of the Customer to discontinue service under such a contract:

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- (a) Written notice of the Customer's desire for such service to be continued may be required.
- (b) The Utility shall have the right to continue such service for a period not to exceed three (3) business days after receipt of such written notice, during which time the Customer will be responsible to the Utility for all charges for such service.

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## Policy

ADOPTION DATE: 12.13.23

EFFECTIVE DATE: March 1 2024

President: KLS

Secretary: BK

Vice President: DBF