

A. Discontinuance of Service

Electric customers of the District may request discontinuance of service or move from one location to another within the District's service area. The District may discontinue or refuse to establish or restore electric service, after proper notification, and the Disconnect Fee designated in Appendix A will be assessed for any one or more of the reasons contained in this Rule.

1. Nonpayment of Bills

The District may discontinue electric service if the bill for such service has not been paid by the designated due date, which will be no less than 19 days from the billing date, and remains unpaid by the scheduled disconnect date.

2. Failure to Maintain Account

The District may discontinue or refuse service or refuse to reestablish service to a customer who has not made a deposit or otherwise established or maintained the customer's account in accordance with Rule No. 3 and Rule No. 6.

3. Returned Items

The District may discontinue or refuse service or refuse to reestablish service to a customer whose item or items are returned unpaid by a financial institution. If the returned item is not redeemed within the time designated in the notification, service will be disconnected or requests for service will be denied.

4. Access

The District may discontinue or refuse service or refuse to reestablish service to a customer who does not provide permanent accessibility to the District's equipment for the purposes related to the furnishing of electric service, including, but not limited to meter reading, testing, inspection, construction, maintenance and repair of facilities.

5. Unsafe or Illegal Apparatus

The District may discontinue or refuse service or refuse to reestablish service if any part of a customer's wiring or equipment or use thereof is either unsafe or in violation of law, until such apparatus shall have been placed in a safe condition or the violation remedied and all related charges and fees for meter tampering, power theft/energy diversion, and broken or damaged District equipment have been paid. If, in the District's judgment, the operation of a customer's equipment constitutes a dangerous condition, the District may discontinue service to that customer without prior notice.

6. Service Detrimental to Other Customers

The District may discontinue or refuse service or refuse to reestablish service if, in the District's judgment, the operation of customer's equipment is, or will be, detrimental to the service of other customers.

7. Fraud

The District may discontinue service without prior notice or may refuse service or refuse to reestablish service if the customer's actions or the condition of the customer's premises are such as to indicate intent to defraud the District.

8. Noncompliance

The District may discontinue or refuse service or refuse to reestablish service if the customer does not comply with the Rules and Regulations of the District.

9. Consumption With No Customer of Record

The District may discontinue or refuse service for failure to apply for electric service in accordance with Rule No. 3, Application for Services, when consumption is recorded during monthly meter readings at a location.

10. Resale of Electricity

Customers who re-sell the electricity that the District supplies or are receiving service in conflict with Rule No. 18 and who fail to bring themselves into conformity within a reasonable time after receiving written notice from the District will be subject to discontinuance of service.

B. Disconnection of Service for Multi-unit Accounts

1. If accounts designated as master metered residential accounts (i.e., those with one meter serving more than one customer) are subject to disconnection of services as described in Section A above:

a. Occupants shall be informed of the pending disconnect by means of a written notice posted in each accessible common area and each point of access to the facility 15 days prior to the scheduled disconnection date.

b. Occupants shall have the right to become utility customers if each resident or designated representative agrees to the conditions of service described by these Service Rules and establishes credit worthiness as described in Rule No. 3 and Rule No. 6. Proof of residence and prompt payment of rent would be sufficient to establish a satisfactory pay history under Rule No. 6.

C. Restoration of Service

1. The District will assess and collect a Service Restoration Fee in an amount set forth in the schedule of fees in Appendix A before restoring electric service that has been discontinued for nonpayment of bills or the failure to otherwise comply with the Rules and Regulations of the District.
2. A customer may request restoration of service connections outside regular hours, as defined in Rule No. 3, and will be assessed for service connections according to the schedule of fees in Appendix A.
3. A Meter Panel Inspection Fee, as specified in Appendix A, will be assessed for a second meter panel inspection request due to unsafe conditions. Each subsequent visit will also incur this fee. There is no fee for the first visit.

D. Discontinuance of Service at Customer's Request

When a customer desires to terminate responsibility for service, the customer shall so notify the District not less than three (3) working days in advance, or such period in advance as may be specified in the customer's contract for service, and state the date on which the customer wishes the termination of such responsibility for service to become effective. A customer may be held responsible for all service furnished at the customer's premises until the date of termination specified in the notice, or a date two (2) days beyond the date of such notice, or a greater number of days after such notice as may be specified in such contract, whichever date is later.

E. Service Reactivation

1. Before service can be restored after disconnection of services for non-payment, the customer is required to pay in full or make payment arrangements acceptable to the District for the delinquent amount, fees assessed and deposit amount defined in Rule No. 6.
2. If service via a flush-mounted service panel or stem wall has been compromised, the service panel shall be converted to a surface-mounted service panel, at the customer's expense, prior to service being restored.
3. If meter tampering, power theft/energy diversion, or damage to District equipment has taken place, unrestricted permanent access to the service panel shall be provided. This may require relocation of the service panel at the customer's expense.
4. If District equipment has been damaged due to meter tampering, power theft/energy diversion thereby causing a public health and safety concern, the customer and/or the property owner shall be held responsible for reimbursing the District the cost of restoring these services.
5. When a resident is not present for service activation, the District's field representative shall activate the service and power off the main breaker to the establishment. The customer will be advised to turn on the main breaker in order to receive electricity. A door hanger will be provided, giving the customer instructions on how to turn on the main breaker.