

# POWELL VALLEY ELECTRIC COOPERATIVE

## POLICY NO. 100 – 2 E

### TERMINATION OF ELECTRIC SERVICE

#### I. OBJECTIVE

To provide a fair and equitable procedure for termination of electric service, considering the business needs of the Cooperative and the human needs of the member.

#### II. TERMINATION OF ELECTRIC SERVICE (*FOR NON-PAY*)

A. PVEC's policy is to note the disconnect date on the customer's bill, make and document phone calls prior to disconnect, plus leave door knockers at first time offender's location.

1. PVEC will endeavor to obtain written customer approval for phone contact regarding non-pay termination.

a. Via the cooperative's website and customer's electric bill, PVEC will inform customers of its policy regarding communication with the customer prior to termination of service.

b. PVEC will include the consent on all new membership applications, effective August 1, 2015.

c. PVEC will request existing customer's written consent as contact permits.

1) See form "Consent for Communication Regarding Termination" attached.

B. If the consumer's bill remains *unpaid* as of 4:00 pm on the disconnect date noted on the consumer's bill (*preliminary disconnect date*), the cooperative personnel will begin the process of collecting payment or terminating the service.

C. **Disconnection process** will be as follows:

##### 1. **Disconnect Dates**

###### a. **Preliminary (Day 1)**

1) *Preliminary disconnect date* is 2 business days before the following month's meter reading date

2) This disconnect date is noted on the consumer's bill

3) If not paid by 4:00 pm, a disconnect processing fee will be added.

4) The potential cut-off list is forwarded to SCADA personnel.

5) SCADA personnel make courtesy calls to customers (*between the hours of 4:30 pm to 9 pm*) informing them that payment must be received by noon the following business day to avoid disconnection.

a. During the phone conversation, SCADA personnel will advise the customers of their rights and remedies, instructing them who to call if they have questions or concerns regarding their bill.

b. Each phone call is documented

###### b. **Interim (Day 2)**

1) If not paid by 4:00 pm the business day following the preliminary disconnect date, cut-off orders are prepared

- 2) SCADA personnel will attempt a second courtesy call to customers not contacted during the first courtesy call informing them that payment must be received by 8:00 am the following business day to avoid disconnection.
        - a. During the phone conversation, SCADA personnel will advise the customers of their rights and remedies, instructing them who to call if they have questions or concerns regarding their bill.
        - b. Each phone call is documented
      - c. **Final (Day 3)**
        - 1) Serviceman begins working disconnects at 8:00 am the next business day following the interim grace period.
  2. The extra (*interim*) day allowed above before disconnection promotes efficiency in the workplace
    - a. The serviceman will be able to work disconnects and get missed / corrected meter readings for the same cycle on the same day, thus eliminating duplicate runs in the service area.
    - b. It also gives the customer and cooperative personnel additional time for making payment accommodations.

#### **D. Second Notices before disconnect**

1. Account - multiple times on cut-off list (*in the past 12 months*)
  - a. SCADA personnel make courtesy calls to customers informing them that payment must be received by noon the following business day to avoid disconnection.
    - 1) SCADA documents the call on the cut-off list and faxes the list (*with comments*) to each applicable office.
    - 2) SCADA instructs customers to call their local office (*providing phone number*) the next morning to resolve any issues or concerns.
    - 3) Customer service handles any special requests.
2. Account - first time on cut-off list (*in the past 12 months*)
  - a. Follow same procedures as in II.C.1. above
  - b. A door knocker will be left at location providing customer with contact information for addressing questions or concerns.
  - c. Customers will be given an additional 24 hours to pay their bill
  - d. Customer service will attempt to call the customer again before serviceman disconnects service.
3. Customers are responsible for notifying Cooperative with current contact information.

#### **E. Returned Payments**

1. Any payments rendered by the customer that are later denied or returned for any reason constitutes returned payments
2. Upon PVE's receipt of a returned payment notice

- a. CSR attempts to call the customer
- b. If the call is unsuccessful, the serviceman delivers a returned check notice to the metered location
  - 1) The customer has until 4:00 pm the second business day (*following PVEC's notice to the customer*) to make restitution for said returned payment
3. If adequate restitution is not made by the end of the 2 business day grace period above, the bill is deemed unpaid (*as if a payment had never been made*)
4. If the returned payment notice date coincides with (*or is later than*) the preliminary disconnect date, the customer must be given 2 business days before disconnection.
5. In the event of a returned payment, PVEC will only accept the following methods of payment
  - a. Cash or money order
  - b. Valid credit or debit card
  - c. Valid third party check

#### **F. Disconnection Without Notice**

1. The following will be subject to disconnection without notice:
  - a. Customers using fraudulent paying methods.
  - b. Customers who tamper with the cooperative's meters, or otherwise divert energy in order to use it without paying for it.

#### **G. Weather Conditions**

1. No account will be disconnected when the temperature remains below freezing.
  - a. If the weather forecast is predicting temperatures of 32 degrees or more by noon, we will plan to disconnect for non-pay once the temperature reaches 32 degrees
  - b. If the temperature does not reach 32 degrees, we will not disconnect that day
  - c. If the weather forecast is predicting temperatures less than 32 degrees by noon, we will not plan to disconnect that day; however, if the temperature gets above 32 degrees, the serviceman may elect to work disconnects that day to prevent further backlog of work
  - d. Disconnects for non-pay will be postponed until temperatures are above 32 degrees
  - e. The billing supervisor will consult weather.com website for each area and advise accordingly.
    - 1) Each area works their disconnects according to their applicable forecast and temperatures.
2. If access to the customer's location endangers cooperative staff due to hazardous road conditions, serviceman is to note this on the service order and work as soon as conditions permit
3. Extreme Heat
  - a. The billing supervisor evaluates weather conditions daily at weather.com for each area. In the event the forecasted temperature is expected to exceed 99 degrees

Fahrenheit, PVEC will postpone the disconnection of service of residential customers scheduled for such disconnection due to non-payment. Forecasted temperatures will be re-evaluated the following business day to determine if postponement is still warranted; if not, PVEC will resume disconnect procedures as normal.

#### **H. Serious Medical Conditions**

1. Customers with serious medical conditions must submit an approved Medical Certification form to qualify
  - a. Disconnection may be postponed for a maximum of 30 days from the original disconnect date
  - b. All penalty and late payment fees will still apply
  - c. Customer is encouraged to set-up a payment arrangement during this postponement period
  - d. If full payment of the past due amount, including all late fees, is not received by the end of the postponement period, electric service will be disconnected without further notice.
  - e. This postponement will be permitted once per 12 month period.
2. Medical Certification Form
  - a. Must be the cooperative's standard "Serious Medical Condition Certification Form".
  - b. Must be completed by a medical doctor or licensed nurse practitioner
    - 1) Must certify that the disconnection of electric service would create a life-threatening medical situation for the customer or other permanent resident of the customer's household.
  - c. Completed form must be approved by the cooperative to be valid
3. See PVEC's "Serious Medical Condition Certification Form" attached

#### **I. Payment Arrangements**

1. Payment arrangements may be extended to customers in accordance with the following:
  - a. Customer may set up arrangements not to exceed 3 times per calendar year
    - 1) Payment arrangements in excess of 30 days must be approved by billing management.
  - b. More than 3 requests will be evaluated on a case by case basis by billing management and may be granted in extenuating circumstances with supporting documentation.
2. Broken arrangement
  - a. An arrangement is considered broken when any part of the arrangement has not been fulfilled
  - b. Customer will be disconnected the following business day when payment is not made as arranged

- 1) Customer service will attempt to contact the customer before disconnection
3. Customer may be denied another payment arrangement if they have previously broken an arrangement within the calendar year.

#### **J. Bad Debts**

1. Write Off Process
  - a. Account is disconnected (*month 1*)
  - b. Billing sends a notice to the customer that the account is subject to the following: (*month 2*)
    - 1) Transfer uncollected balance to another active account customer may have
    - 2) Transfer uncollected balance to a responsible party co-signer (if applicable)
    - 3) Submit uncollected balance to a collection agency for collection
  - c. Unpaid accounts are submitted to the Board for write-off approval (*month 3*)
2. No account will be written off without prior consent of the board
3. Maximum effort of the staff shall be made to minimize losses due to past due accounts.
4. A collection agency or attorney shall be used to collect past due accounts after the staff has exhausted all its remedies.
5. Judgments will be obtained at the general manager's discretion

**K.** See *Policy 100-2A* for related fee schedule.

### **III. RESPONSIBILITY**

The Billing Department shall develop and administer policies.