

DISCONNECTION OF SERVICE

PCRPPD shall comply with all applicable Nebraska law regarding the disconnection of electric service for non-payment. Electric service may be refused or disconnected by PCRPPD for any of the following reasons:

CUSTOMER REQUEST FOR DISCONNECT

When a customer requests a disconnection of service, PCRPPD may disconnect the meter remotely or the meter may be removed, and the transformer de-energized if no other customer is receiving service from the same transformer. A final bill will be rendered to the customer on the next month's billing date and will be prorated for the actual number of days of service since the last reading date.

In the event an account is not paid within 30 days, the account may be turned over to a collection agency.

Disconnected customer accounts with a credit balance will be processed as follows:

The remaining credit balance greater than \$5.00 may be transferred to another active account.

The remaining credit balance may be returned to the customer with a check on the next scheduled billing date. Any portion of the credit balance that is due to a payment from an energy assistance provider may be refunded to the energy assistance provider.

PCRPPD DISCONNECT

Service may be refused or disconnected **without** notice by PCRPPD for any of the following reasons:

- 1) Any condition determined to be hazardous to property or person
- 2) The use of customer equipment adversely affects PCRPPD equipment or service to others
- 3) Tampering with PCRPPD equipment
- 4) Use of the service in an unauthorized or illegal manner
- 5) Failure of a Prepaid account to maintain the minimum credit balance as required by Pre-Pay Program Policy.
- 6) Non-payment of required deposit or failure to provide a completed application for service.
- 7) Breach of agreed-upon payment arrangements.

Service may be refused or disconnected **with** notice by PCRPPD for nonpayment of any non pre-pay program accounts in compliance with applicable Nebraska law.

- 1) PCRPPD will notify the customer of the scheduled service disconnect for

nonpayment of a past due amount. Notice shall be given in person, by first-class mail, or by electronic delivery if the customer has elected to receive electronic communications.

- 2) The disconnect notice shall be conspicuously marked as to its importance and will include the reason for the proposed disconnection, the date upon which service will be disconnected if the customer does not take the appropriate action, and PCRPPD contact information.
- 3) Service will not be discontinued for seven days after the notice is sent or given. Holidays and weekends will be excluded from the seven days.
- 4) The customer has a right, prior to the disconnection date, to request a conference regarding a dispute over the proposed disconnection by providing PCRPPD a written statement which sets forth reasons for the dispute and relief requested by the disconnect date. A conference will be held by PCRPPD and the customer within 14 days of receipt of the request. Failure of a customer to attend a scheduled conference will result in immediate discontinuance of electrical service. PCRPPD will not disconnect service pending the conclusion of the conference.
- 5) Disconnection shall be postponed or prevented for at least thirty days upon presentation of a duly licensed physician's, physician assistants, or advanced practice registered nurse's certificate that certifies that a resident within the customer's household would suffer an immediate and serious health hazard by the disconnection of electric service. Only one postponement of disconnection shall be required for each incidence of nonpayment of any past due account. Such a certificate shall be filed with PCRPPD within five days, not including weekends or holidays, of receiving notice and will prevent the disconnection of service for a period of at least thirty days.
- 6) Prior to reconnection of service, the customer must pay the past due balance on the account disconnected, plus the disconnect and reconnect fees and provide a deposit, in accordance with the PCRPPD Meter Deposits Policy.
- 7) Installment payments for past due accounts may be arranged for no more than two installments within 30 days of the delinquent billing date. Such installment payments will be in addition to any current electric charges due. Failure to meet the full installment payment will result in immediate disconnection.
- 8) Customers qualifying for assistance in payment of electric bills should contact their caseworker in that regard.
- 9) Disconnection will be made at the service interconnection location for the account being disconnected notwithstanding the fact that a customer may have more than one account for service at such location.
- 10) PCRPPD may install a disconnect meter that will enable remote disconnection.

**BOARD POLICY
CUSTOMER RELATIONS**

In the event of a disconnection of a non-pre-pay program service, the customer shall be charged a service fee as set forth within Policy BP-CR-05 Billing and Payment. PCRPPD will not accept payment by check for reconnection on accounts with an insufficient funds charge within the last 12 months.

- 1) Reconnects during regular PCRPPD office hours are available Monday through Friday, except for observed holidays by one of the following:
 - a) In person payment by cash, money order, or valid credit/debit card
 - b) Valid credit/debit card payment via PCRPPD secure website, SmartHub App, or through the Interactive Voice Response (IVR) System
 - c) Contacting the office to authorize payment on valid credit/debit card currently on file with customer account
- 2) Reconnects outside of regular PCRPPD office hours and within 24 hours of the disconnect, are available to customers any day and time of the week including holidays.

Reconnects outside of regular office hours and more than 24 hours after the disconnect will be billed according to the PCRPPD Billing and Payment Policy and will only be made after the following:

- a) Valid credit/debit card payment via PCRPPD secure website, SmartHub App, or through the Interactive Voice Response (IVR) System

IDLE SERVICE

Services that have been disconnected for an extended period may be considered idle after 12 months.

RESPONSIBILITY

PCRPPD shall be solely responsible for the interpretation of this policy. The general manager is responsible for the administration of this policy.

APPROVED BY THE BOARD OF DIRECTORS

DATE APPROVED: 5/8/2024 **ATTEST:** _____