

REGULATION NO. 11

DISCONTINUANCE OR REFUSAL OF SERVICE

A bill will be considered delinquent if not paid within 20 days, or past due if not paid within 30 days, of the date shown on the bill.

For any of the following reasons the District shall, at its option, have the right to:

1. Terminate its agreement for service and remove all its apparatus from the premises of the customer.
2. Disconnect its service until the customer has complied with all the terms of the service agreement and of the District's regulations.

A. NONPAYMENT OF BILLS:

A customer's electric service will be discontinued for the non-payment of a bill if payment has not been received, or a satisfactory arrangement for payment has not been made, on or before the date specified on the FINAL NOTICE.

A customer's electric service may be discontinued for nonpayment of a bill for electric service rendered at a previous location if payment for said closing bill has not been received, or a satisfactory arrangement for payment has not been made, on or before the date specified on the FINAL NOTICE, which will be issued to the new location.

Emergency service extension of a delinquent account may be granted upon recommendation of the Division Superintendent.

If a customer is receiving service at more than one location and any of the accounts are disconnected for nonpayment of a bill, the delinquent account shall be subject to transfer to an active account. However, domestic service will not be discontinued because of nonpayment of bills for other classes of service.

B. UNSAFE EQUIPMENT:

The District may refuse or discontinue service to a customer if any part of his wiring or other equipment, or the use thereof, shall be determined by the District to be unsafe or in violation of applicable laws, ordinances, rules or regulations of public authorities, or if any condition existing upon the customer's premises shall be thus determined to endanger the District's service facilities, until it shall have been put in a safe condition or the violation remedied.

The District does not assume any responsibility of inspecting or repairing the customer's wiring or other equipment or any part thereof and assumes no liability therefor.

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C. SERVICE DETRIMENTAL TO OTHER CUSTOMERS:

The District will not provide service to utilizing equipment, the operation of which will be detrimental to the service of the utility or its other customers, and will discontinue electric service to any customer who shall continue to operate such equipment after having been given notice by the District to cease so doing.

D. FRAUD:

The District may refuse or discontinue service if the acts of the customer or the conditions upon his premises are such as to indicate to it an intent to defraud the District.

See Regulation No. 17, Meter Reading, Irregular Kilowatt-hour Consumption.

E. FAILURE TO ESTABLISH OR RE-ESTABLISH CREDIT:

If, for an applicant's convenience, the District should provide service before credit is established or should continue service to a customer when credit has not been re-established in accordance with Regulation No. 9, and he fails to establish or re-establish his credit as provided by a written notice of not less than 7 calendar days, the District may discontinue service.

F. NONCOMPLIANCE:

Except as otherwise specifically provided in this Regulation No. 11, the District may discontinue service to a customer for noncompliance with its regulations if, after written notice of at least 7 calendar days, he has not complied with the notice. The District may dispense with the giving of such notice in the event of a dangerous condition, thus rendering the immediate discontinuance of service to the premises imperative.