

POLICY F – DISCONTINUANCE OF SERVICE (CUT-OFFS)

RESPONSIBLE FOR ADMINISTERING POLICY

Utility Board and General Manager

BACKGROUND AND PURPOSE

It is accepted utility practice in the United States that the customer is responsible for payment of service and other duly authorized charges. Any unpaid debt shall be incurred by other customers of the utility.

The Department is run for the benefit of all present and future customers, and while no customer shall intentionally be treated unfairly, no customer shall be treated in a way that compromises the interest of other customers.

LIMITATIONS

The Department is subject to various state and federal regulations and has no discretion to allow customers to accumulate unpaid balances, which would violate these regulations.

POLICY STATEMENT

1. Reasons For Discontinuance of Service

Reasons for discontinuance of service:

- a. Nonpayment of bill or other charges.
- b. Partial payment of bill or other charges, except when customer inadvertently fails to pay a penalty, however, the penalty must be paid by the next cut-off date.
- c. Failure to comply with Department rules, regulations and policies.
- d. Any threat to public health on the customer's premises which may endanger other customers.
- e. Tampering with Department equipment or stealing service.
- f. In the event that a customer has more than one (1) residence on one (1) tap.
- g. Customer has an amount past due from any previous service.
- h. Customer has given fraudulent or misleading information.

2. Final Notice

If payment is not received by the due date printed on the customer's bill, If payment is not received with in **ten (10)** days after the due date, service will be discontinued.

3. Cut-off Date

Service for cut-offs for nonpayment or partial payment of bills will begin on the next business day after the **tenth (10th)** day following the due date of the bill. Service cut-offs will be handled in accordance with the Department's workload.

4. Discontinuance of Service Notice

In the following situations the Department reserves the right to discontinue service without customer notice:

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

5. Reconnection Days

Service will be reinstated only during regular working hours, Monday through Friday, 7:30 A.M. to 4:00 P.M.

6. Reconnect Fee

In the event a customer who has been cut-off for non-payment of service wishes to be reinstated as a current customer, he shall pay all cost for the discontinuance of service to include a reconnect fee, past due charges and any applicable service fees. The charges for these services are shown in the Schedule of Rates and Charges (See Exhibit A-2).

7. Cut Lock Fee

In the event a customer who has been cut-off for nonpayment cuts the meter lock for the purpose of reinstating water service, said customer will be charged a cut lock fee of \$1,000.00 and charges will be filed with the Metro Sheriff's Department. Should the customer cut the meter lock a second time a cut lock fee of \$3,000.00 will be charged and a second complaint filed with the Sheriff's Department. If a third offense occurs the meter and water tap will be removed with all water privileges revoked for the customer. (See Exhibit A-2).

8. Liability of Customer While Service Is Discontinued (Cut-off)

Discontinuance of service by the Department 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 contract.

9. Liability of Department While Service Is Discontinued (Cut-off)

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

10. Customer of Record

The customer(s) whose name appears on the Application for Water Service is/are the customer(s) responsible for payment of all charges. The customer(s) is/are also responsible for any rules, regulations or policy violations that occur regarding the water service to that property. The customer(s) **does not** have to be a personal participant in any violations of policy to be held accountable at that property.

11. Delinquent Accounts

The Department shall have the right to refuse 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 Department.

12. Receiving Service By Misrepresentation

The Department shall have the right to refuse to render service to an applicant or to any member of the applicant's household who is living at the same address whenever such person(s) have/had his service discontinued because of a violation of the rules, regulations or policies of the Department.

13. Customer Exempt From Discontinuance of Service (Cut-offs)

The following customers are not subject to discontinuance of service:

- a. **The Department shall not disconnect the service to any customer on a life support or dialysis machine. It is the responsibility of the customer to notify the Department if service discontinuance would be life threatening. The Department may request documentation of a medical condition by a Physician. After notification, the Department will flag the customer's account and meter as an "Emergency Medical Service" to insure that the service is not cut off by Department personnel or others. If an emergency medical service customer cannot pay a bill or other charge, it shall be the customer's responsibility to find a social service agency or charitable group to assist the customer.**
- b. Any customer who pays their normal utility bill after the due date and inadvertently fails to pay the penalty for late payment. If the customer fails to pay the penalty by the following cut-off, the customer will be subject to cut-off.

RECORD KEEPING DURATION

All records regarding discontinuance of service shall be kept for a minimum of four (4) years.

OMISSIONS

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