



Non-Residential Service Disconnects and Reconnects for Non-Payment

POLICY:

Disconnects:

Electric Division staff shall disconnect service to non-residential customers with notice when any of the following conditions exist:

1. There is a past due balance greater than \$2500.
2. A payment has not been made in 60 days or more.
3. The account has a balance in the 60+ day bracket.
4. The customer has defaulted on a payment arrangement.

Before service is shut off, WED will take the following steps:

1. Send a pending disconnect notice which includes the delinquent balance amount and the date on which the service will be terminated which is a minimum of 13 days from the notice date. ([Dept. of Public Utility Control Regulations 16-3-100 \(d\)\(A\)](#))
2. The notice provides ways to avoid shut off i.e. payment of the past due balance or establish a payment arrangement spreading out the arrearage balance over 6-18 months. ([Dept. of Public Utility Control Regulations 16-3-100 \(b\)\(B\)](#))

Note: Refer to Customer Bill of Rights

Service shall be shut off without notice for these reasons:

1. Fraud or material misrepresentation in obtaining services. ([Dept. of Public Utility Control Regulations 16-3-100 \(b\)\(2\)\(D\)](#))
2. Tampering with meters, or utility equipment. ([Dept. of Public Control Regulations 16-3-100 \(b\)\(2\)\(C\)](#))
3. Presenting an insufficient payment to avoid termination.

Payment Arrangement:

1. The first time the customer is delinquent, the customer will be given the opportunity to enter into a payment arrangement. At least 30% of the account balance is required as the initial payment. Additionally, a monthly arrangement must be agreed upon and signed for the remaining balance. ([Dept. of Public Utility Control Regulations 16-3-100 \(b\)\(2\)\(B\)](#))
2. If the initial payment arrangement is broken and service is disconnected, service will not be reconnected until the customer agrees to and signs a new second payment arrangement.

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Payment Arrangement (cont'd):

3. If the customer defaults on the second payment arrangement, payment will be required in full before service is reconnected.
4. Arrangements of less than one year must include an initial payment of at least 30% of the total balance.
5. Terms of arrangement for the remaining balance will be distributed over a 6-18 month timeframe.
6. Arrangements of 12 months or greater must be reviewed and approved by the Customer Relations Supervisor.
7. The dollar amount of the arrangement plus the on-going current monthly charges must be paid on time.
8. If customer is unable to meet the terms of the initial payment arrangement, they can contact the office to negotiate a new payment arrangement to prevent disconnection of service. This must occur prior to the disconnect date listed on the notice.
9. Broken arrangements are reviewed weekly. Those customers with account balances in excess of \$2500 are addressed as required and shall be subject to disconnection.

Service Reconnect:

1. Reconnection fee per Rate Number 13 Miscellaneous Charges and Fees will be assessed and charged to the account.
2. To be reconnected, a delinquent customer must pay an initial payment of at least 30% of the balance, sign a 6-18 month payment arrangement for the remaining account balance and also keep current with the monthly charges.

If the customer defaults on the agreed upon payment arrangement twice in a rolling twelve-month period the WED shall require payment in full prior to reconnecting service. No further payment arrangements will be made within a 12-month period. After a 12-month period, further payment arrangements will be at the discretion of the WED.

DOCUMENTS:

1. Customer Bill of Rights
2. Department of Public Utilities Control Regulations 16-3-100
3. Wallingford Electric Division Rate Number 13 Miscellaneous Charges and Fees

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