



# HUNTSVILLE UTILITIES POLICY

<b>Revised Approval Dates:</b> Gas & Waterworks Board-4/25/2023 Electric Board- 4/26/2023	<b>Date Posted: 4/28/2023</b>	<b>Implementation Date: 5/1/2023</b>
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**Policy #: CC-08**

**Policy: Disconnection of Service**

**Purpose:** To outline the circumstances and/or conditions that could result in a customer's service for electric, water or gas being disconnected.

### **Failure to Pay**

Failure to pay, setup an Installment Plan or honor a prior written agreement to pay bills due to Huntsville Utilities (HU) can result in service being disconnected. In addition, checks, drafts or credit card payments returned on the customer account will be subject to a return item fee and disconnection. HU will provide reasonable notice to customers by mailing a Final Notice. When available, notices will be provided to customers via text message or email. The notice will inform the customer that an Account Review Procedure is available. Following notification, if payment is not received or satisfactory arrangement to pay is not made by the date on the notification, service(s) will be disconnected. Failure to receive a final notice does not relieve the customer of the obligation to pay.

### **Disconnection (Customer Request)**

Once a customer has met their contractual obligation they may request that service be disconnected or transferred to another premise. Request may be made online, in person or over the phone. The customer must provide at least one business day notice to the effect unless the contract specifies otherwise. In some circumstances, notice to terminate electric service prior to the expiration of the contract term will not relieve the customer from any minimum or guaranteed payment under contract or applicable rate schedule.

### **Compliance/Safety Hazard**

HU may terminate service if the customer prevents HU from obtaining reasonable access to HU equipment, violation of and/or noncompliance with HU rules/policies and failure of the customer to fulfill their contractual obligations for service. The following is a general guideline or list of reasons for which service may be suspended without notice:

- HU has determined a hazardous condition exists on the customer's premise. In the event services were disconnected due to a hazardous condition through no fault of the customer, the reconnect fee will not apply.



## Disconnection of Service

- The customer is utilizing equipment in such a manner as to adversely affect HU equipment or HU' service to others.
- Someone tampered with the equipment or meters furnished by HU.
- Unauthorized usage or the appearance of unauthorized usage of HU service has occurred.
- A signed mandate or order from a municipality, county, law enforcement and/or court of competent jurisdiction over the location where the service is provided.

### Extreme Temperatures

Customers will not be disconnected for non-payment during cases of extreme temperatures (high or low) based on the following criteria.

During extreme weather conditions, when the National Weather Service forecasts temperatures below 32 degrees or over 100 degrees Fahrenheit, a HU representative will visit customers whose service is set to be terminated in an attempt to collect any delinquent charges. (*Note: Fees will be placed on the customer's next bill for this attempt.*) The customer's service will not be terminated for non-payment until weather conditions improve. Disconnections postponed due to extreme weather will be resumed when weather permits, and no further notification will be provided. Services already terminated for non-payment will not be reconnected due to extreme weather.

### Significant Weather Events

During significant weather, such as tornadoes, winter storms or other events resulting in widespread power outages throughout the HU service area, management may elect to suspend service disconnections. This will be solely at management's discretion. Contributing factors will include the number of customers experiencing service outages, the amount of damage to system infrastructure and estimated recovery time.

Management may elect to reconnect any customers disconnected on the day of extreme weather for services disconnected prior to the suspension decision.

Disconnections postponed due to significant weather will be resumed when weather permits.

### Reconnection

Service to a customer's premise will be reconnected once the customer has paid the outstanding balance in full. Residential customers will be reconnected on a best effort basis anytime and commercial customers will be reconnected the next business day. The customer will be charged a reconnection fee based on the current HU Customer Service Fee schedule.

In the event of an abnormality, or uncertainty regarding the account, HU may authorize a temporary reconnection until 12:00 p.m. the next business day so customer service personnel can review the situation.



## Disconnection of Service

Reconnection fees and other service charges may apply for services disconnected with or without notice. Additional fees will be assessed for any after-hours reconnects or returned items. A list of potential service charges will be made available on HU' website.

### **Lack of Service Restoration/Setup**

No member of the customer's family, or anyone else living in the house or building or on such property with the consumer where services were cut off shall have the right to make or offer to make a deposit for services, or to demand that HU turn on the services at such place, so long as the delinquent customer lives in the house or on the property and the bill or charges, plus a reasonable charge for turning on and off the service, is paid.

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