

Board Policy No. 609

SUBJECT: Disconnection of Service

I. PURPOSE

The cooperative reserves the right to discontinue service for violation of any of its service policies, non-payment of bills, tariffs, contract provisions or other cause.

II. CONTENT

- A. Without Notice – The cooperative reserves the right to discontinue the supply of electric serviced to any member or members without notice for any of the following reasons:
1. For fraudulent representation as to the use of electric service.
 2. Where a member's equipment or wiring or actions, or the cooperative's equipment or lines, are creating or contributing to a hazardous condition.
 3. For tampering with any service wires, meter, seal, or any other facilities belonging to the cooperative.
 4. For repairs or emergency operations.
 5. For unavoidable shortage or interruption of the cooperative's source of supply.
 6. When necessary to protect the cooperative from theft, fraud or abuse.
 7. Upon failure to comply with the provisions of a service contract.
 8. For an unauthorized electrical connection to the cooperative's facilities.
 9. For the use of equipment which adversely affects the cooperative's service to its other members.
- B. With Reasonable Notice – The cooperative reserves the right to discontinue service with reasonable notice for any of the following reasons.

1. For nonpayment of any bill or payment arrangements for services rendered by the cooperative. The cooperative shall not disconnect residential service for non-payment during the period of time between December 1 and April 1. However, load limiters may be used between December 1 and April 1 on past due accounts but will not be used on the protected class (150% of poverty level).
2. For refusing to allow an employee of the cooperative reasonable access to the cooperative's equipment.
3. For failure to install a meter base (and have it inspected and approved by a recognized electrical inspection agency) on an outside wall of the structure being served or on an approved pole in order to permit access to the meter at all times to an employee of the cooperative.
4. If a member is receiving service through one meter for two or more living quarters (in separate structures), and fails to provide the necessary electrical installation (and have it inspected and approved by a recognized electrical inspection agency) for separate metering.

The discontinuance of service for any of these causes does not release the member from his obligation to pay for energy received, or the charge specified in any existing contract or policy.

- C. Restoration of Service – The cooperative will restore service when the causes of discontinuance have been removed and payment of all proper charges due from the member has been received.

III. RESPONSIBILITY

The Chief Executive Officer is responsible for compliance.

- IV. This policy supersedes and cancels all other policies which relate to the subject matter.

Date adopted:	July 19, 1979	Attest:	Lynn Roles, Secretary
Revised:	March 21, 1985		Lynn Roles, Secretary
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	November 17, 2016		Kathy A. Robbins, Secretary
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Kathy A. Robbins, Secretary