



**RURAL CUSTOMER POWER
SERVICE DISCONNECTION FOR
NON-PAYMENT OF ACCOUNT**

POLICY:

After all reasonable efforts have been made to collect an overdue account, power service may be disconnected until the account is paid in full.

PROCEDURE:

1. Accounts are due as of the billing date and become overdue if not paid in full by the date that a subsequent bill is issued, normally 30 days.

Customer Services

2. When an account becomes overdue, the customer will be mailed a Past Due Notice.
3. If payment has not been received within 15 days from the mailing of the Past Due Notice, a Cut-Off Notice will be updated to include any recent charges incurred and mailed to the customer.
4. If the account is still outstanding 15 days following the mailing of the Cut-Off Notice, a Cut-Off Order will be mailed or faxed to the Meter Reader/Collector for the area.

Meter Reader/Collector

5. Upon receipt of the Cut-Off Order, and after personal contact with the customer, the Meter Reader/Collector will ensure that power service will be disconnected if a suitable payment arrangement, at the discretion of the Meter Reader/Collector, cannot be made to pay in full within two weeks.

Customer Accounts Processing Supervisor

If it has been established that the customer cannot be contacted, authority for a disconnect must be obtained from the Vice-President of Finance or his designate.

Meter Reader/Collector

Where the customer claims that payment has been made, the Meter Reader/Collector will notify Customer Services and delay disconnection until further instructions.



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Customer Accounts Processing Supervisor

If a subsequent check shows no payment received, the Customer Accounts Processing Supervisor will instruct the Meter Reader/Collector to disconnect service.

Meter Reader/Collector

5.1 Prior to commencing with a disconnection, the Meter Reader/Collector shall advise any occupants of the building that the service is being disconnected.

Customer Accounts Processing Supervisor

6. Customers who normally pay bills from a location other than that to which service is supplied, and whose accounts are past due are sent a letter by Express Post before the cut-off order is issued to the Meter Reader/Collector.

6.1 If the Customer confirms recent payment, disconnection will be delayed for four days to allow time for receipt of payment.

6.2 If payment is not received within four days, the Customer Accounts Processing Supervisor will instruct the Meter Reader/Collector to disconnect service.

7. When the account of an agency providing essential services to a community becomes overdue the Customer Accounts Processing Supervisor will contact the appropriate officials in the customer's Organization.

DISCONNECTION

Meter Reader/Collector

8. When the appropriate authorization to disconnect has been obtained the following procedures for disconnection will be initiated:

Permanent Meter Reader/Collector

8.1 Permanent full time Meter Readers/Collectors, who have been trained in the safety aspects of removing meters, will perform the following:-

- In the case of 120/240 volt single phase domestic service, remove the meter;
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- install a blank socket cover plate;
- reseal the meter.

Part time Meter Reader and Diesel System Representatives (DSR)

- 8.2 Persons with part-time meter reading responsibilities shall notify the Customer Accounts Processing Supervisor or his designate of the need to disconnect a customer. This disconnect shall then be effected by a linesman. DSRs will disconnect the meter upon receipt of cut-off order from Customer Services.

RECONNECTION

9. Service shall not be reconnected until the customer has paid the total amount owing or the accounts at the time of disconnection plus any arrears due under prior contract for service with Hydro plus a reconnection fee of \$20.00 plus HST, if the reconnection is done during normal office hours or \$40.00 plus HST if it is done at other times.
- 9.1 If a customer has obtained a connection while carrying an outstanding amount owing on a prior account, the arrears on the prior account will be transferred to the active account. The active account will then become subject to disconnection as outlined for past due accounts in the above procedures.
10. When a customer's account is in arrears or service has been disconnected for non-payment, a new contract for service at the same location or at another location in the name of another party will not be accepted by Hydro as long as the delinquent customer occupies the premises at which service is requested. Where a customer has more than one account, the balance of any account in arrears will be transferred to any other of that customer's accounts upon notice.
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