

GLACIER ELECTRIC COOPERATIVE, INC.

POLICY NO. 500

TERMINATION OF ELECTRIC SERVICE

A. DEFINITIONS: For purposes of this rule:

1. "Customer or Member" - means any purchaser of electric service.
2. "Delinquent Account" - means an account that remains unpaid for at least 30 days after the bill rendered. The exact due date shall be printed on the face of the bill.
3. "Termination of Service" - means disconnection of electric service and not voluntarily requested by a customer.
4. Policy 500 is applicable to monthly billing accounts and not prepaid accounts.

B. GROUNDS FOR TERMINATION OF SERVICE:

Subject to the requirements of these rules, the cooperative may terminate service to a customer for any of the following reasons:

1. Nonpayment of a delinquent account.
2. Misrepresentation of identity for the purpose of obtaining electric service.
3. Unauthorized interference, diversion or use of the cooperative's service situated or delivered on or about the customer premises.
4. Refusal to grant a duly authorized representative of the cooperative access to equipment upon the premises of the customer at reasonable times for the purpose of inspection, maintenance or replacement when the cooperative has given the customer reasonable notice of the need for such access and the time of visitation.
5. Violation of other rules of the cooperative, which adversely affects the safety of the customers or other persons, or the integrity of the cooperatives delivery system.

C. ELIGIBILITY FOR MEMBERSHIP OR CONTINUED ELECTRIC SERVICE

1. An existing member or applicant is ineligible for service if that person occupies property which is simultaneously occupied by a member or former member, who owes a delinquent bill for electric energy provided to that location.

D. NOTICE PRIOR TO AND AT THE TIME OF TERMINATION:

The cooperative will not terminate service to any residential, firm, commercial, industrial or other customer unless written notice is served.

Termination notice shall be served as follows:

1. Electric usage by member for any month will be billed and mailed within the first ten days of the following month. Current monthly charges are due upon receipt of monthly bill.
2. A disconnect message will be printed on the monthly bill if the account has a past due balance greater than \$20.00. The past due balances will be assessed penalty charges of 1.5% monthly.
3. Before the next billing cycle, if an account continues to be delinquent more than 60 days, a second notice will be mailed to the member and a \$15.00 fee will be charged to the delinquent account.
4. If, after second notice, an account continues to be delinquent more than 60 days, the account will be eligible for disconnection at the discretion of the cooperative.
5. The cooperative may terminate utility services when a customer remits an "insufficient funds" and or "no account" checks as payment to the cooperative after receiving the notice of disconnection.

E. CONTENTS OF WRITTEN NOTICE:

The mailed written notices required by these rules must contain:

1. An identification of the customer and service account affected by the proposed termination, and the amount of the delinquent bill.
2. A statement of reasons for termination.
3. The date of proposed termination.
4. The amount of the reconnection fee.

F.  GROUNDS FOR TERMINATION OF SERVICE WITHOUT WRITTEN NOTICE:

The cooperative may terminate service without prior notice only:

1. If a condition immediately dangerous or hazardous to life, physical safety or property exists.
2. Upon order by a court, or any other duly authorized public authority.
3. If such service is obtained fraudulently or without authorization of the co-op.
4. If the cooperative has knowledge that there is an active account in the name of a deceased person, there will be a 14-day grace period for the account to be transferred to another name and/or a new membership established. The cooperative will attempt to contact the individual residing in the home and if they are not able to reach them, their door will be tagged as notice of

termination of service. If the cooperative is not contacted with 14 days of this, the service will be terminated.

G. TERMINATION OF SERVICE DURING WINTER MONTHS:

1. The cooperative will have the option to disconnect electric service to members with delinquent accounts during periods of time when the temperatures are above freezing.
2. The cooperative will not permanently discontinue electric service on any day when the reported ambient air temperature at 8:00 a.m. is at or below freezing, or if the U.S. Weather Service forecasts freezing temperatures for the succeeding 24 hour period.
  - a. This applies only to residential accounts.

H. MEDICAL EMERGENCIES:

1. Service may not be terminated to a residence where a licensed physician certifies to the cooperative that the absence of service will aggravate an existing medical emergency of any permanent residence. All certifications must be in writing. The certification must provide the name and address of the person with a medical emergency that would be aggravated by a termination of service and the office address and telephone number of the certifying physician. All written certification must be signed by a licensed physician. A medical emergency certification expires in 30 days. To renew medical emergency certification member must submit applications to:
  - a. Energy Share
  - b. Low Income Home Energy Assistance Program (LIHEAP)

I. TIME OF TERMINATION AND RECONNECTION:

1. Service shall not be discontinued on a day, or a day immediately preceding a day, when the services of the cooperative are not available to the general public for the purpose of reconnecting a terminated service.
2. In the event that a service has been requested to be reconnected, reconnect fees apply as according to the policy. Glacier Electric will only guarantee a reconnect on the day of the request, if the request for reconnect is made before 12:00 p.m. If the request is made after 12:00 p.m. the member has the option to request the reconnect the same day, but may be subject to a fee of \$250. Glacier Electric will communicate to the member that will make every effort to get to the reconnect the same day, but if they want to guarantee the service they may be subject to the extra fee. If the member is unwilling to be subject to the extra fee, the member will have to wait until the next business day to be reconnected.

J. METHOD OF TERMINATION:

1. Actual termination may not take place until one day after final notice.

2. Payment may be tendered in any reasonable manner including by personal check. Payment by personal check is not reasonable if the customer has paid the utility with checks returned for insufficient funds twice or more within the previous two years.
3. The cooperative has the option of installing a remote disconnect collar on any member account that is delinquent. The remote disconnect collar will allow for service to be activated and deactivated from the central office; the member will be responsible for resetting the meter for continuation of electric service.

K. REMOTE DISCONNECT COLLARS:

1. Tampering with the remote disconnect collar or electric meter is unlawful. All violators will be reported to law enforcement authorities and assessed a \$500 penalty.

L. THIRD PARTY NOTIFICATION:

1. If a customer designates a third person to receive customer notifications of termination of service, the cooperative shall forward a duplicate of such notices to the designated third party. The third party so notified will not be liable for the account of the customer, unless he or she has agreed to be a guarantor for the customer.

M. RECONNECT CHARGES:

1. For electric service to be reconnected the account must be paid in full.
2. To have a service reconnected, all delinquent charges must be paid up to the disconnected reading, as well as a reconnect fee. The reconnect fee is \$50.00 during working hours and \$250.00 after working hours.
3. The cooperative may also require a deposit to guarantee any future bills.

Approved Date: September 25<sup>th</sup>, 2024

President: Jim Taylor

Signature: \_\_\_\_\_

