

# Disconnect Rule Policy #121382B

The following disconnect rule shall apply to any customer of the Breckenridge Public Utilities hereinafter referred to as "Utility".

- A. The Utility shall have the power to disconnect the service of any customer, including the residential customer during the "Cold weather months" provided that the following procedures have been adhered to:
- a. All utility bills are due on or before the 10<sup>th</sup> of the month in which the bill is rendered. It is the responsibility of the utility customer to ensure that payment is made at the Utility office by the 10<sup>th</sup> of the month, mailed with a post mark the 10<sup>th</sup> of the month, or placed in the Utility deposit box on the 10<sup>th</sup> of the month.

Failure to pay a utility bill by the 10<sup>th</sup> of the month shall cause the unpaid bill to be deemed delinquent. The delinquent bill shall be assessed a 10% (ten percent) penalty on the net bill with the penalty amount not to exceed \$25.00 (twenty-five dollars).

- b. Upon a utility bill becoming delinquent, the Utility shall mail on the 11<sup>th</sup> day of the same month by first class mail to the recorded billing address a delinquent notice and disconnect warning stating the amount of the unpaid bill, including penalty amount. This notice must state that if payment is not received by the 15<sup>th</sup> of the same month service will be disconnected. (If the 11<sup>th</sup> or the 15<sup>th</sup> day of the month falls on a nonbusiness or legal holiday, above procedure to be implemented on the next business day.)
- c. Disconnect of service due to an unpaid utility bill of a customer shall be as soon as practicable following the 15<sup>th</sup> day of the month. Disconnect shall be during normal business hours. The following disconnect procedure shall be adhered to by the Utility:
  - i. Prior to disconnect the Utility shall make one visit to the residence or commercial property to be disconnected in an attempt to make personal contact with customer. This visit shall be during normal business hours of the Utility.
  - ii. If contact is not made or the delinquent utility bill remains unpaid following the contact, the Utility shall disconnect the service.
  - iii. In instances where disconnection, as described in 3B, will effect the primary heat source of a residential customer the Utility shall install a service limiter. The service limiter will limit the amount of electricity available to the customer. However, such limiters shall provide enough electricity to operate the primary heat source. This

subdivision shall apply to only “cold weather months” beginning November 1 through April 1.

- B. The Utility must reconnect service if their customer or designated representative:
  - a. Pays the outstanding balance owed, or
  - b. Presents documentation that the customer is to receive assistance from the Department of Public Welfare and/or emergency fuel assistance for payment of the balance owed, or
  - c. Enters into a payment plan with the Utility as may be established by the Utility Manager or Office Staff of the Utility, however, failure of the customer to adhere to the payment plan as established by the Utility shall result in immediate disconnection of service by the Utility.
- C. Upon completion of above procedures where disconnection is required, the landlord shall be given notice when the disconnection has resulted from the failure of the tenant to pay the past due utility account.