

Discontinuance of Service (Cut-offs)

POLICY

1 ... Reasons for Discontinuance of Service:

- (a) Nonpayment of bill or other charges;
- (b) Partial payment of bill or other charges;
- (c) Failure to comply with utility rules, regulations or policies;
- (d) Any threat to public health on the customer's premises which may endanger other customers;
- (e) Tampering with utility equipment or stealing service;
- (f) In the event that a customer has allowed more than one service on one tap.

2(a) The customer bill is due and payable every month. Service may be discontinued without further notice if unpaid 10 days after the net due date.

Service cut-offs will be handled in accordance with the West Warren Viola Utility District's workload.

3 ... When a customer receives a bill and considers the bill to be incorrect, the customer may request a review of the bill. To request a review, the customer must contact any clerical employee of the District in person or by telephone at least five (5) days before the due date. In the event the dispute cannot be resolved by telephone, the customer must make an appointment to meet with a District employee before the bill is subject to be turned off for non-payment. The customer's service will not be discontinued for failure to pay a disputed bill until after the customer has the opportunity to meet with the District employee.

The customer may request that the disputed bill be reviewed by the governing board of the District by serving written notice to the District Manager of the customer's desire to appear before the Board. Such request will not delay the discontinuance of service.

As with other complaints, if after written notice and meeting with the Governing Board, the customer feels that the utility is violating its policies regarding the incident, the customer may file a written complaint with the Utility Management Review Board.

4 ... For the benefit of the customer, normal service cut-offs will not be made on a Friday or on the day immediately preceding a holiday.

In the following situations the District reserves the right to discontinue service without customer notice:

- (a) When in the opinion of the Manager a situation exists that may endanger public health;
- (b) Where there is evidence of tampering with utility equipment or stealing of service;
- (c) Where it is discovered that a misrepresentation of identity was made in obtaining service.

5 ... Service will be reinstated only during regular working hours, Monday through Friday, except in case of an emergency.

6 ... Utility bills are recurring charges. Failure by the customer to receive a utility bill will not entitle the customer to be relieved of payment.

7 ... The customer shall pay all costs for the discontinuance of service and any reconnection.

For safety reasons, utility personnel will NOT be permitted to collect payment outside of the District's Office.

8 ... Discontinuance of service by the District shall not release the customer from liability for payment for service already received or from liability from payments that thereafter become due under the minimum bill provisions or other provisions of the customer's contract.

9 ... The District shall not be liable for any loss or damage resulting from the discontinuance of service.

10 ... A landlord shall not use the discontinuance of service to his or her property to force a tenant or occupant to surrender possession of the property. The landlord shall use appropriate legal means for that purpose.

11 ... The customer(s) whose name appears on the application for service is (are) the customer(s) responsible for payment of all charges. That customer is also responsible for any rules or policy violations that occur regarding the utility service to that property. Personal participation by the customer in any such violation shall not be necessary to impose personal responsibility on the customer.

12 ... In the event any customer fails to pay any utility fee or charge, the customer shall pay all costs of collection including court costs and reasonable attorney's fees incurred by the District in collecting such sums.

13 ... The District shall have the right to refuse to render service to an applicant or to any member of an applicant's household who is living at the same address whenever such person(s) is (are) delinquent on any payment to

the District or had his or her service discontinued because of a violation of the regulations or policies of the District.

14 ... The District shall not disconnect the service to any customer on a life support system or dialysis machine in accordance with this Policy. It is the responsibility of the customer to notify the District if service discontinuance would be life threatening. After notification, the District will flag the customer's account and meter as an "Emergency Medical Service" to ensure that the service is not cut off by District personnel or others in accordance with this Policy.

If an emergency medical service customer cannot pay a bill or other charge, it shall be the customer's responsibility to find a social service agency or charitable group to assist the customer to prevent the eventual discontinuance of service for nonpayment.

15 ... The customer in whose name the service is furnished may request termination of service by mail, by telephone, or in person at the office of the District. Proper identification will be required if telephone requests for cut-offs will be honored.

16 ... Each customer must give a minimum of seven (7) days notice to the District of service termination. The customer will be responsible for all charges which accrue to the end of the seven (7) day period including the minimum charge.

This Discontinuance of Service (Cut-offs) Policy was revised by the Board of Commissioners at a regular meeting held March 15, 2011.