

## 6.0 DISCONNECTION AND RECONNECTION

### 6.1 DISCONNECTION

#### 6.1.1 AT MEMBER'S REQUEST

- A. Upon Termination - The Cooperative will disconnect service with no charge to the member upon due notice as provided elsewhere in these Rules and Regulations. However, if the same member or property owner(s) requests restoration of service at the same location within a twelve (12) month period, they will be required to pay the daily Minimum Charge (as defined in the Cooperative's Rate Schedule applicable to such member or property owner) for the number of months that service was disconnected.
- B. For Repairs - The Cooperative will temporarily disconnect service to facilitate repairs or other work on the member's equipment or premises during regular working hours. This work may be subject to a Trip Fee or labor and overhead rates for the reconnection of service (see Appendix A, Schedule of Fees and Deposits).

#### 6.1.2 AT COOPERATIVE'S OPTION

- A. With Due Notice - The Cooperative may disconnect service upon notice for any of the following reasons:
1. For the member's violation of the Cooperative's Articles of Incorporation, Bylaws, policies, rule and regulations and/or applicable laws.
  2. For failure to submit a signed membership agreement to the Cooperative or the member's failure to fulfill contractual obligations set forth in the agreement.
  3. For failure to provide reasonable access to the member's premises.
  4. For failure to pay any bill within the established collection period.
  5. For failure to provide deposits in accordance with Appendix A - Schedule of Fees and Deposits.
  6. Upon written notice from governmental inspection authorities of condemnation of the member's facilities or premises.

7. For the member making any misrepresentations to the Cooperative, including but not limited to misrepresentations regarding the use of service.

B. Without Due Notice - The Cooperative reserves the right to disconnect service without notice for any of the following reasons:

1. Where hazardous conditions exist as determined by the Cooperative.
2. Where the member's use of service adversely affects the Cooperative's facilities or service to others.
3. For unauthorized reconnection after disconnection by the Cooperative.
4. For unauthorized use of or tampering with the Cooperative's service or facilities.

## 6.2 RECONNECTION

After service has been disconnected for any reason, service will be reconnected only after the member has:

- A. Made satisfactory arrangement for payment of all fees, charges and deposits. If the same member or property owner(s) requests restoration of service at the same location within a twelve (12) month period, they will be required to pay the daily Minimum Charge (as defined in the Cooperative's Rate Schedule applicable to such member or property owner) retroactive to the date of disconnection, in addition to all other applicable fees, charges, and deposits.
- B. Taken any corrective action which might be required to comply with the National Electrical Code and all Cooperative and state rules, requirements and codes.
- C. If service has been disconnected for one year or more, certified that the member's service location complies with the National Electrical Code and all Cooperative and state rules, requirements and codes.

Requests for same day service reconnection will only be considered if received Monday through Friday, excluding observed holidays. For a request for same day service reconnection to be considered, **full payment of any past due amount and all fees, charges and deposits required by the Cooperative must be received by the Cooperative no later than 4:00 p.m. on the day of the request.** Payments made in the field will not be accepted. Upon receipt of all required payments and deposits prior to 4:00 p.m., the Cooperative will make reasonable efforts to reconnect the member's

service the same day. However, the Cooperative reserves the right to postpone reconnection in the event of an emergency situation or if other circumstances beyond the Cooperative's reasonable control prevent the Cooperative from reconnecting service the same day.

For payments received after 4:00 p.m., reconnection of service will be scheduled for the following business day. The CEO or his designated representative will process requests for same day reconnection of service on a case-by-case basis under the conditions described above.

A Reconnect Fee for restoring or reconnecting services will be charged according to Appendix A, Schedule of Fees and Deposits.

### 6.3 PAYMENT ARRANGEMENT CONTRACT

The Cooperative may, in its sole discretion on a case-by-case basis, provide permanent residential members that are in default of their financial obligations a temporary reprieve from disconnection provided the member has executed a written payment arrangement with the Cooperative to pay all past due and current amounts owed over a specified period of time.

To enter into a payment arrangement, the member must pay a minimum of 25% of their pay due balance. Payment arrangements will not be made for past due amounts older than 90-days. A member may not enter into more than two (2) payment arrangements during a twelve (12) month period. Payment arrangements will not be made for periods that extend past November 1.

A delinquent amount covered by a payment arrangement shall be subject to late payment charges.

Broken arrangements may result in the immediate disconnection of service without any further notice of the Cooperative's intent to disconnect. A member failing to honor an existing payment arrangement will not be eligible for a new payment arrangement for twelve (12) months. In cases of meter tampering, bypass, or diversion, the Cooperative is not required to offer a payment arrangement.