

351.02 Notice of Discontinuance:

~~_____~~Discontinuance of service shall not occur until the Cooperative has made a ~~_____~~reasonable effort to give notice of the proposed discontinuance to the ~~Customer~~Member, or a responsible member of ~~Customer's~~Member's household, or to any designated third party of ~~the Customer~~Member.

A. ~~_____~~A. ~~_____~~Notification Procedure and Timeline for Discontinuance due to Delinquency:

1. ~~_____~~_____The following notification of delinquency and discontinuance of service ~~_____~~shall be implemented by the Cooperative:;

a. ~~_____~~_____ 1. ~~_____~~_____The due date for payment of the billing for electric service shall be ~~_____~~upon receipt of ~~and noted on the invoice, clearly and conspicuously.~~Bills are due upon receipt. The due date for payment of electric service shall be noted on the invoice, clearly and conspicuously.

b. ~~_____~~_____ 2. ~~_____~~_____The ~~A~~accounts ~~are will be~~ considered delinquent (30) days after the account is billed, as outlined in section 324.10 – Terms of Payment. Penalties will be assessed at this time, normally thirty (30) days _____ after the account is billed.~~as outlined in section 324.10~~

c. ~~_____~~_____ Thirty-five (35) days after billing, a physical letter and email will be sent, stating:

i. ~~_____~~_____ Payment is due immediately.

ii. ~~_____~~_____ The date of disconnection and payment amount to avoid disconnection of service.

d. ~~_____~~_____ Forty-five (45) days after billing, automated IVR calls will inform the Member:

i. ~~_____~~_____ Payment must be received within thirty (30) days to avoid disconnection and associated fees.

- e. No less than ten (10) days before disconnection, a representative of the Cooperative will inform the Member by email or phone call that:
 - i. A notice may be placed at the service address if payment or a deferred payment plan is not arranged by 9:00 a.m., six (6) days prior to the disconnection date. The representative will inform the Member of fees associated with placing a physical notice at the property.
 - ii. The exact date of disconnection and payment amount to avoid disconnection of service.
- f. Six (6) days to forty-eight (48) hours prior to disconnection:
 - i. If no contact has been made, a notice of disconnection will be placed at the service address.

2. Disconnection Timing

- a. Service will not be disconnected sooner than seventy-five (75) days after the original billing date.
- b. Disconnection will not occur between 12:00 p.m. the day prior to any Cooperative office closure and 8:00 a.m. the day following.

~~3. If payment is not received by the delinquent date, the Cooperative will assess a late payment fee of 1.5%. Also, a notice of delinquency shall be mailed to the Customer stating payment is due within ten (10) days, the date payment is due, and the amount of payment required to avoid service being discontinued for non-payment of account.~~

~~4. If payment is not received by the final due date, a reasonable effort shall be made to contact by telephone at least 48 hours prior to the proposed disconnect date, and at least 24 hours prior to the proposed disconnect date a representative of the Cooperative will attempt to make contact with the Customer, or failing to do so, shall leave a written notice at the premise.~~

3. Deferred Payment Plan

- a. On or before the notice of disconnect, the Member may avoid disconnection by:
 - i. Paying at least one-third of the total balance due; and
 - ii. Entering into a deferred payment plan as specified in section 324.12 – Deferred Payment Plan.

4. Additional Provisions

- a. The Cooperative will work with the Member to avoid disconnection by:
 - i. Offering payment arrangements.
 - ii. Referring the Member to financial assistance resources, when applicable.
 - iii. The information included in written notices shall be provided in English and Spanish as necessary to adequately inform the Member.

B. Disconnection After Reasonable Notice (Other than for Delinquency)

- 1. Electric service shall be disconnected for violation of service rules as outlined in section 351.01 – Reasons for Discontinuance, other than for delinquency, upon reasonable notice as follows:
 - a. Reasonable notice shall consist of a separate mailing or hand delivery at least ten (10) days prior to a stated date of disconnection with the words “termination notice” or similar language prominently displayed on the notice.
 - b. A reasonable effort shall be made to contact by telephone at least 48 hours prior to the proposed disconnect date and at least 24 hours prior to the proposed disconnect date a representative of the Cooperative will attempt to make contact with the Member, failing to do so, shall leave a written notice at the premise.

c. The information included in the notice shall be provided in English and Spanish as necessary to adequately inform the customer.

d. If mailed, the disconnect day may not fall on a holiday or weekend but shall fall on the next working day after the tenth day.

A. Disconnection Without Notice

~~Discontinuance of service shall not occur between 12 noon on Friday and 8:00 AM the following Monday or between 12 noon on the day prior to and 8:00 AM on the day following any closure of the Cooperative business office.~~

~~On or before the expiration date of a notice of discontinuance, the Customer may pay at least one third of the amount shown on the notice of discontinuance and enter a deferred payment plan as described in this Tariff.~~

~~Any employee dispatched to discontinue service will be authorized to receive full payment.~~

~~B. Disconnection Without Notice:~~

~~Electric service may be disconnected without any notice to the MemberCustomer if;~~

1. Discontinuance of service to the premises is imperative for reasons of safety. Such reasons might include, but are not limited to, a condition or installation of any part of the Member's or the Cooperative's lines, apparatus or appliance which is found to be dangerous to life, health or safety of any person.
2. Discontinuance is ordered by any properly constituted governmental authority to protect the health or welfare of any person or property or due to alleged violations by the Member of the ordinances, statutes or regulations applicable to the service. The Cooperative shall not be responsible for ascertaining such conditions.
3. Service having been discontinued in accordance with this Tariff is discovered restored by someone other than the Cooperative and the original cause for discontinuance has not been cured.

1. Discontinuance of service to the premises is imperative for reasons of safety. Such reasons might include a condition or installation of any part of the Customer's or the Cooperative's lines, apparatus or appliance which is found to be dangerous to life, health or safety of any person.
2. Discontinuance is ordered by any properly constituted governmental authority to protect the health or welfare of any person or property or due to alleged violations by the Customer of the ordinances, statutes or regulations applicable to the service. The Cooperative shall not be responsible for ascertaining such conditions.
3. Service having been discontinued in accordance with this tariff is discovered restored by someone other than the utility and the original cause for discontinuance has not been cured.

C. Disconnection After Reasonable Notice.

1. Electric service will be disconnected for violation of service rules pertaining to the use of service in a manner that interferes with the service of others or the operation of nonstandard equipment [Section 351.1(C)], if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation, as outlined in section 351.01

Reasons for discontinuance

2. Electric service will be disconnected for failure to make application for service [Section 351.1 (D)]; refusal of access [Section 351.1 (E)]; failure to pay a bill to correct previous under billing [Section 351.1 (H)]; default on guarantee agreement [Section 351.1 (F)]; if reasonable notice is given. Reasonable notice shall consist of a separate mailing or hand delivery at least ten (10) days prior to a stated date of disconnection with the words "termination notice" or similar language prominently displayed on the notice, a reasonable effort shall be made to contact by telephone at least 48 hours prior to the proposed disconnect date, and at least 24 hours prior to the proposed disconnect date a representative of the Cooperative will attempt to make contact with the Customer, or failing to do so, shall leave a written notice at the premise. The information included in the notice shall be provided in English and Spanish as necessary to adequately inform the customer. If mailed, the cut off day may not

~~_____ fall on a holiday or weekend but shall fall on the next working day~~
~~_____ after the tenth day.~~