

Board Approved: November 3, 2021

Effective: January 1, 2022

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## **600 – DISCONNECTION OF SERVICE**

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### **A. Customer Request for Disconnect**

When a customer requests a disconnection of service, the meter shall be removed and the transformer de-energized if no other customer is receiving service from the same transformer. A final bill will be rendered to the customer no later than fifteen days after the final meter reading date and will be prorated for the actual number of days of service since the last reading date.

In the event an account is not paid within 30 days, the account may be turned over to a collection agency.

Disconnected customer accounts with a credit balance will be processed as follows:

1. The remaining credit balance may be transferred to another active account.
2. For customers that do not have any active accounts, the remaining credit balance will be paid to the customer with a check on approximately the 20<sup>th</sup> day of the following month. Any portion of the credit balance that is due to a payment from an Energy Assistance Provider is refunded to the Energy Assistance Provider.

### **B. District Disconnect**

Service may be refused or disconnected by the District for any of the following reasons:

1. Without notice in the event of a condition determined by the District to be hazardous.
2. Without notice in the event of a customer use of equipment in such a manner as to adversely affect the District's equipment or the service to others.
3. Without notice in the event of tampering with the equipment furnished and owned by the District.
4. Without notice in the event of unauthorized use.
5. For failure of the customer to permit the District reasonable access to its equipment.
6. For nonpayment of a required deposit or failure to provide a completed application for service.
7. For nonpayment of any non-Prepaid residential account subject to Sections 70-1601 – 70-1615 of the Nebraska Revised Statutes.
  - a. The District will notify the customer of its intention to disconnect service for nonpayment of a past due account. Notice shall be given in person, by first-class mail, or by electronic delivery if the customer has elected to receive electronic communications.

- b. This notice will be conspicuously marked as to its importance and will include the reason for the proposed disconnection, the date upon which service will be disconnected if the customer does not take the appropriate action and the contact information of District representatives.
  - c. Service will not be discontinued for seven days after notice is sent or given. Holidays and weekends will be excluded from the seven days.
  - d. The customer has a right, prior to disconnection date, to request a conference regarding a dispute over the proposed disconnection by providing the District a written statement which sets forth reasons for the dispute and relief requested by the disconnect date. A conference will be held by the District and the customer within 14 days of a receipt of request. Failure of a customer to attend a scheduled conference will result in immediate discontinuance of electrical service. The District will not disconnect service pending the conclusion of the conference.
  - e. Disconnection shall be postponed or prevented for at least thirty days upon presentation of a duly licensed physician's, physician assistant's, or advanced practice registered nurse's certificate that certifies that a resident within the customer's household would suffer an immediate and serious health hazard by the disconnection of electric service. Only one postponement of disconnection shall be required for each incidence of nonpayment of any past-due account. Such certificate shall be filed with the District within five days, not including weekends or holidays, of receiving notice and will prevent the disconnection of service for a period of at least thirty days.
  - f. Prior to a reconnection of service, the customer must pay the past due balance on the account disconnected, plus the disconnect and reconnect fees and provide a deposit, in accordance with District Service Regulations.
  - g. Installment payments for past due accounts may be arranged, not to exceed four months. Such installment payments will be in addition to any current electric charges.
  - h. Customers qualifying for assistance in payment of electric bills should contact their caseworker in that regard.
  - i. Disconnection will be made at a service location for all electric service notwithstanding the fact that a customer may have more than one account for service at such location.
  - j. At the sole discretion of the District, the District may install a remote disconnect device that will enable the District to disconnect service remotely. Such device will be installed pursuant to District procedures.
8. For failure of a Prepaid account to maintain a credit balance of greater than zero dollars (\$0.00). Prior to reconnection of service, the customer must pay the minimum required balance per the Prepaid Electric Service Regulation. No disconnect or reconnect fees will apply.
9. In the event of a disconnection of a non-Prepaid service, the customer shall be charged a service fee as set forth within Section 700 of the District Service Regulations. However, the District will not accept payment by check for reconnection. The customer must do one of the following to reconnect service:

District office hours service reconnection is available Monday through Friday, 8:00 a.m. to 4:00 p.m., except for District observed holidays.

1. Make payment by cash, money order, or valid credit/debit card at any Norris Public Power District office.
2. Make payment by valid credit/debit card by calling any Norris Public Power District office.
3. Make payment by valid credit/debit card through the District's website, the District's Interactive Voice Response (IVR) system or a District kiosk and calling any Norris Public Power District office.
4. Make payment by cash at a participating retailer and calling any Norris Public Power District office.

District after office hours service reconnection is available to customers any day and time of the week including holidays, except between the hours of 10:00 p.m. and 5:00 a.m.

1. Make payment by valid credit/debit card by calling any Norris Public Power District office.
2. Make payment by valid credit/debit card through the District's website, the District's Interactive Voice Response (IVR) system, or a District payment kiosk and calling any Norris Public Power District office.
3. Make payment by cash at a District payment kiosk and calling any Norris Public Power District office.
4. Make payment by cash at a participating retailer and calling any Norris Public Power District office.

10. Services that have been disconnected for a period of 12 consecutive months will be considered as being a vacant service and will be subject to Service Regulation 1250 – Vacant Services.