

## DEMCO BOARD POLICY

**Subject:**     **Right to Refuse or Discontinue Electric Service**

Approved:     August 18, 2022

Revised:

### **Objective**

To establish guidelines for members requesting to disconnect service and identify the conditions in which DEMCO has the right to refuse or discontinue electric service to potential or existing members.

### **Policy**

#### ***Discontinuance of Service by a DEMCO Member***

Members are encouraged to submit requests to disconnect service at least three (3) working days in advance of the desired disconnect date and no further in advance than twenty-one (21) days. Requests can be made online, in person at any DEMCO office or by telephone (excluding legal holidays, Saturdays and Sundays). Members requesting to disconnect service shall be responsible for all charges for service until the time of disconnect.

#### ***Refusal or Discontinuance of Service by DEMCO***

DEMCO may refuse or discontinue electric service to potential or existing members for any of the following reasons:

1. **Improper Application**: Failure to properly complete an application for service or failure to submit additional documentation if required.
2. **False Pretense**: Misrepresentation of identity or facts for the purpose of obtaining service, or use of an alias, trade name, business name, relative's name or another person's name to escape responsibility of an unpaid balance for utility service provided to the member, co-occupant or co-tenant of member.
3. **Deceased Member's Account**: When DEMCO receives notification that a member is deceased, a certified letter is mailed requesting that service be transferred to the new responsible party. If no request for transfer of service is received within 60 days, a second certified letter is mailed requesting once again that service be transferred to the new responsible party. The letter shall state that if the service is not transferred to the new responsible party within 30 days, it will be disconnected. If no request for transfer of service is received within 90 days, service may be disconnected on the following business day.

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4. **Nonpayment**: Nonpayment of all or any portion of the following: a) required security deposit; b) monthly bill; c) any other past due obligations (e.g. other DEMCO accounts the member is associated with); or d) expenses, losses, and/or damages resulting from tampering with DEMCO property.
5. **Agreement Not Honored**: Failure to comply with the terms and conditions of a member agreement.
6. **Tampering/Theft of Utilities**: For unauthorized use of electricity through any method of tampering with DEMCO equipment such as meters, transformers, wires, pipes, etc.
7. **Hazardous Conditions**: When DEMCO has reason to believe that continued service will create a condition on the member's premises that is hazardous to persons or property. Prior notice before disconnection is not necessary. Potential adverse effect to the electric service required by other members, provided the member causing the problem has been notified and given a reasonable opportunity to correct the same.
8. **Distribution or Transmission System Problems**: Problems with DEMCO's distribution or transmission systems (as a result of loads) that are not promptly and adequately addressed by members.
9. **Access**: Where the member refuses to grant access or maintains any obstruction on the premises that would deny access to DEMCO for the purpose of meter reading or installation, maintenance, inspection, or replacement of DEMCO equipment.
10. **Threats or Injury to DEMCO**: Causing injury, or threatening to cause injury, to an employee or contractor of DEMCO, the family of an employee or a contractor of DEMCO, or the property of DEMCO for the purpose of preventing an employee from engaging in activities authorized by DEMCO's policies or in retaliation for such activities. In the case of threats or injury, local law enforcement shall be notified. In case of injury, DEMCO shall have the right to discontinue service without notice.

When service is discontinued for nonpayment of bills, it will not be restored until the member pays all charges, fees, and required deposits. When service is discontinued for any other cause, it will not be restored until the cause of the suspension has been removed or remedied.

### ***Special Provisions on Discontinuance of Residential Service***

In accordance with the Louisiana Public Service Commission General Order R-29706, DEMCO shall not disconnect residential service for nonpayment during the following:

1. **Severe Weather**: DEMCO shall not disconnect service for a residential customer in a parish on a day when the following extreme weather conditions exist within that parish:
  - a) **Winter/Cold**: The previous day's highest temperature did not exceed 32 degrees Fahrenheit, and the temperature is predicted to remain at or below that level for the next

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24 hours, according to the National Weather Service (NWS) reports; or b)

**Summer/Heat:** The nearest NWS issues an excessive heat warning as defined by the NWS.

2. **Life Threatening Condition:** Member accounts flagged as “medical necessity”. To qualify, the member must provide an annual certification from a physician stating that the member requires life-sustaining, electrically operated equipment, or life-sustaining medical treatment that requires electricity. Medical necessity members are always encouraged to have a plan of action during prolonged outages.
3. **Assistance Program:** Residential members receiving financial assistance from a federal, state or local social service agency where DEMCO has received written verification from the agency. The confirmation of the amount to be paid must state that full payment will be made directly to DEMCO. Members are responsible for any portion of the account balance that is not covered by the assisting agency.
4. **Payment Arrangement:** If a member has been granted a payment arrangement prior to disconnection of service.

### **Responsibility**

It shall be the responsibility of the Director of Member Services and Vice President, Engineering and Operations to ensure this procedure is followed and updated as needed.

The Manager, Quality and Compliance shall audit compliance with this procedure.

DATE August 18, 2022

/s/Daniel Berthelot, President

/s/Dennis R. Lott, Secretary