

Wallingford Electric Division	Document Type: Policy	Procedure/Work Plan Title: <b>Residential Service Disconnects and Reconnects for Non-Payment</b>	Document No. TBD CS-
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**APPLIES TO:**

Wallingford Electric Division (WED) Customer Service Staff, Meter Technicians, and Management Staff.

**PURPOSE:**

To define the Wallingford Electric Division’s policy with regard to residential service disconnects and reconnects for non-payment.

**POLICY:**

**Disconnects:**

Electric Division staff shall disconnect service to residential customers with notice when any of the following conditions exist:

1. There is a past due balance greater than \$500.
2. A payment has not been made in 90 days or more.
3. The account has a balance in the 90+day bracket.
4. The customer has defaulted on a payment arrangement.

Before service is shut off, WED will take the following steps:

1. Send a pending disconnect notice which includes the delinquent balance amount and the date on which the service will be terminated which is a minimum of 13 days from the notice date. ([Dept. of Public Utility Control Regulations 16-3-100 \(d\)\(A\)](#))
2. The notice provides ways to avoid shut off i.e. payment of the past due balance or establish a payment arrangement spreading out the arrearage balance over 6-18 months. ([Dept. of Public Utility Control Regulations 16-3-100 \(b\)\(B\)](#))

**Note:** Refer to Customer Bill of Rights

Service shall be shut off **without notice** for these reasons:

1. Fraud or material misrepresentation in obtaining services. ([Dept. of Public Utility Control Regulations 16-3-100 \(b\)\(2\)\(D\)](#))
2. Tampering with meters, or utility equipment. ([Dept. of Public Utility Control Regulations 16-3-100 \(b\)\(2\)\(C\)](#))
3. Presenting an insufficient payment to avoid termination.

**Payment Arrangement:**

1. The first time the customer is delinquent, the customer will be given the opportunity to enter into a payment arrangement. At least 20% of the account balance is required as the initial payment. Additionally, a monthly arrangement must be agreed upon and signed for the remaining balance. ([Dept. of Public Utility Control Regulations 16-3-100 \(b\)\(2\)\(B\)](#))
2. If the initial payment arrangement is broken and service is disconnected, service will not be reconnected until the customer agrees to and signs a new second payment arrangement.
3. If the customer defaults on the second payment arrangement, payment will be required in full before service is reconnected.

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4. Arrangements of less than one year must include an initial payment of at least 20% of the total balance.
5. Terms of the arrangement for the remaining balance will be distributed over a 6-18-month timeframe.
6. Arrangements of 12 months or greater must be reviewed and approved by the Supervisor.
7. The dollar amount of the arrangement plus the on-going current monthly charges must be paid on time.
8. If customer is unable to meet the terms of the initial payment arrangement, they can contact the office to negotiate a new payment arrangement to prevent disconnection of service. This must occur prior to the disconnect date listed on the notice.
9. A release of information form shall be signed which enables Youth and Social Services to determine possible eligibility for WED sponsored programs (MPP) or other State programs
10. Broken arrangements are reviewed weekly. Those customers with account balances in excess of \$500 are addressed as required and shall be subject to disconnection.

**Service Reconnect:**

1. Reconnection fee per Rate Number 13 Miscellaneous Charges and Fees will be assessed and charged to the account.
2. To be reconnected, a delinquent customer must sign a 6-18-month payment arrangement for the remaining account balance and also keep current with the monthly charges.
3. If the customer defaults on the agreed upon payment arrangement twice in a rolling twelve-month period the WED shall require payment in full prior to reconnecting service. No further payment arrangements will be made within a 12-month period. After a 12-month period, further payment arrangements will be at the discretion of WED.

**Winter Protection-Hardship:**

1. November 1<sup>st</sup> through May 1<sup>st</sup> -a customer must qualify for hardship by meeting specific criteria. During this time, a valid hardship document must be signed and renewed annually. After May 1<sup>st</sup> WED can require the outstanding balance to be paid in full to avoid future disconnection.
2. Service will not be shut off if temperatures fall below 32 degrees Fahrenheit or rise above 95 degrees Fahrenheit. These criteria, however, shall not be used as a justification to reconnect a previously disconnected service.

**Medical Protection:**

If someone who resides in the home has a documented medical condition that is considered a serious illness the household is protected from disconnection November 1<sup>st</sup> through May 1<sup>st</sup> or yearly

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protection if the illness is considered life threatening. Both conditions must be certified by a physician or medical professional. Certification renewal forms must be completed annually and will be mailed certified upon customer request.

**NOTE:** Although shut off will not occur, in both cases the customer is still responsible to pay the bill.

**DOCUMENTS:**

1. Customer Bill of Rights
2. Department of Public Utilities Control Regulations 16-3-100
3. Wallingford Electric Division Rate Number 13 Miscellaneous Charges and fees

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