

UTILITIES RULES AND REGULATIONS

GENERAL

12. SERVICE INTERRUPTIONS OR CURTAILMENTS

Utilities' goal is to provide reliable service; however, continuous uninterrupted service is not guaranteed. Utility services may be interrupted without notice for emergency repairs, events, occurrences, accidents, strikes, force majeure or other circumstances beyond the Utilities' control. Curtailments of service due to supply or system capacity constraints may also occur without prior notice. Utilities generally intends to provide prior notice to affected Customers and users if utility services will be interrupted for scheduled repairs or extensions to the utility supply systems; however, interruptions caused by these activities may occur without prior notice.

13. DISCONTINUANCE OF SERVICE

A. Discontinuance of service can occur for the following reasons.

1. Failure to pay when due

- a. Utilities will determine the amount due and payable from each Customer and will produce a billing statement to the Customer through the mail unless another method of delivery has been agreed upon. All charges not paid by the due date will be considered delinquent with the exception of any specific charges currently being disputed through the Dispute Resolution Procedure contained in this tariff.
- b. When charges for electric, gas, water, or wastewater services are not paid when due, any one (1) or all services furnished under the delinquent account may be discontinued upon Utilities giving notice of discontinuance of service.
- c. When charges for non-utility services provided and billed to the Customer are not paid when due, any one (1) or all utility or non-utility services furnished to the Customer on any other active utility or non-utility accounts may be discontinued.
- d. If charges are not paid when due, Utilities may seek to recover such charges in an action at law against the delinquent Customer.
- e. In cases where one or more services have been temporarily discontinued for non-payment and the account remains active, the customer shall continue to be charged the Per Day Access and Facilities or Service Charges for all services, during the entire period until restoration occurs. In those cases where restoration does not occur, and all utility service for the Premises is terminated, the Customer will not be charged the Per Day Access and Facilities Charges for those service points as of the date the individual meter was disconnected.

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