

NORTH BRANCH WATER AND LIGHT UTILITY

Administrative Policy No. 100.0

9.0 – TERMINATION OF SERVICE

The following guide shall be used in determining utility service termination for delinquent accounts.

In general, utility's termination will be made at or around 10:00 a.m., on any day except Fridays, Saturdays, Sundays, holidays, and all days preceding holidays.

A reconnection charge will be assessed each time a customer's utility service is restored after termination. The reconnection charge may also be assessed if a serviceman has been dispatched for the purpose of utility termination, even if the customer agrees to pay the delinquent bill at that time since the customer's delinquency has necessitated the serviceman's call.

The time frame for delinquent accounts to become subject for termination shall generally be as follows with allowances made for excepted days as listed below;

Step 1. Approximately 10 days after the utility bill is mailed, a late notice is sent to the customer via first class mail. This notice is a reminder which requests payment by a certain date, and shows the balance due which now includes a late payment charge.

Step 2. Approximately 10 days after mailing of late notice, a second notice is mailed, which is a utility termination notice that gives the proposed utility termination date.

Step 3. An attempt of a minimum of two telephone calls is made to contact the delinquent customer approximately 1 to 2 days prior to the utility termination.

Step 4. A utility termination notice card is placed on the doorknob on delinquent customer's residence or place of business during the afternoon of the day proceeding the day for which the utility termination is scheduled.

Step 5. Terminate utility service at scheduled date and time. If by late afternoon, no response is received from customer, a serviceman is dispatched to the place of service and, at the discretion of the General Manager, services shall be restored if premises appear vacant or unoccupied. Restoration in such cases is for the purpose of attempting to avoid damages to the property or perishable goods if the customer is away from his or her property for an extended period. In such cases, continued effort will be made to contact the customer.

Termination of utilities may be avoided by the customer by various means and under various circumstances. In all cases, full payment of all past due bills will avoid termination. Also, the customer may avoid termination by entering into a mutually agreed-to payment schedule or extension with the Utility, which includes provision for payment of past due and current billings. Past due amounts must be paid up in six months or less. Failure to make such agreed-to payments shall be cause for disconnection without normal notice procedures. Payment of past due bills via NSF checks shall not constitute payment and shall subject the customer to immediate disconnect and appropriate prosecution under state and local laws.

During cold weather months (October 15 to April 15) in accordance with Minnesota Cold Weather Rule and its provisions, no disconnects will be made where such disconnects would affect the primary heat source of a residential unit if the customer is willing to enter into a mutually agreed-to payment schedule per above. In such cases where the customer declares an inability to pay his or her utility bill under any circumstances, the customer shall be informed as to possible assistance agencies for the area.

Every reasonable effort shall be made to contact a delinquent customer who is subject to utility disconnect. Such effort shall include the normal delinquent and shutoff notices via first class mail, telephone call attempts, and a visit to the property during normal business hours by Utility personnel. In such cases, where all attempts to reach the customer are unsuccessful, or the customer is non-responsive to successful contacts or unwilling to enter into a payment schedule per above, service may be terminated in the customary manner.

Unusual or special cases of non-payment will be considered on the merits of the individual case.

NORTH BRANCH WATER AND LIGHT ELECTRIC DEPARTMENT

Administrative Policy No. 200.0

3.0 – UTILITY DEPOSITS

Each new customer is required to make a deposit when applying for utility services. For all customers (residential, commercial and industrial), a deposit is required of \$100.00 (residential customers) or \$300.00 (commercial and industrial customers). This deposit is returned upon request of the customer (with interest as set by the Minnesota Department of Commerce) after one (1) year of service, provided customer has maintained a good “on time” pay record and has not been delinquent; or the deposit shall be returned to the customer at such time as services are discontinued by request, less any amount due the Utility for utility services rendered.

A letter of good payment from the customer’s previous utility of 12 months prior, presented with the application of service, shall constitute waiver of deposit.

All outstanding or delinquent bills with the Utility must be paid before connection.

If, after a customer has had their deposit refunded, or their account becomes delinquent and service has been terminated for non-payment, they will be required to redeposit an amount equal to two (2) times the highest recorded bill at that location in the past twelve (12) months, at no time will the deposit be less than the original amount \$100.00 (residential customer) or \$300.00 (commercial and industrial), which will be held until satisfactory credit rating has been established.

Refusal or failure by customer to satisfy the deposit requirements shall result in delay or discontinuance of service until such time as the deposit has been made.

5.0 – CONNECTIONS AND DISCONNECTIONS

Only Utility personnel or authorized personnel are permitted to connect or disconnect utility services. In the case of scheduled service disconnects for any reason, the Utility will make a reasonable attempt to notify the customer of the reason, time and duration of the disconnect. If a service is disconnected for any reason of non-payment or infraction of service rules and regulations, customer notification will be in accordance with the established Utility Termination Policy.

When service is terminated per customer request or for non-payment or infraction of service rules and regulations, a reconnect charge will be assessed per the current Utility Rate Schedule.

In cases of customer requested connections or disconnections during hours other than normal Utility business hours, the customer may be charged in accordance with actual Utilities overtime costs to provide after-hour service.

NORTH BRANCH WATER AND LIGHT WATER DEPARTMENT

Administrative Policy No. 300.0

4.0 – SERVICE CONNECTION, DISCONNECTION & RECONNECTION PROCEDURES AND CHARGES

There will be no charge for service changes from one customer to another made during the normal working hours of the Utility. If service changes must be made during other than normal working hours at the request of the customer, a special charge will be assessed based on actual labor costs to the Utility.

Water service disconnected by the Utility due to non-payment of bills or for failure to comply with required codes, policies, or regulations shall require a reconnection charge of \$50.00. Under these circumstances all reconnection charges shall be required prior to the reconnection being made.

Owners of all rental property shall be responsible for the water service and consumption billings on their property at all times, unless occupied by a tenant who has made the required meter deposit and customer application for service in their name at said property. All existing service shall continue until such time as the owner of the property or premise shall provide a signed statement, including the property address, requesting disconnection to the Utility. No future billings for service will be made by the Utility for any disconnected service from date of disconnection to date of reconnection.

At such time as a reconnection of service is desired, a reconnection charge of \$50.00 will be assessed the owner of the property or premise who previously requested the disconnection. The only exception to the reconnection charge is to a new owner or owners who had no previous personal ownership or partnership in the property or premise at the time of disconnection.