

Rule No. 11

**DISCONTINUANCE AND RESTORATION OF SERVICE**

A. Customer's Request for Discontinuance of Service

1. A customer may have service discontinued by giving not less than two days' advance notice thereof to the utility. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required two days' advance notice.
2. When such notice is not given, the customer will be required to pay for service until two days after the utility has knowledge that the customer has vacated the premises or otherwise has discontinued sewer service.

B. Disconnection of Service by Utility

1. For Nonpayment of Bills

- a. A customer's service may be disconnected for nonpayment of bill for service furnished if the bill is not paid within 19 days after presentation, provided the utility has given the customer at least five days prior written notice of such intention. Service will not be disconnected until the amount of any deposit made to establish credit for that service has been fully absorbed.

2. For noncompliance with Rules

The utility may disconnect service to any customer for violation of these rules after it has given the customer at least five days' written notice of such intention. Where such violations endanger the health and safety of other customers or the community, service may be disconnected immediately without notice.

3. For Use of Sewer Service that is Detrimental or Damaging to the Utility or Its Customers

If the use of the sewer service by the customer is found to be detrimental or damaging to the utility or its customers, the service may be shut off without notice. The utility will notify the customer immediately of the reasons for the disconnection and the corrective action to be taken by the customer before service can be restored.

(TO BE INSERTED BY UTILITY)

VICE LETTER NO. 582 (dps)

ISSUED BY

D. P. STEPHENSON

NAME

(TO BE INSERTED BY C.P.U.C.)

DATE FILED MAY 13 2003

EFFECTIVE JUN 12 2003

RESOLUTION NO.

DECISION NO. 03-02-044

DIRECTOR - RATES & REVENUES

TITLE

Rule No. 11

**DISCONTINUANCE AND RESTORATION OF SERVICE**

(Continued)

B. Disconnection of Service by Utility (Continued)

4. For Fraudulent Use of Service

When the utility has discovered that a customer has obtained service by fraudulent means, or is using the sewer service for unauthorized use, the service to that customer may be disconnected without notice. The utility will not restore service to such customer until that customer has complied with all filed rules and reasonable requirements of the utility and the utility has been reimbursed for the full amount of the service rendered and the actual cost to the utility incurred by reason of the fraudulent use.

C. Restoration of Service

1. Reconnection Charge

Where service has been disconnected for violation of these rules or for nonpayment of bills, the utility may charge the actual cost of disconnection and reconnection of the service. Plant additions such as a cleanout, installed as a part of the disconnection or reconnection process, will be included in the charges.

2. To be Made During Regular Working Hours

The utility will endeavor to make reconnections during regular working hours on the day of the request, if conditions permit; otherwise reconnections will be made on the regular working day following the day the request is made.

3. To be Made at Other Than Regular Working Hours

When a customer has requested that the reconnection be made at other than regular working hours, the utility will reasonably endeavor to so make the reconnection if practicable under the circumstances but will be under no obligation to do so.

(TO BE INSERTED BY UTILITY)

ISSUED BY

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(Continued)

D. Refusal to Serve

1. Conditions for Refusal

The utility may refuse to serve an applicant for service under the following conditions:

- a. If the applicant fails to comply with any of the rules as filed with the Public Utilities Commission.
- b. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing customers or the sewer system.
- c. If, in the judgment of the utility, the applicant's installation for utilizing the service is unsafe or hazardous, or of such nature that satisfactory service cannot be rendered.
- d. Where service has been disconnected for fraudulent use, the utility will not serve an applicant until it has determined that all conditions of fraudulent use or practice have been corrected.

2. Notification to Customers

When an applicant is refused service under the provisions of this rule, the utility will notify the applicant promptly of the reason for the refusal to serve and of the right of applicant to appeal the utility's decision to the Public Utilities Commission.

(TO BE INSERTED BY UTILITY)

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