

MOON LAKE ELECTRIC ASSOCIATION, INC.  
Electric Service  
Regulation No.12

**XII - TERMINATION OF SERVICE**

1. Reasons for Termination

A. For any default or breach of these regulations or the terms of the applicable tariff, the Association may suspend the service where the default occurred. The Association reserves the right to terminate electric service without notice where in its judgment there is:

1. A clear emergency or serious health or safety hazard.
2. Unauthorized use of or diversion of service.
3. Tampering with Association owned equipment

B. Among other things the Association may terminate service after giving proper notice for:

1. Failure to pay electric bills when due.
2. Failure to pay deposits within the specified period.
3. Failure to comply with the terms of a deferred payment agreement.
4. Subterfuge or furnishing of false information in connection with obtaining electric service.
5. Failure to maintain in good order the service entrance facilities or equipment owned by the consumer
6. Use of equipment adversely affecting the Association's service to its other consumers.
7. Refusal of reasonable access to property to the agents or employees of the Association for the purpose of inspecting the facilities or for testing, reading, maintaining or removing meters.

2. Termination – Divorce

A. A delinquent account, accrued before a divorce or separate maintenance action in the courts, in the name of a former spouse, cannot be the basis for termination of the current account holder's service.

3. Terminations – Health and Safety

A. Residential electric service may not be terminated, and will be restored upon written

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notice by the Consumer if terminated, where termination will cause or aggravate a serious illness or infirmity of a person living in the residence. Upon receipt of a physician's statement identifying the health infirmity or potential health hazard, the Association will continue or restore residential electric service for the period set forth in the physician's statement or one (1) month, whichever is less; provided, however, that the person whose health is threatened or illness aggravated may petition the Regulatory Commission for an extension of time. During the period of continued service, the account holder is liable for the cost of the residential electric service. However, no action to terminate the service may be undertaken until expiration of the period of continued service. The Association will not terminate service to a residence in which the account holder or resident is known by the Association to be using an iron lung, respirator, dialysis machine, or other life supporting equipment, without specific prior approval by the Regulatory commission. Any account holder eligible for such protection can obtain it by filing a written notice with the Association. Thereupon the Association will mark and identify all meter boxes where such equipment is used.

4. Notice Requirements Preceding Termination

- A. An electric service bill which has remained unpaid beyond the statement due date is a delinquent account. When an account is delinquent, the Association, before termination, will issue a written late notice to inform the account holder of the delinquent status. Where the account holder responds to a late notice, the Association's collections personnel will investigate any disputed issue and will attempt to resolve that issue by negotiation. During this investigation and negotiation, no other action shall be taken to terminate the residential electric service if the account holder pays the undisputed portion of the account.
- B. The late notice shall be mailed at least ten (10) calendar days prior to a proposed termination of electric service. The ten (10) day time period is computed from the date the notice is deposited in the mail. The notice will be given by first class mail or delivery to the premises and will contain a summary of the following information:
  1. A statement of the Consumer's rights and remedies under existing state law and Commission regulations;
  2. The Commission approved policy on termination for the Association;
  3. The availability of deferred payment agreements and sources of possible financial assistance including, but not limited to all state and federal energy assistance programs;
  4. Informal and formal procedures to dispute bills and to appeal adverse decisions, including the Commission's address and telephone number;

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5. Specific steps that may be taken by the Consumer to avoid termination (printed in a conspicuous fashion);
6. The date by which payment arrangements must be made to avoid termination;
7. The cause for discontinuance of service.

C. Third Party Notifications

1. The Association will send duplicate copies of ten (10) day termination notices to a third party designated by the account holder and will make reasonable efforts to personally contact the third party designated by the account holder before termination occurs. The Association will inform its account holders of the third-party notification procedure at the time of application for service and at least once each year.

D. Master Metered Services

1. For all residential premises including Master-Metered apartment dwellings where a person other than the occupant is the account holder and that fact is known to the Association, the Association will post a notice of proposed termination on the premises in a conspicuous place and shall make reasonable efforts to give actual notice to the occupants by personal visits or other appropriate means at least ten calendar days prior to the proposed termination. The posted notice shall contain the information specified in (12(4)b) Electric Service Regulation.

5. Consumer Requested Termination

- A. The Consumer shall advise the Association at least three days in advance of the day on which he wants service disconnected. A landlord who is not an occupant of the residence for which termination is requested, shall advise the Association at least ten days in advance of the day on which he wants service disconnected and sign an affidavit that he is not requesting termination as a means of evicting his tenants. Alternatively, such a Landlord may sign an affidavit that there are not occupants in the residence for which termination is requested, and thereupon the disconnection may occur within four days of the requested disconnection date. Upon a request by a Consumer to the Association to disconnect service, the Association will disconnect

the service within four working days of the requested disconnect date. The Consumer shall not be liable for any services rendered to or at such address or location after the expiration of such four days, unless access to the meter has been delayed by the consumer.

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6. Reconnection Conditions and Fees

- A. Once service is terminated under the provisions of this regulation, it will only be restored if the Consumer pays the amount due or makes a Deferred Payment Agreement to cover the amount due.
- B. The amount due shall include a reconnect fee of not less than \$50.00 during regular hours and \$100.00 after regular working hours. The amount due also includes the full amount of the bill and may include a security deposit or additional security deposit as determined by the deposit regulation.