



DISCONNECTIONS AND RECONNECTIONS

POLICY 5.052

Temporary disconnection of electric service shall not be made without clear explanation of the fees involved in reconnecting the service in the same name within twelve months of disconnection. All services are required to pay the monthly basic service charge regardless of kilowatt-hours used.

An account that has been disconnected for any reason may be required to have the service brought to compliance with current NEC/ NESC codes and co-op policy requirements. Requirements to include: meter socket, attachment point, instrument metering if applicable and a request for inspection from the State of MN. If the account has been final billed, shows an inactive status, and more than 30 days have lapsed since date of disconnect then update requirements shall be met. In the event a lineman or meter technician finds a safety hazard it is at their discretion to request an electrical inspection. When FMEC receives the evidence of inspection by the licensed electrical contractor, electrical services will be restored within two business days.

If service is reconnected in the same name within twelve months of the disconnect date, the member is required to pay the basic service charge, taxes and any applicable security lights or device fees for each of the disconnected months before service will be reconnected.

If service is disconnected for more than twelve consecutive months, such disconnections are considered permanent.

Disconnection is made without charge when there is a change of occupancy and the new party does not immediately move on the premises.

If a request is made to temporarily reconnect electric service for a period less than 7 days, members will be required to pay a flat fee of \$250. At the time of disconnection, fees associated with reconnecting, disconnecting, pro-rated service charges and any kWh will be applied to the flat fee. Any remaining amount will be refunded to the member. In the event the \$250 does not cover the associated fees, member will be billed the difference.

If an account is disconnected and reconnected within a 48 hour period, a service fee of \$25 will be added to the member's subsequent billing statement.

General Practices of Disconnections and Reconnections:

- a. Requests for disconnections or reconnections are to be made to the Cooperative.
- b. Reconnections, other than those disconnected for nonpayment, shall be made only during working hours of the Cooperative.
- c. Reconnects are to be channeled through the Cooperative and actual reconnection made by Cooperative personnel.
- d. Reconnections or new connections requested to be made after regular scheduled working hours or on Saturday, Sunday or holidays are subject to a \$200.00 charge for extra costs involved in making such special trip.
- e. Disconnects for non-payment will be done remotely or by removing the cutout door (single member transformer) or by removing the meter and re-installing in the 7 o'clock position with the disconnect adapter (multiple member transformer).

Disconnection of Service – Permissible Reasons

The Cooperative may disconnect service to any member for any reason stated below, (1) through (6).

1. With notice the Cooperative may disconnect for nonpayment of electric bill in accordance with existing policies.
2. With notice, the Cooperative may disconnect service to a member who is in breach of the contract for service between the Cooperative and the member.
3. Without notice the Cooperative may disconnect service to a member in the event of unauthorized use of Cooperative equipment by the member, or in the event of tampering with the Cooperative's equipment.
4. Without notice the Cooperative may disconnect service to a member in the event of a condition determined to be hazardous to the member, to other members of the Cooperative, to the Cooperative's equipment, or to the public. Disconnection for this reason will not require the payment of a disconnect or reconnect fee.
5. With notice the Cooperative may disconnect service to a member for failure of the member to provide the Cooperative reasonable access to its equipment.

6. With notice the Cooperative may disconnect service to a member for failure of a member to furnish such service, equipment and/or rights of way necessary to serve said member as shall have been specified by the Cooperative as a condition of obtaining service.

Disconnection of Service – Non-Permissible Reasons

1. The Cooperative may not disconnect service to a member for delinquency in payment for services rendered to previous members who occupied the premises unless said member continues to occupy the premises.
2. The Cooperative may not disconnect service to a member for failure to pay for merchandise, appliances or service not considered an integral part of the Cooperative's service.
3. The Cooperative may not disconnect service to a member for failure to pay for a different class of service.
4. The Cooperative may not disconnect service to a member for failure to pay a charge billed because of an inaccurate meter until the member and Cooperative have agreed upon the amount due.
5. The Cooperative may not disconnect service to a member for failure to pay an estimated bill for past services unless the member, upon request of the Cooperative, refuses to permit reading of the meter during reasonable hours.
6. The Cooperative may not disconnect service to a member for failure to pay for a bill based on concurrent charges from another meter.
7. The Cooperative may not disconnect service to a member for failure to pay for a bill to correct previous underbilling due to misapplication of rates, if the member agrees to payment over a reasonable period of time.

AMENDED: 11-30-2021

SIGNED: Jack Korman
Board Chairman