

## C. CONNECTION & DISCONNECTION POLICY

### 1 Application

Except for customers who are subject to separate contract provisions or as otherwise specifically provided in MW&L rules and regulations, connection and disconnection of customers will follow these procedures.

### 2 Customers Connecting, Reconnecting and Disconnecting Service

#### 2.1 Notice.

A customer who wishes electric and water to be connected or disconnected must give notice to McMinnville Water and Light 24 hours (excluding weekends/holidays) in advance of the proposed effective date for service.

#### 2.2 Electric.

When MW&L connects or reconnects service the owner or the owner's representative must be present. This may be a tenant or electrician. If this is not possible, MW&L will leave the main breakers in the "off" position. If the main breakers are not accessible, MW&L will not reconnect service.

2.2.1 When electric service has been de-energized for 6 months or more, the service must be inspected by the Yamhill County Electrical Inspector and demonstrated to be in compliance with applicable code provisions.

#### 2.3 Water.

When MW&L connects or reconnects service the owner or the owner's representative, or plumber must be present. If owner, representative or plumber is not present MW&L may connect service and leave customer valve in "off" position.

2.3.1 Only MW&L personnel are authorized to operate utility-owned valves.

#### 2.4 Weekend/Holiday Connections.

Customers requesting utility service connections or reconnections on Friday, Saturday, Sunday, MW&L's observed holidays or outside the hours of 7:00 a.m. to 4:30 p.m., Monday through Thursday, shall be charged the Reconnect Fee (after hours) according to MW&L's Miscellaneous Charges Schedule (MISC-1).

#### 2.5 Termination of Service.

A customer terminating service is responsible for notifying MW&L and should not rely on a future tenant assuming the utility service. Should the service continue in the customer's name, said customer will continue to be responsible for the utilities that are used.

#### 2.6 Landlord Request to Disconnect.

Every landlord (property owner) that requests service disconnection at a property where a tenant resides, shall give 20 days' notice in advance to MW&L of the specified date of discontinuance of service. However, a non-delinquent account will not be disconnected or account terminated without a request of a tenant account customer unless property is determined to be vacated by tenant. Landlord is responsible for all service rendered before a notice or request is given and the service is disconnected.

### 3 Involuntary Disconnection

3.1 At the reasonable discretion of the General Manager or Customer Service Manager, and with the notice and process described in these rules, MW&L may disconnect service for the following reasons:

- 3.1.1 For failure to establish credit;
- 3.1.2 For failure to pay a deposit or make payments in accordance with the terms of a payment arrangement;
- 3.1.3 Providing false identification or verification of identity;
- 3.1.4 For failure to pay charges due for services rendered;
- 3.1.5 For meter tampering, diverting service or other theft of services;
- 3.1.6 For failure to abide by the terms of a time payment agreement;
- 3.1.7 For failure to correct a returned or dishonored item, or credit card charge back;
- 3.1.8 Customer's failure to pay charges or maintain sanitary sewer or septic service in compliance with City of McMinnville requirements;
- 3.1.9 Where facilities provided by the customer are unsafe or do not comply with state or municipal codes governing service, the rules and regulations of MW&L or where the customer does not provide access to the meter;
- 3.1.10 Where dangerous or emergency conditions exist at the service premises;
- 3.1.11 If directed by authorities due to felony use;
- 3.1.12 Customer's failure to provide to MW&L required easement and property access for Service (water or electricity); or
- 3.1.13 For a violation of any other terms or provisions of the MW&L Service or Customer Policies (collectively described as "Customer Policies").

#### 3.2. Emergency Disconnection

In emergencies endangering life or property, service may be terminated without following the procedures set forth in this policy. In such cases, where it is necessary for emergency termination through no fault of the customer, there shall be no charge to reconnect the customer's service.

MW&L will make a reasonable effort, if possible, to contact the customer about the emergency.

#### 3.3. Disconnection on Weekends and Holidays

Utility services will not be disconnected for non-payment on, or the day prior to, a weekend or a legal holiday under ORS 187.010.

#### 3.4. Medical Exemptions

If a customer is applying for a medical exemption by submitting a Medical Form, but has not satisfied all of the criteria listed in the Customer Policies, MW&L may disconnect their residential service consistent with the Customer Policies.

### 3.5. Reconnect Fee

When the required payment is not received before the disconnect date, a reconnect fee as described in the rate schedules will be charged.

### 3.6. Customer Appeal Process

The customer may appeal the reason for disconnection using the same process described in this policy to dispute a bill.

### 3.7 Procedures for Involuntary Disconnection of Water & Electric Service

3.7.1 Service may be disconnected for reasons as provided in these rules.

3.7.2 When a written notice is given under these rules for the disconnection of residential water or electric service due to an unpaid account balance the notice shall conform to the language requirements as established by MW&L. and shall be printed in English, with the following notice also printed in Spanish:

Important Notice: Your electric and/or water services will be shut off because of an unpaid balance on your account. You must act immediately to avoid shut-off.

Important information about how you can avoid shut-off is printed in English in the enclosed notice. If you cannot read English, please find someone to translate the notice. If translation assistance is unavailable, please contact the bilingual customer service representative at (503) 472-6158 who will try to help you. **YOU MUST ACT NOW TO AVOID SHUT-OFF.**

The notice will conform to the requirements for notice to tenants under this policy if MW&L's records show that the billing address is different than the service address, or if the address is a master-metered multi-family dwelling. The notice will be addressed to the occupant or tenant.

3.7.3 A notice of disconnection will be printed in bold face type and shall state, in easy to understand language:

3.7.3.1 The reason for the proposed disconnection;

3.7.3.2 The action to be taken in order to avoid disconnection;

3.7.3.3 The earliest date for disconnection; and

3.7.3.4 An explanation of the MW &L Appeal Process and telephone number, if applicable.

3.7.4 At least 15 days before a customer is disconnected, written notice will be given to the customer. Five days' notice is required when disconnection is based on customer's failure to establish credit or for theft of services.

3.7.5 The 15-day notice of disconnection can be served in person, or sent by first class mail

to the last known address of the customer, tenant, and/or owner. Service of notice is deemed complete on the date of deposit in the US Mail, First Class, Postage Prepaid, or personal delivery.

- 3.7.6 At least 5 business days before the imminent disconnection date, MW&L will mail or deliver in person, a written 5-day Final Warning Notice to the customer, for disconnections related to billing.
  - 3.7.6.1 The disconnection notice shall inform the person that service will be disconnected on or after a specific date and shall list agencies that may be able to provide financial assistance.
  - 3.7.6.2 The 5-day Final Warning Notice will be served in person or by first class mail to the last known address of the customer. Service of notice is deemed complete on the date of deposit in the US Mail, First Class, Postage Prepaid, or personal delivery.
  - 3.7.6.3 If notification is made by delivery to the residence, personal contact will be attempted. If personal contact cannot be made with the customer or other responsible resident, the notice shall be posted in a conspicuous place at the residence.

### 3.8 Disconnection of Service to Tenants

When MW&L's records show that a residential billing address or owner address is different from the service address, a duplicate of the required fifteen and five day disconnect notices shall be delivered to the occupants of the premises unless MW&L has reason to believe that the service address is occupied by the customer/owner.

### 3.9 Personal Contact

On the day that MW&L expects to disconnect service, and prior to disconnection, a good faith effort will be made to personally contact the customer or other responsible person(s) living at the residence to be disconnected. If contact is made, the customer or other adult living at the residence will be advised of the proposed disconnection. If contact is not made, a door hanger shall be left at the service location informing the customer that service has been, or will be, disconnected. If contact is made and the circumstances are such that a reasonable person would conclude that the customer does not understand the consequences of the disconnection, MW&L will notify the Department of Human Services and Yamhill County Health Department and delay the proposed disconnection for an additional 5 business days.