



Date Adopted: 01/24/84
Date Revised: 11/20/2024
Date Reviewed: 11/20/2024

Policy 311
Notice of Service Disconnection

POLICY:

1. Member Request for Disconnection
 - a. Provided that all contractual obligations have been met and all amounts owed to the Cooperative have been paid, a member may request to discontinue electric service. Such notice will be promptly acted upon by the Cooperative and there will be no charge for disconnect.
 - b. Upon request by a member for disconnection of an electric service, or if the Cooperative should discover an idle electric line on a member's property, the Cooperative will retire the affected electric line in accordance with Policy 112.
2. Change of Occupancy
 - a. Whenever a change of occupancy or legal responsibility takes place of any premises being served by the Cooperative, notice of such change must be given at the office of the Cooperative within a reasonable time prior to the date of such change, or the outgoing member will be held responsible for all service supplied on the premises until such notice has been received by the Cooperative. Where ownership of a premises changes, the new owner shall not be liable for debts owed by the former owner except in cases where the Cooperative holds a lien or mortgage against the property.
 - b. Upon receipt of notice, the Cooperative will record the disconnection of one consumer and the connection of another with the meter reading at time of change. There is no charge to read meter when changing from one person to another.

RESPONSIBILITY:

Manager, Billing Department, Line Department

PROCEDURE:

As outlined in the above written policy