



Date Adopted: 05/22/84  
Date Revised: 01/18/2023  
Date Reviewed: 01/18/2023

**Policy 403**  
**Reasons For Disconnection**

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**POLICY:**

The Cooperative may disconnect a service to a member for any of the following reasons:

1. Violation of Service Policy(s)
2. Non-payment or other violation of Rate Schedule
  - a. Bills unpaid by the statement due date are considered to be delinquent. A 5% penalty will show on the next statement for a delinquent bill. The next statement will also have the first written notice that the account is delinquent and past due.
  - b. Any member who has a bill that is 60 days or more delinquent past the statement due date will be mailed a second written notice advising that service will be subject to disconnection by a specified date. If no payment is received or a satisfactory payment arrangement made by the member prior to the specified disconnection date, no further notice will be provided prior to disconnection.
  - c. If necessary, any or all electric services utilized by a member may be disconnected for non-payment of the members account.
3. Violation of Contract
4. Theft or Diversion of Current or the appearance of current theft devices on the property of the member.
5. Dangerous, unsafe, unlawful and/or emergency conditions
6. Refusal to grant the Cooperative access or maintains any obstruction on the premises that would deny access to the Cooperative for the purpose of installation, maintenance, inspection or replacement/reading of meters.
7. Misrepresentation of identity or facts for the purpose of obtaining service, or use of an alias, trade name, business name, relative's name or another person's name to escape payment of an unpaid obligation for utility service provided to the member, co-occupant or co-tenant of member.
8. Causing injury, or threatening to cause injury, to an employee or agent of the Cooperative for the purpose of preventing an employee or agent of the Cooperative from engaging in activities authorized by the Cooperative's policies or in retaliation for such activities.

The Cooperative is not regulated by the Montana Public Service Commission. The Cooperative may choose to forgo disconnection of service during inclement weather conditions, but the decision is solely at the Cooperative's discretion.

The discontinuance of service by the Cooperative for any causes as stated in this rule does not release the member from his/her obligations to the Cooperative for the payment of minimum bills as specified in application of the member or contract with the member and the Cooperative reserves the right to seek damages in civil court if necessary.

**RESPONSIBILITY:**

Manager, Billing Department, and Line Superintendent

**PROCEDURE:**

As outlined in the above written policy