

BOARD OF LIGHT AND POWER GRAND HAVEN, MICHIGAN

SUBJECT:Shutoff Policy

POLICY:Non - Residential Shutoff Policy

PROCEDURE:

I. Non - Residential Shutoff Policy:

- A. The BLP may shut off or terminate service to a non-residential customer for any of the following reasons:
 - 1. The customer has not paid a delinquent account that accrued within the last six (6) years.
 - 2. The customer has failed to provide a deposit or guarantee as required.
 - 3. The customer has engaged in unauthorized use of the utility's service.
 - 4. The customer has failed to comply with the terms and conditions of a payment plan.
 - 5. The customer has refused to arrange access at reasonable times for the purpose of inspection, meter reading, maintenance, or replacement of equipment that is installed upon the premises or for the removal of a meter.
 - 6. The customer misrepresented his or her identity for the purpose of obtaining service or put service in another person's name without permission of the other person.
 - 7. The customer has violated any policies of the BLP so as to adversely affect the safety of the customer or other persons or the integrity of the system.
- B. If a bill is unpaid after 30 days of the billing date, a *past due* notice will be *included on the next bill*. If the *past due amount* remains unpaid after *fifteen (15)* calendar days from the date of *the bill which notified of the past due amount*, a disconnect eligibility notice will be placed at the premise to be disconnected. Electric service will be disconnected if the *past due amount* remains unpaid after one complete working day after the notice has been placed at the premise subject to all applicable state statutes. Service will be reconnected when the past due amount plus any associated charges have been paid in full.
- C. Service may be shut off to a customer on the date specified in the notice of the shutoff or within ten (10) days following that date. Shut off shall occur only between the hours of 8 a.m. and 3 p.m.
- D. Not later than two hours before the close of the utility's business on the day service is shut off, a notice shall be left at the customer's premise stating that service has been shut off and providing the address and telephone number where the customer may arrange to have service restored.
- E. Reasonable efforts shall be made to restore service on the day the customer requests restoration. Except for reasons beyond the control of the BLP, the service shall be restored not later than the first working day after the customer's request.
- F. A charge may be assessed for notices and restoring service as follows.

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PROCEDURE:

1. Disconnect Notice Charge per tag: \$8.00
 2. Reconnect and Turn-On Charges:
 - i. Charge for restoring service which has been disconnected at the meter:
 - a. During Business hours within 30 days of disconnect \$25.00
 - b. During business hours after 30 days from disconnect \$60.00
 - c. After business hours \$90.00
 - ii. Charge for restoring service which has been disconnected at a location other than the meter:
 - a. During business hours within 30 days of disconnect \$50.00
 - b. During business hours after 30 days from disconnect \$75.00
 - c. After business hours \$100.00
 3. At its discretion, the BLP may agree to payment arrangements for the reconnect charge.
 4. After the second disconnect for nonpayment in any consecutive 12 month period, an additional deposit equal to an estimated reasonable exposure of the BLP, to be determined by Customer Service personnel, or \$160 minimum, will be required prior to reconnection.
- G. After a notice of delinquency has been *placed on the premise*, payment must be received at the BLP Administrative Office before the disconnect date. Failure to receive a notice of delinquency will not extend time for payment. A charge may be assessed for restoring service.
- H. Any payment made to a BLP employee at the customer's premise will be subject to a \$25 collection fee.

Adopted By The Board of Light & Power On June 23, 2016

Effective June 23, 2016