

FACT SHEET 7 - UTILITY SERVICE TERMINATIONS

1. A utility can terminate service only for reasons approved by the Commission:
 - Nonpayment of bills or security deposit
 - Failure to comply with company rules
 - Refusal to allow reasonable access to utility equipment
 - Fraudulent or misleading application
 - Non-disclosure of material facts
 - Co-occupant bills
 - Safety hazards
 - Tampering
2. A utility cannot terminate service for a disputed bill. To get this protection, a customer must file a complaint with the Commission disputing the reason for the termination before the utility shuts off service.
 - The customer is required to pay the undisputed portion of a bill.
3. If a customer is off service, a utility is not required to restore service after a customer files a complaint.
4. A utility cannot terminate service for these reasons:
 - Outstanding bill of a previous occupant (unless customer was a co-occupant) or landlord
 - Merchandise or service contracts
 - Service used in non-residential units (e.g., commercial)
 - A past-due utility bill that the customer guaranteed for another customer
 - A bill that is outstanding for less than 3 months (if the security deposit exceeds the bill)
 - An outstanding bill that is \$100 or less and delinquent less than 3 months
 - A charge to correct a meter error the utility did not discover for a period greater than 4 months
 - An outstanding bill that is more than 7 years old, unless:
 - Customer signed a payment agreement or
 - The outstanding bill is for service obtained in a deceptive or fraudulent manner, or as a result of certain co-occupancy situations.