

FACT SHEET 8 – SERVICE TERMINATION PROCEDURES

1. A utility must make reasonable attempts to collect past-due bills before it sends a termination notice and shuts off service.
2. A utility must provide written notice of the reasons for termination:
 - 14-day notice:
 - Nonpayment of bills or security deposit;
 - Failure to comply with company rules;
 - Refusal to allow reasonable access to utility equipment.
 - 7-day notice:
 - Fraudulent or misleading application;
 - Non-disclosure of material facts;
 - Co-occupant bills.
 - No notice:
 - Safety hazards, tampering, unauthorized use.
3. The notice must include certain information:
 - Name and account number of the customer
 - Address where service is to be terminated
 - Statement of reasons for termination
 - Termination date
 - Reconnection fees, if any
 - Note: A USPP participant is not required to pay this fee.
 - Statement of total amount due
 - A statement of customer rights and remedies
 - See **Complaint Brochure**
 - See **Fact Sheet 4 on Alternate Payment Plans**
 - A statement of customer responsibilities
 - See **Fact Sheet 9 on Termination Restrictions**
4. The 7-day notice must include specific information:
 - Manner in which service was secured;
 - Approximate period of service used;
 - Amount of the bill
 - Summary of facts upon which utility bases its decision to terminate service.
5. Notice to tenants of a master-metered building is required.
 - 14-day notice:
 - Individual—notice by 1st class mail or flyers;
 - Posting of termination notices in building.