

## OPC FACT SHEET 1 - APPLICATIONS FOR GAS & ELECTRIC SERVICE

1. A person can apply for service by telephone, in person or by written request.
2. One or more persons can be the “customer” for a particular household account at the request of the customer.
3. The utility can require verification and ask for certain information:
  - Name, address and telephone numbers
  - Employer
  - Alternate mailing address and telephone number if customer is not an occupant
  - Former address where customer had utility service
  - Names of other customers of record
  - Creditworthiness information (see Security Deposit Fact Sheet)
4. A utility can deny an application:
  - Outstanding bill from a prior residence.
  - Customer application was in a fictitious name, in name of person who is not an occupant (without disclosure); in name of a 3<sup>rd</sup> party (without permission or disclosure).
  - Misrepresentation or failure to disclose a material fact.
  - Co-occupant bills:
    - There is a current co-occupant who has a past due bill for the current address while both customer and co-occupant have resided there;
    - There is an outstanding bill for a prior address of the applicant and co-occupant, and that prior bill was listed in the current co-occupant’s name;
    - The application was made for the purpose of assisting another person to avoid payment of an outstanding bill.
  - Failure to pay a security deposit.
5. A person cannot be denied service for the following reasons:
  - If the outstanding bill is over 7 years old, unless the customer signed an agreement to pay the bill or the outstanding bill is for service obtained in a fraudulent or deceptive manner.
  - Outstanding bill of a previous occupant (unless customer was a co-occupant) or landlord.
  - Outstanding bill for merchandise or service contracts.
  - Outstanding bills for service used in non-residential units.
  - Outstanding bills for another customer that the customer guaranteed.
6. A utility may provide conditional service for no more than 30 days while it conducts an investigation.
7. A utility must notify a customer in writing of the reasons for denying or disconnecting service.