



City of Seattle City Light Department

DEPARTMENT POLICY & PROCEDURE

Subject

Number

DPP 500 P III-414

Effective May 12, 1982

**ELECTRIC SERVICE DISCONNECT/RECONNECT – VACANT
PREMISES**

Supersedes N/A

Approved

Department
City Light

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1.0 PURPOSE.

To establish a City Light Department Policy whereby a customer/owner on written request, can have electric services disconnected when vacant and reconnected when occupied, rather than paying for vacancy current.

2.0 ORGANIZATIONS AFFECTED

City Light Department.

3.0 REFERENCES.

- 3.1 Requirements for Electric Service Connection, City Light Department.
- 3.2 Ordinance 109218, as amended, prescribing rates, items and conditions for sale and use of electricity.
- 3.3 Department Policy and Procedures 500 P 302, “Credit and Collection.”

4.0 POLICY.

- 4.1 City Light shall disconnect and reconnect electrical service at

a customer/owner's written request when the customer/owner's premises are vacant.

- 4.2 After City Light has performed a service disconnect and reconnect performed at the customer/owner's request, a total charge of \$40.00 shall be levied.
- 4.3 City Light shall determine the costs of disconnecting and reconnecting electrical service in the second quarter of each year and revise the charge as required.

5.0 DEFINITIONS.

- 5.1 Customer/owner. Any person, firm, corporation or other legal entity that uses, has used, or has contracted for electric service from City Light and who is a property owner.
- 5.2 Premises. All the real property at a single geographic location used by a customer.
- 5.3 C-bill. A bill issued by City Light to a person, firm, corporation or legal entity for a variety of materials or services.

6.0 RESPONSIBILITY.

- 6.1 Customer Assistance Section, Customer Service Division, shall be responsible for:
 - 6.1.1 Processing all openings and closings of customer accounts where a service disconnect/reconnect has been requested in writing by the customer/owner.
 - 6.1.2 Preparing and forwarding service requests, Forms 94-L, to initiate service disconnection and reconnection.
 - 6.1.3 Preparing monthly billing requests, Forms 174-L, showing premises where service has been reconnected; billing customers for disconnect/reconnect service.
 - 6.1.4 Maintaining appropriate hold files and tracking forms for identification and monitoring purposes.

- 6.1.5 Reviewing the policy in January of each year and revising as required.
- 6.2 Credit Section, Customer Service Division, shall be responsible for:
 - 6.2.1 Making arrangements to have meters shorted and reconnected.
 - 6.2.2 Shorting meters.
 - 6.2.3 Forwarding of completed service requests, Forms 94-L, to Customer Assistance Section.
 - 6.2.4 Taking collection action after 60 days on unpaid delinquent C-Bills for service disconnects/reconnects.
- 6.3 Cost Accounting Section, Finance Division, shall be responsible for preparing C-Bills for service disconnects/reconnects and forwarding appropriate copies to Customer Service Assistance and Sundry Sales.
- 6.4 Sundry Sales Section, Finance Division, shall be responsible for:
 - 6.4.1 Sending customer C-Bills for service disconnects/reconnects.
 - 6.4.2 Retaining copies and maintaining records of customer C-Bills for service disconnects/reconnects.
 - 6.4.3 Forwarding delinquent C-Bills to Credit Section for Collection.
- 6.5 Rates and Consumer Research Section, Finance Division, shall be responsible for determining the cost of the disconnect/reconnect service in the second quarter of each year and revise the charge as required.
- 6.6 Operations Division (Meter, Communication and Relay) shall be responsible for performing disconnects/reconnects in the field within the time frame allowed for regular service orders.

7.0 PROCEDURE.

N/A

8.0 APPENDICES.

8.1 Distribution:

All Policy Manual Holders

8.2 Sample Forms:

8.2.1 94-L: SERVICE REQUEST

8.2.2 174-L: BILLING REQUEST