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