



IDAHO FALLS POWER STAFF - POLICY

POLICY NUMBER & SUBJECT: 17 Residential Disconnect

SECTION APPLICABILITY: OPT, ESV, ADM, ENG

LATEST AMENDMENT DATE: 09/13/2023

I. Purpose of the Policy

To establish a procedure to disconnect meters on non-pay disconnect status accounts and define the disconnect procedures.

II. Policy Statement

To outline the payment/collections process for all residential class customers that trigger actions by Utility Billing staff and Idaho Falls Power (IFP) staff.

III. Policy

A. Disconnect timeline description.

1. Customer receives bill #1 for services consumed in previous month (which is due upon issuance) and has 15 days to pay bill #1, if customer cannot make payment within 15 days, they may request a payment extension with Utility Billing.
2. If bill #2 is issued and bill #1 is not yet paid, a “past due” statement in bold will appear on bill #2.
3. If not paid within 15 days after issuance of bill #2, bill #1 is now 45 days past due and bill #2 is 15 days past due. At this point if no payment is received or a *payment extension** is not requested and granted, services will be disconnected. Services will not be disconnected from December 1st through March 15th. (see C).
 - i. **Payment Extension*: Customers may request up to 3 payment extensions per a rolling 12-month period, however extensions may not be requested back-to-back, only a doctors approved medical extension can be used back to back (see E). There is no approval process, form, etc. and the customer can request over the phone, e-mail, in person, etc. The only requirement to getting a payment extension is the customer requests it and they have not had more than 3 in the past 12 months. Utility Billing will note the extensions

on the customers' accounts to track the number of extensions given on account. Extensions can be requested at any point in the billing cycle. Extensions cannot be made if the customer is 45 days past due. The extension gives the customer 15 additional days before service will be terminated for non-payment.

- ii. Pledges: Customers may request payment assistance from Eastern Idaho Community Action Partnership (EICAP). If EICAP agrees to pay the amounts due, then a pledge will be put on the account. A pledge on the account will keep a customer in good standing until the monies for the pledge have been received. Any pledge is only good for 60 days. If the payment is not received to satisfy the pledge within 60 days, then account will be considered past due and move into the disconnect process. Only pledges from EICAP will be accepted.
4. If payment extension has been granted and bill #1 and #2 have not been paid **in full** at issuance of bill #3, services will be disconnected. Services will not be disconnected from December 1st through March 15th. (see C).

B. Each business morning prior to 10:00 AM, IFP Customer Services Representatives (CSR) will:

1. Remotely disconnect service to RD meters for selected accounts on generated disconnect list from Cayenta between 8:00 AM and 10:00 AM that same day. This will take into account any customers who have paid their bill online overnight, etc. CSRs will create a service order for the disconnect fee to all customers being turned off for non-payment. **Disconnects will not occur on non-business days.**

In the event the Remote Disconnect fails after 3 attempts, ESRs will note the problem in the comments of the service order and assign the service order to "ELMTRSHP" for trouble shooting and disconnection.

2. If a customer calls after hours, IFP dispatchers will check for payment in the account history tab. If an alert indicates a payment extension is on the account, dispatchers will check the status of the payment extension to verify if disconnect was made in error, if so the dispatcher will restore service and put note on customers account in Cayenta to explain the issue to Utility Billing or other staff if questioned along with an email to the Utility Billing office staff to alert them of the error and to remove the disconnect fee.

If the customer's account is found to be in good standing **with a zero balance due**, dispatcher will remotely reconnect electric

service. If the disconnect was an error by IFP or Utility Billing staff, the dispatcher will dispatch a meter technician to reconnect any service that was manually disconnected or the dispatcher will remotely reconnect service for any meter disconnected remotely, regardless of day or time. If any remote meter fails to connect, dispatcher will dispatch a Meter Technician.

If the customer still has a balance or payment cannot be confirmed, the customer will be directed to speak with utility collections the next business day.

C. Winter Suspension – Disconnects for non-payment will be suspended during winter months from December 1 through March 15th.

D. Reconnect

1. Upon receipt of **full payment** that brings the customers balance to **zero**, Utility Billing will remotely reconnect the customer in a timely manner the same business day. If after 3 attempts the Remote Connect fails, Utility Billing will note the problem in the comments of the service order and assign the service order to “ELMTRSHP” for trouble shooting and connection.

E. Medical Extension

1. Termination of utility service may be delayed for thirty (30) days if, prior to termination, the customer presents to the City Utility Billing Office in City Hall a letter from a doctor or from a public health official with medical training stating that a medical emergency would exist, or a medical condition would be aggravated if service is terminated. The letter must be signed by the person diagnosing the medical condition and must name the person(s) in the residence that will be affected. A second thirty (30) day Medical Extension may be granted only where another Medical Extension letter is presented before the expiration of the first thirty (30) days, and it states that the serious illness or medical emergency still exists. No Medical Extension will be extended for more than a total of sixty (60) consecutive days. After 60 days of back-to-back extensions, customer must wait 30 days to re-apply for the next medical extension.
2. Upon customer compliance with this Medical Extension policy, City staff will note the granting of the Medical Extension for either thirty (30) days or an additional thirty (30) days on the customer’s account in Cayenta. A copy of letters in support of the Medical Extension will be documented in the customer’s account in Cayenta.
3. Medical Extensions will be tracked in Cayenta to automatically trigger disconnect by showing up on the disconnect list printed by IFP staff in

the event the account is not in current status upon the expiration of the extension.

IV. Reason for the most recent policy change.

Revision	Date	Action	Name of Editor
0	2/10/20	1. Put policy in new format	M Reed
1	11/30/21	2. Change ESR to CSR	N Bradford
2	09/13/23	3. Change to Winter policy	J Roos