



## IDAHO FALLS POWER STAFF - POLICY

POLICY NUMBER & SUBJECT: 18 Non-Residential Disconnect

SECTION APPLICABILITY: ADM, OPT, ESV, ENG

LATEST AMENDMENT DATE: 2/10/20

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### I. Purpose of the Policy

To establish a procedure for collections, delinquent disconnects and reconnects for all non-residential customer accounts.

### II. Policy Statement

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

### III. Policy

#### A. General Billing Timelines:

See attached Flow Chart.

- Immediately following first cycle of consumption, bill #1 is issued for services rendered. Bill #1 is due upon issuance, however customer has 15 days to pay bill.
- If bill #1 has not been satisfied as of the issuance of bill #2 a past due notice statement will appear on bill #2. Bill #1 is now 30 days past due and the late fee for non-residential delinquent accounts will be applied to the past due account. .
- 15 days after issuance of bill #2, bill #2 is now due and the first bill is now 45 days past due (fee included).  
If bill #1 and bill #2 have not been fully satisfied at this point, fee for non-residential delinquent accounts will appear on bill #3.
- At issuance date of bill #3, if bill #1 has not been paid it is now 60 days past due and the account is flagged for disconnect.
- IFP prints a report that is generated from Cayenta of those to be disconnected.
- In an effort to avoid disconnecting service IFP will make an attempt at 60 days past due to call the customer and notify customer of account status.

- At 75 days past due IFP will generate a status report from Cayenta. If delinquent accounts have not been satisfied (I.E. at least bill #1 paid in full), IFP will execute the disconnect work orders for remote disconnect meters and the service will be disconnected. This will place the disconnect fee on the account also, which will need to be paid prior to reconnection.
- Manual meters will be dispatched to the Meter Shop to be physically disconnected during regular business hours 7:00 to 3:30 Monday - Friday. The Meter Shop will dispatch a troubleman to disconnect power if needed.
- If customer pays prior to physically disconnecting power they are still subject to the disconnect fee, however if they pay before the service has been physically, or remotely disconnected they can avoid the cost of the reconnect fee.
- When customer pays bill in full, Utility Billing will reconnect any remotely disconnected meter or create a reconnect service order, for manually disconnected meters. Service order is sent to IFP to reconnect the account in a timely manner. The service order for reconnection applies the reconnection fee to the account. This fee shows up on the customers next month's billing cycle.
- If after hours and customers account shows it was paid in full the IFP dispatcher will remotely reconnect service or dispatch troubleman to restore a manual disconnect.

B . Cold Weather Disconnect (regardless of time of year) – due to potential for health or safety impacts of cold temperatures, some additional clarification on the above procedure has been developed in an effort to strike a balance between nonpayment and customer safety. The responsibilities of both Utility Billing and IFP remain the same regardless of season.

1. Meters with remote disconnect modules will be deployed throughout the year, following the same procedures above. However, remote disconnect and reconnect procedures will be altered due to temperature forecasting. For example, a customer can be disconnected during the day if they trigger non-pay disconnect status as the temperature increases above 30 degrees then reconnected as temperatures drop below 30 degrees. All will be accomplished remotely to avoid incurring added cost on the account.
2. As a general rule, accounts that were disconnected when temperatures were above 30 degrees, will be reconnected as the temperatures drop below 30 degrees Fahrenheit, regardless of meter type (remote disconnect or manual). Temperature dictates disconnects / reconnects, regardless of time of year. If temperatures are above 30 degrees for a short period of the day, disconnects can be moved to the following day or periods when temperatures are steadily above 30 degrees for a longer period of time to prevent very short term disconnects due to labor time to accomplish. If temperatures are forecast to be colder than 30 after hours, it is

permitted to reconnect by 3:30 p.m. in the event that staff is limited to reconnect after hours. The preference is to leave customer disconnected until payment or temps drop below threshold.

3. Disconnects can occur periodically on and off throughout the business day, temperature dependent, to encourage customer payment and minimize additional account charges for power consumption.
4. Disconnect temperatures will be determined by using the NOAA weather station located at the Idaho Falls Regional Airport. The NOAA website can be found at this [address,   
https://forecast.weather.gov/MapClick.php?lon=-  
112.0433807373047&lat=43.48580852135183#.W3H7hUxFyUI](https://forecast.weather.gov/MapClick.php?lon=-112.0433807373047&lat=43.48580852135183#.W3H7hUxFyUI)

C. Reconnect

1. Upon receipt of **full payment** that brings the account balance to **zero** (note this does not include the reconnect charge since that is applied after they are reconnected), Utility Billing will inform the customer that the power will be restored. This will be done the same day as payment as long as the payment was made before 5 PM on business days. In the event 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.

IV. Reason for the most recent policy change.

Revision	Date	Action	Name of Editor
0	2/05/20	1. Put policy in new format	