



## CITY OF IDAHO FALLS TERMINATION OF UTILITY SERVICE AND TEMPORARY DISCONNECT POLICY AND PROCEDURES

LATEST AMENDMENT DATE: 4/2/2026

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## I. Purpose of the Policy

To define the City's process for managing temporary utility service interruptions in a manner that prioritizes customer communication, operational safety, conservation of resources, and equitable application of City policies.

## II. Policy Statement

This policy establishes the City of Idaho Falls' standardized procedures for managing utility service interruptions. It ensures that all disconnections, reconnections, and planned outages are performed consistently, safely, and in compliance with applicable regulations while maintaining fairness and clear communication with customers.

## III. Policy

### A. Service interruption for **non-payment**

1. Disconnect protocols and detailed timelines
  - a) Attached in Appendix A for both residential and non-residential. This visualization for the disconnect process will be used for public outreach and customer communication.
2. Timeline for **Residential** service interruption
  - a) The customer is issued a utility bill for services rendered during the previous billing period, with payment due 15 days after issuance.
  - b) If payment in full is not received within 48 days following issuance, the account is considered delinquent, and a service disconnect order is initiated. If the customer cannot make the payment within 48 days, they may request a payment extension with the City Utility Office.
3. Timeline for **Non-Residential** service interruption
  - a) The customer is issued a utility bill for services rendered during the previous billing period, with payment due 15 days after issuance.
  - b) If payment in full is not received within 75 days following issuance, the account is considered delinquent and a service disconnection order is initiated.
4. Exceptions to Disconnect for Non-payment
  - a) **Residential** Electrical services will not be disconnected during the winter non-disconnection period from December 1<sup>st</sup> through March 15<sup>th</sup> for non-payment status. All other utility services are subject to be interrupted during this time frame.
5. Disconnect Days
  - a) The City will disconnect customers for non-payment Monday through Thursday, between 8:00 AM. and 4:00 PM. Disconnects for non-payment will not occur on non-business days or Fridays. See section 9.b. for reconnect procedures.
6. Payment Extensions: **Residential** customers only

- a) Residential customers may request up to two (2) payment extensions within any rolling twelve-month period.
  - b) Extensions may not be granted for consecutive billing cycles. Extensions will not be granted for any account 48 days past due, including transitioning from the winter non-disconnection period
  - c) Requests may be made by phone, email, or in person at the City Utility office
  - d) The only eligibility requirement is that the customer has not exceeded two extensions in the previous twelve months. Utility Billing staff will document each extension in the customer's account to ensure accurate tracking. Extensions may be requested at any point in the billing cycle but will not be granted once an account is more than forty-eight (48) days past due. Each approved extension allows an additional fifteen (15) days before service is subject to interruption for non-payment.
7. Death related Payment Extension: **Residential** customers only
- a) When a customer on an account passes away, a spouse, family member, or person with power of attorney (POA) can request a payment extension. Requests may be made by phone, email, or in person at the City Utility office. Eligibility requirements include providing a receipt of the death notice or death certificate. An approved extension allows an additional thirty (30) days from the date of the request before service is subject to interruption for non-payment. A death related payment extension does not reduce any available extension(s) related to section 6 of this policy.
8. Pledges: **Residential** customers only
- a) Customers may request payment assistance through the Eastern Idaho Community Action Partnership (EICAP), Idaho Department of Health and Welfare (IDHW), and Community Council of Idaho (CCI).
  - b) When one of these organizations commits to paying the outstanding balance, a pledge will be noted in the customer's account. The pledge will keep the account in good standing until the pledged funds are received. Each pledge remains valid for up to sixty (60) days. The customer is responsible for ensuring the pledge payment is made on their behalf. If payment is not received within that timeframe, the account will be considered past due and will proceed through the standard service interruption process. Only pledges issued by EICAP, CCI, and IDHW are accepted.
  - c) Customers may also receive donations from individuals, churches, family members, or other private parties. Donations are **not** considered pledges and do not place the account in good standing. Utility services will only be reconnected once full payment is received or a valid pledge from an approved assistance organization is on file. Promised donations or verbal commitments do not delay disconnection or authorize reconnection.
9. Electric Service
- a) Disconnect Process

- (1) Each business morning prior to 11:00 AM, Idaho Falls Power (IFP) Customer Services Representatives (CSR) will remotely disconnect service to remote disconnect meters (RDM) for accounts on the disconnect list between 8:00 AM and 11:00 AM that same day. In the event the RDM fails after three (3) attempts, a technician will be dispatched for troubleshooting and disconnection. An Electric disconnection fee will be applied to the past-due account.
    - b) Reconnect Process During Business Hours
      - (1) Monday-Friday, 8:00 AM to 5:00 PM
      - (2) IFP will restore service after full payment is received and the account balance is brought to zero. On normal workload days, typical reconnect times are within an hour or as soon as reasonably possible.
      - (3) If the RDM fails to reconnect after three attempts, a technician will be dispatched to troubleshoot and complete the reconnection.
    - c) Reconnect Process After Business Hours
      - (1) IFP will restore power within 2–3 hours, or as soon as reasonably possible, after full payment is received and the account balance is brought to zero. If the RDM fails to reconnect after three attempts, an on-call technician will be dispatched to troubleshoot and complete the reconnection. An Electric reconnection fee will be applied to the past-due account for non-residential customers only.
10. Water Service
- a) Disconnect Process
    - (1) After IFP disconnects a customer’s electricity for non-payment, if the bill is not paid in full within fifteen (15) days, the City Utility Office will request the Water Division to disconnect the water service at the same address.
    - (2) The Water Division will disconnect customers for non-payment and apply a water service disconnection fee to the past-due account.
    - (3) Water service will remain disconnected regardless of the time of year or temperature until the full balance on the account has been paid, including all applicable fees.
    - (4) Water service may be disconnected when a past-due account shares a common service line with another customer and doing so would interrupt service to multiple customers. Disconnection of common water service will be on a case-by-case basis and approved by the Public Works Director and Mayor.
  - b) Reconnect Process
    - (1) Once a City utility bill is paid in full, the City Utility Office will request the Water Division to reconnect the water service to

the account. The Water Division will schedule with the customer to reconnect service and will apply a water service reconnection fee to the customer's account. The customer or their representative must be present at the time of reconnection to verify there are no leaks. Fees may vary based on the scheduled time of service and whether the work occurs during or outside regular business hours.

11. Sanitation Service

a) For sanitation-only accounts, the City Utility Office will notify the Sanitation Division when an account becomes past due. The Sanitation Division will remove the refuse container the next business day or as soon as possible. Once payment is received, the City Utility Office will issue a new service order for a container to be delivered.

12. Wastewater Service

a) For wastewater-only accounts, the City Utility Office will notify the Wastewater Division when an account becomes past due. The Wastewater Division will physically disconnect the service line at the right-of-way line the next business day or as soon as possible. Once payment and actual cost of disconnect and any disconnect fees are received, the Utilities Office will allow the customer to reconnect the line to City standards at their cost.

13. Fiber Service

a) Disconnect Process

(1) Each business morning prior to 11:00 AM, Idaho Falls Fiber (IFF) will process a service order with their third-party contractor to disconnect services before the end of the business day. Disconnects will not occur on non-business days or after business hours.

b) Reconnect Process

(1) During business hours (Monday–Friday, 8:00 AM – 4:00 PM) IFF will process a service order to restore fiber with their third-party contractor within twenty-four (24) hours, after full payment is received and the customer's balance is brought to zero.

(2) After business hours or weekends, fiber will be restored on the following business day.

B. Closed Account

1. Disconnect for non-payment

a) Accounts disconnected for non-payment will be classified as final after 15 days if no payment is received.

b) For single-family residences, or where water service is not shared, the City Utility Office will request the Water Division to disconnect the water service once the account is closed out.

c) If the customer pays the outstanding balance within 30 days of the account being closed, service may be reinstated in the customer's name

upon receipt of a government-issued photo ID.

d) If the customer pays the outstanding balance after 30 days, the customer must reapply for service.

C. Returned or Rejected Payments

1. Returned or rejected payments

a) Rejected payments for any reason will cause the account to be placed back into past-due status.

b) The customer will have three days to make a replacement payment.

c) If payment is not made within the 3-day window, the system will automatically generate a disconnect service order.

d) If a customer has two rejected payments in a 12-month period, the account will be placed in a “payment restrictions” status. Payment restrictions means the only allowed forms of payment would be credit card, cash, or cashier’s check/money order. Wires are an available option for balances over \$5,000.

e) A customer under “payment restrictions” status may request reinstatement of check or bank-debit payment eligibility after two (2) consecutive years of successful payments.

D. Service Interruption Unrelated to Non-Payment.

1. Utilities repairs and maintenance

a) Utility services may be temporarily interrupted to perform necessary operations and maintenance (O&M) activities. Whenever possible, customers affected by planned O&M work will be notified in advance with the anticipated date, time, and duration of the service interruption. In cases where advance notice is not feasible due to emergency repairs or safety concerns, utility service will be restored as quickly and safely as possible once the maintenance work is completed.

2. Transferring service

a) If a landlord has a landlord agreement on file, they may request to start or stop service in their name by emailing the City Utility Office or by visiting the office in person. The effective date of the transfer is the day of the request or any future date. No back dating is allowed.

b) If no valid landlord agreement is on file, the landlord must complete a new agreement and provide all required documentation, including a valid government-issued photo ID, before service can be placed in their name.

3. Short Term Suspensions

a) Residents must complete a suspension request online or in person and provide a government-issued photo ID.

(1) A reactivation date must be scheduled at least three weeks after the suspension date and no more than six months later.

(2) If the resident provides five (5) or more business days’

notice, applicable fees are required; if fewer than five (5) business days' notice is given, an additional fee is required.

(3) Residents are responsible for notifying the Utility Office of any changes.

(4) Service will be reinstated on the scheduled return date unless the resident provides updated instructions beforehand.

4. Repairs of Private Premises

a) A property owner, manager, or their representative may contact a utility to have City services temporarily disconnected to perform routine or emergency maintenance on the private premises. Non-emergency requests require 24-hour notice. Once repairs are complete, the party can request service be restored by each utility's reconnect process. Service call charges, if applicable, will be added to the customer's account.

5. Vacant Property

a) A property owner, manager, or their representative may request all utility services be disconnected for property that is vacant unless doing so will impact service to other customers.

b) City will not be held accountable for damages resulting from utility disconnection to vacant property. The party can request service be restored by each utility's reconnect process.

6. Water Conservation

a) The Water Division may disconnect water service to a property if inspection determines there is waste of water due to improper use or faulty facilities. The City will not be held responsible for damages resulting from disconnection of water service for water waste.

b) For service line leaks requiring repairs, the Water Division may allow a property owner, manager, or their representative for up to three (3) weeks to procure contractor services to have the service line repaired or replaced before disconnecting service.

7. Water Cross-Connections (backflow prevention)

a) The Water Division may disconnect water service to a property for violations of the City's cross-connection control policy. Disconnection can occur to inadequately protected property that may pose a hazard to public health or the City water system resulting from known cross-connections or properties where entry is restricted so that inspections for cross-connections cannot reasonably be made. The City will not be held responsible for damages resulting from disconnection of water service for violation(s) of the City's cross-connection control policy.

E. Corrections resulting from billing system or payment errors

1. The City Utility Office error

a) City Treasurer has the authority to correct billing and financial inaccuracies, including waiving any fees resulting from those errors.

2. Duplicate customer Payment
  - a) If a customer makes a manual payment before an auto draft or credit card processes and their account is charged twice, the City has up to 14 days from the customer's request to issue a refund for the overpayment.

F. Payment Arrangements

1. Bankrupt Accounts:
  - a) When an approved bankruptcy case is presented to the City, the existing account will be closed and the balance transferred to the bankruptcy court.
    - (1) A new account will be created for ongoing services.
    - (2) The customer must comply with all policies applicable to the new account unless otherwise directed by the bankruptcy court.
    - (3) Balances included in the bankruptcy proceeding will not be used to determine disconnect status or interruption protocols for the new account.
2. Council Approved
  - a) The City does not offer payment arrangements unless they are presented to and approved by the City Council.
  - b) Exceptions to Council Approved payment arrangements
    - (1) When the Mayor, Idaho Falls Power, Public Works, and Municipal Services Departments deem it to be in the best interest of the City, they may at their discretion suspend the disconnect for a period up to thirty (30) days.
      - (a) After which approval of City Council is required to continue the suspension of the disconnect.
      - (b) There must be agreement of at least two of the following: Public Works Director, Power GM, Municipal Services Director, and the Mayor (or their delegates) on the extension for it to be approved.
      - (c) When applicable, if the City of Idaho Falls or the State of Idaho declares a state of emergency affecting customer ability to pay, disconnect policies would be suspended until City Council can approve a modified disconnect policy.
      - (d) All Other Emergent situations to avoid disconnect must be approved by City Council.

IV. DEFINITIONS

1. Days
  - a) Unless otherwise noted all days are calendar days.
2. Fees
  - a) Fee references in the policy are respective to services and/or penalties and any amounts associated can be found in the City of Idaho Falls Annual Fee Resolution.

IV. Reason for the most recent policy change.

| <b>Revision</b> | <b>Date</b> | <b>Action</b>                          | <b>Name of Editor</b> |
|-----------------|-------------|--|-----------------------|
| 1               | 04/2/26     | 1. Merged all policies into one policy | Utility Team          |

## APPENDIX A