

**Residential Disconnection Policy/Procedure**  
**City of Idaho Falls Utilities**

This policy affects customer bills that are more than 60 days past due, for which no payment arrangements have been made or for which payment arrangements have not been met. By this time, several requests have been mailed, with no response from account holder.

First Visit

A Utilities employee goes to residence to contact customer in person to collect bill or to make arrangements for payments on the account.

If the customer is not at home, a card is left on the door informing the customer to contact the credit office in order to make payment or to set up payment arrangements.

Second Visit

If there was no response to the first card or previous mailings, a second attempt will be made to contact the customer in person. If no contact can be made on this second attempt, either a second notice may be left at the residence or the electric service may be discontinued at this time. Every effort is made to maintain the customer's service. If payment cannot be made, Utilities staff will refer the customer to an agency that can assist financially.

\* During summer months, if the second visit proves futile, electric service will be disconnected immediately.

City Code 8-5-16:

**BILLINGS FOR ELECTRIC SERVICE:**

Billings for electric service shall be rendered upon a service month basis. Bills rendered for electric service are payable upon receipt and shall become delinquent ten (10) days from the date on which the billing was rendered. When the past due date falls on a legal holiday, the next regular business day shall be considered to be the past due date. Billings shall be deemed paid upon receipt at the office of the City Utility Clerk. Bills may be rounded to the nearest even dollar. Any account not paid by the past due date shall bear interest at the maximum rate permitted by law, commencing upon the past due date. (Ord. 2458, 9-12-02)

8-5-17:

**TERMINATION OF ELECTRIC SERVICES:**

Whenever a bill becomes delinquent for more than fifty (50) days, the City Treasurer shall assess a service charge in an amount set from time to time by Resolution of the Council, and electric service may thereafter be terminated in the manner set forth below. Nothing herein shall authorize the assessment of a service charge greater than the unified utility billing fee, in an amount set from time to time by Resolution of the Council, if the customer is receiving a unified utility billing for water, sewer, electric or sanitation services. In the event of such delinquency, or upon the customer's failure to comply with this Chapter, the City Treasurer shall mail a notice of termination to the customer and the customer's service may thereafter be terminated upon

compliance with the procedure set forth hereinafter. The notice of termination shall contain the following:

- (A) The customer's name and mailing address.
- (B) The address or addresses where service is being delivered.
- (C) The customer's account number under which the default has occurred.
- (D) A statement that the customer's account is delinquent and the amount of such delinquency as of a specified date, or a statement of the reason for the proposed disconnect.
- (E) A statement that the customer is entitled to a hearing regarding the alleged default.
- (F) The period of time within which the customer must appear for hearing.
- (G) A statement that if customer does not appear within such time period the amount of the delinquency or the default will be deemed to be correct and that the customer's electric services at all points of delivery may be discontinued immediately thereafter if the bill is not sooner paid or unless a written arrangement for payment of the billing satisfactory to the City Treasurer is made, or unless the default is immediately corrected.

The period of time in which the customer must appear for a hearing regarding the alleged default shall not be less than ten (10) days and shall commence two (2) days after the date the notice of termination is mailed.

The notice of termination shall be deemed to have been delivered upon its deposit in the United States mail, postage prepaid, addressed to the customer at the customer's address set forth in the customer's application for electric services, or such other address as may be communicated to the Utility Clerk in writing. If the customer fails to appear within such time period and the bill has not been paid, or satisfactory arrangements for the payment thereof have not been made, or the customer's default has not been satisfactorily corrected, the City Treasurer may immediately issue an order to shut off and discontinue service to such customer.

If the customer appears at the hearing, the City Treasurer shall hear the customer's complaint, review and examine the testimony and evidence presented and forthwith render a decision based upon such testimony and evidence and upon the records of the City. The City Treasurer may render a decision at the hearing or may render a decision in writing, and in such case shall mail a copy thereof to the customer. In the event the City Treasurer finds the customer to be in default, the City Treasurer shall advise the customer that his or her service will be discontinued at the expiration of three (3) days after notice of the Treasurer's decision is given or mailed, unless the customer's default is satisfactorily corrected before such date. Termination of electric service may be made of any or all accounts under the name of the customer in default, regardless of whether or not the default relates to the premises or account for which termination is ordered.

(Ord. 2458, 9-12-02; Ord. 2964, 8-14-14)

8-5-18:

#### DISCONNECT FEES:

In the event electric service is discontinued for delinquency or other default, service shall not be restored until the amount of the delinquency is paid in full, or the default is corrected, or an arrangement in writing is made for its payment and a disconnect fee in an amount set from time to time by Resolution of the Council. In the event one or more disconnect orders have been issued within the twelve (12) month period preceding the date of the current disconnect order, the disconnect fee shall be in an amount set from time to time by Resolution of the Council.

(Ord. 2964, 8-14-14)

8-5-19:

#### PLANS FOR PAYMENT OF DELINQUENT ACCOUNTS:

No arrangement or plan for the payment of any delinquent account shall be valid unless in writing and signed by the City Treasurer, or a designated representative, or confirmed or approved by a court of competent jurisdiction. In the event a customer proposes an arrangement or plan for payment of a delinquent account, whether informally or by order of court, the City Treasurer may require that a security deposit, subject to the limitations set forth hereinafter, be deposited and held by the City for the duration of the arrangement or plan. If the customer fails to timely pay his bills accruing thereafter or fails to comply with the arrangement or plan, the security deposit may then be forfeited and applied against the amount of any delinquency, and service may thereafter be discontinued in the manner set forth in the plan or arrangement, or if no disconnect procedure is set forth in the plan or arrangement, then electric service may be summarily terminated without further notice. The security deposit shall be returned after full compliance with the plan or an arrangement and as soon as a responsible and timely record of payments of the customer's billings has been established for a period of at least twelve (12) consecutive months. The amount of the security deposit shall be determined at the discretion of the City Treasurer, provided that in no event shall the security deposit exceed three (3) times the amount of the customer's average monthly bill for the preceding twelve (12) months. If the customer has not received electric service for at least twelve (12) consecutive months, a maximum security deposit amount shall be set from time to time by Resolution of the Council for residential customers and for commercial or industrial customers, or three (3) times the customer's average monthly electric bill, whichever is greater. (Ord. 2964, 8-14-14)