



## IDAHO FALLS POWER STAFF - POLICY

POLICY NUMBER & SUBJECT: 17 Residential Disconnect

SECTION APPLICABILITY: OPT, ESV, ADM, ENG

LATEST AMENDMENT DATE: 2/10/20

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### 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 depending on temperature (see E).

- a. *\*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. 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 in order to track number of extensions given on account. Extensions can be requested at any point in the

billing cycle. The extension gives the customer 15 additional days before service will be terminated for non-payment.

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 depending on Temperature (see E).
5. See attached Flow Chart.

B. Each business morning prior to 10:00 AM, IFP Energy Services Representatives (ESR) 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. ESRs 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 customer's 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 troubleman 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. 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. 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 Fahrenheit then reconnected as temperatures drop below 30 degrees Fahrenheit. 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 Fahrenheit, 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 a period of steadily warmer temperatures to minimize very short duration disconnects. If temperatures are forecast to be colder than 30 after hours, it is permitted to reconnect before 3:30 PM if needed for staffing requirements. The preference is to leave disconnected until temperature drops below the 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#.W3H6RUxFyUI](https://forecast.weather.gov/MapClick.php?lon=-112.0433807373047&lat=43.48580852135183#.W3H6RUxFyUI).

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 “ELMTRSH” 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 kept separate from the electronic customer account information in the City Utility Billing Office.
3. Medical Extensions will be tracked in Cayenta in order 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