



POLICY & PROCEDURE MANUAL

NUMBER: WTR-BILLING-01

SECTION: Billing

SUBJECT: Water Residential Non-Pay Disconnect Procedure

DATE: December 14, 2018

LATEST AMENDMENT DATE:

Developed by: Water Division & Utility Billing
Authorized by: David Richards and Pam Alexander

I. Purpose of the Procedure

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

II. Procedure Statement

To outline the payment/collections process for residential class customers served by Idaho Falls Power (IFP) that trigger actions by Utility Credit staff, Utility Dispatch staff, and Water Division staff.

III. Procedure

A. Disconnect timeline description

1. After IFP disconnects a residential customer's electricity for non-pay status (refer to IFP's Electric Residential Non-Pay Disconnect Procedure), if the bill is not paid in full within the respective number of days indicated in this Policy, Utility Credit staff will request that the Water Division disconnect residential water service to the same address.
 - a) Warm weather disconnects: Seven (7) days following the IFP disconnect date (allowing customers time to pay their past-due bill before water is disconnected).
 - b) Cold weather disconnects: Two (2) days following the IFP cold weather disconnect date (helping to avoid private property damage due to potential frozen pipes) or, where IFP does not complete disconnection due to temperature, disconnection at the Water Division's sole discretion.
2. The Water Division will generate a service order and will dispatch a service operator to disconnect residential water service and will apply a water service disconnection fee to the past due account.
3. The Water Division will disconnect customers for non-pay status between 6:30 A.M. to 5:00 P.M. Monday – Friday from May 1 to September 30 (summer hours) or 8:00 A.M. to 4:30 P.M. Monday – Friday from October 1 to April 30 (winter hours).
4. Residential water service will remain disconnected (regardless of temperature) until the full balance on account has been paid, including all applicable fees.
5. Water Division personnel will print a weekly list of required residential inspections to verify that customers disconnected for non-pay status have not reconnected service. Such inspections will occur as conditions and circumstances allow.

B. Reconnect

1. Once a customer pays their City utility bill in full, Utility Credit will notify the Water Division to request reconnection of residential water service.
2. The Water Division will generate a scheduled service order in order to meet with the customer for reconnection of residential water service.
3. The Water Division will dispatch a service operator to reconnect residential water service and will apply a water service reconnection fee to the account. The customer must be present for water service to be reconnected.
4. The water service reconnection fee may vary depending upon scheduled time for reconnection or whether the reconnection was made during regular working hours or was outside of regular working hours.

C. Shared services

1. Water service will not be disconnected where a customer with a past due account shares a common waterline with another customer such that the disconnection of water service will impact both customers.

IV. Reason for the Most Recent Procedure Change.

Revision	Date	Action	Name of Editor