

## **Section 12: Connection, Reconnection, and Disconnect Charges**

- 1.0 The Utility has established standard charges to cover the costs for administration, connecting or reconnecting service, collecting payments, delivering notices, or disconnecting service. Higher charges than those listed may be established and collected when connections and reconnections are performed after normal hours as specified below, or when special circumstances warrant.
- 2.0 See Exhibit 7 for a Schedule of Fees and Charges
- 3.0 Service Policy
  - 3.1 Service charges will not be incurred by a property owner for the disconnection or removal of service wires or the pulling of a meter for the following:
    - House fire
    - The trimming or cutting of trees that may endanger the service wire or where there is a danger of electrical shock which may be experienced by the cutting or trimming of trees
  - 3.2 Charges may be applied and additional work required by Customer where desiring to build or having built a structure underneath or too close to service wires or high voltage power lines. It is the desire of the Utility to furnish reasonable and equitable service to all its Customers while controlling its cost of operations.
  - 3.3 When it becomes necessary for Utility to troubleshoot, repair, or replace existing Underground Residential Distribution (URD) service lines on Customer's property, the Utility will attempt to restore service and make repairs in the most practical and cost-effective manner.
    - 3.3.1 If a direct-buried URD service is damaged and cannot be repaired, the resident, land owner, business owner, or developer will be responsible for installing the necessary conduit per the utility's specifications for replacement of the service wire. The service wire will be replaced by the Utility at no cost to the customer after the conduit installation, trenching, and back-filling is completed.
    - 3.3.2 If temporary power is required or requested prior to the customer installing new conduit, the cost of such temporary facilities will be borne by the customer. The temporary plan must be approved by the Utility and all fees paid prior to installation.
    - 3.3.3 Utility will not be liable for damage to lawns, shrubs, nearby trees, fences, sprinkler lines, Customer owned underground lines, etc. on or near the

right-of-way or easement when troubleshooting, repairing, or replacing underground electric lines.