

POLICY NO. 312
DISCONNECTION AND RECONNECTION OF ELECTRIC SERVICE

I. OBJECTIVE

Lincoln County Power District No. 1 (Lincoln County Power) provides retail electric service throughout much of Lincoln County, Nevada and to a small portion of Clark County, Nevada. Unlike many commodities, electric service is delivered to and utilized by a customer prior to payment for the electric service by the customer. If a customer fails to pay for electric service, the unpaid cost is ultimately funded by other customers of Lincoln County Power. It is important the customers understand that Lincoln County Power must promptly disconnect electric service to a delinquent customer in order to minimize financial risk to Lincoln County Power's other customers. It is also important that customers understand that Lincoln County Power may need to disconnect electric service for other reasons, including safety reasons and power theft reasons.

II. POLICY

It is the policy of Lincoln County Power to disconnect electric service in a timely and orderly manner when continuation of the electric service would present a financial risk or safety hazard to Lincoln County Power, its customers, or the public; or if such electric service is being unlawfully obtained or used. It is also the policy of Lincoln County Power to reconnect electric service in a timely and orderly manner when the financial risk or safety hazard to Lincoln County Power, its customers, or the public has been eliminated. It is the policy of Lincoln County Power to promptly respond to customer-initiated requests for disconnection and reconnection of service.

III. EXPECTATIONS

A. Performance of Work

Service disconnections and reconnections, for any reason whatsoever shall only be performed by authorized employees or agents of Lincoln Count Power.

B. Fees

Fees for service disconnections and reconnections that are scheduled Monday through Friday, excluding recognized holidays, between 6:00 a.m. and 3:00 p.m. shall be:

Disconnection when an AMI meter is present: \$25

Disconnection when an employee must be dispatched to the meter location: \$40
Reconnection when an AMI meter is present: \$0
Reconnection when an employee must be dispatched to the meter location: \$40

Lincoln County Power will schedule all disconnections for non-payment of delinquent accounts to occur within these normal working hours, and these associated fees will apply in cases of disconnection or reconnection stemming from non-payment of delinquent accounts.

Fees for service disconnections and reconnections that are requested by a customer at any day or any hour other than listed above shall be:

Disconnection when an AMI meter is present: \$50
Disconnection when an employee must be dispatched to the meter location: \$150
Reconnection when an AMI meter is present: \$50
Reconnection when an employee must be dispatched to the meter location: \$150

C. Customer Requested Disconnection or Reconnection of Electric Service

Subject to the fees stated in this Policy, Lincoln County Power shall disconnect or reconnect service to a customer when such request is made by the person in whose name the account has been established. Disconnection and reconnection to a service with an AMI meter can be made immediately upon request. Disconnection and reconnection to a service without an AMI meter shall require a minimum notice of 24-hours before the requested time for the connection or disconnection, and is subject to the availability of qualified employees.

Customers must be present at the premises when electric service is reconnected for safety reasons. If a customer cannot be present at the time electric service is scheduled for reconnection, Lincoln County Power personnel will physically go to the customer's premises and will open the main breaker in the customer's distribution panel. Appropriate fees for dispatching employees shall apply.

D. Disconnection Due to Unsafe Conditions Caused by Customer

If, in the sole opinion of Lincoln County Power, the continued supply of electric service will create a safety hazard to the public, the customer, or Lincoln County Power personnel due to unsafe conditions caused by a customer's service entrance or a customer's distribution facilities on the customer side of the point of delivery, Lincoln County Power shall have the right to disconnect electric service to the customer without prior notice. In cases other than that of immediate danger, Lincoln County Power will attempt to notify the customer before disconnection of service.

E. Disconnection for Unlawful Use of Service

If the customer uses or obtains electric service provided by Lincoln County Power unlawfully, including but not limited to unauthorized interference, diversion, attempts to pilfer, or unauthorized reselling of electric power, Lincoln County Power shall have the right to disconnect electric service to the customer without prior notice. Within five (5) working days following disconnection, Lincoln County Power shall provide written notice to the customer indicating service has been terminated for unlawful use. A tampering fee shall be applied in accordance with Policy 304, General Conditions for Electric Service.

F. Disconnection for Nonpayment of Delinquent Accounts

If the customer fails to pay any bill for electric service when due in accordance with Policy 311, Lincoln County Power shall have the right to disconnect electric service to the customer after completing the following steps.

1. Providing notice that the account is delinquent and subject to disconnection on the next regularly occurring bill for electric service rendered to the customer. The notice of delinquency shall be clearly printed in red on the bill to highlight the delinquency to the customer. The bill shall identify the full amount due, including penalties assessed in accordance with Policy 311, that must be paid by the customer to avoid disconnection.
2. If after ten days following issuance of the above notice, the customer has not paid the amount due or contacted Lincoln County Power to make satisfactory payment arrangements, Lincoln County Power shall attempt to contact the customer by telephone. Telephone contact will be made at the telephone number on file with Lincoln County Power as obtained from the customer's application for service or from a written change of address notice submitted by the customer. Telephone contact with the customer shall identify the date upon which service will be disconnected. The date upon which service will be disconnected shall be at least five (5) calendar days following the telephone contact. Telephone contact will be deemed to have occurred if verbal contact is made with the customer or if a message is recorded on an answering machine/voice mail box associated with the customer's telephone number. If Lincoln County Power is unable to reach the customer by telephone, Lincoln County Power shall send by U.S. mail a written notice to the customer's billing address on file with Lincoln County Power. The notice shall identify the date upon which service will be disconnected and how to contact Lincoln County Power and pay the amount due.

3. If the customer has not paid the amount due or contacted Lincoln County Power and made satisfactory payment arrangements after the above stated notification has been made, Lincoln County Power shall contact the customer by telephone at least 24-hours in advance of the scheduled time for disconnection. Telephone contact will be made at the telephone number on file with Lincoln County Power as obtained from the customer's application for service or from a written change of address notice submitted by the customer. Telephone contact with the customer shall identify the date upon which service will be disconnected. Telephone contact will be deemed to have occurred if verbal contact is made with the customer or if a message is recorded on an answering machine/voice mail box associated with the customer's telephone number. If Lincoln County Power is unable to reach the customer by telephone, Lincoln County Power shall attempt contact by email or text message if Lincoln County Power has been provided with such information by the customer. Email or text contact with the customer shall identify the date upon which service will be disconnected.

G. Disconnection for Violation of Adopted Policies

Other than for unsafe conditions, unlawful use of service, or nonpayment of delinquent accounts as described previously in sections of this Policy, Lincoln County Power shall have the right to disconnect electric service to the customer for non-compliance with policies duly adopted by Lincoln County Power, after completing the following steps.

1. Lincoln County Power shall provide written notice to the customer indicating the specific infraction of an adopted policy. The notice shall request the customer comply with duly adopted policy, make the necessary correction to eliminate the infraction or otherwise remedy the default within a specified time period, which in no case shall be less than sixty (60) calendar days. If the customer believes there is a bona fide dispute as to the default, the customer shall submit in writing to the General Manager of Lincoln County Power the reason for the default.
2. If, after being notified of an infraction, the customer does not either (1) remedy the default within the prescribed time period, or (2) provide a response that demonstrates to the satisfaction of Lincoln County Power that the default shall be remedied within a reasonable time, or (3) provide a written response as to why there is a bona fide dispute regarding the default, Lincoln County Power shall provide written notice by certified mail to the customer's last known billing address indicating Lincoln County Power's intention to disconnect electric service.

3. If, after being notified of Lincoln County Power's intent to disconnect service, the customer does not either (1) remedy the default within fifteen (15) calendar days, or (2) provide a response that demonstrates to the satisfaction of Lincoln County Power that the default shall be remedied within a reasonable time, or (3) provide a written response as to why there is a bona fide dispute regarding the default, Lincoln County Power may terminate electric service to the customer.
4. In the event that the customer has a bona fide dispute regarding the default, the customer shall present any objections in writing to the General Manager of Lincoln County Power within the time periods prescribed herein. If the General Manager does not resolve the matter in favor of the customer, the General Manager shall then set the matter for a hearing within thirty (30) days before the Board of Trustees at which time the customer shall appear and present any objections and evidence before the Board of Trustees. In the event the Board of Trustees does not find in favor of the customer, electric service shall be disconnected two (2) days after the Board of Trustees' decision.

H. Continuation of Obligations

Disconnection of electric service shall not relieve the customer of its obligation to pay any amounts previously due, or to pay any minimum bill due in the future including facility charge assessments, nor shall such disconnection invalidate any agreement with a customer. Disconnection of electric service shall not prevent Lincoln County Power from seeking any other remedy as provided by law.

I. Reconnection of Electric Service

Before electric service is reconnected to the customer, the default which resulted in termination must be remedied by the customer and all delinquent amounts, disconnection fees, connection fees, deposits and other charges assessed in accordance with this Policy must have been paid by the customer.

IV. LIMITATIONS

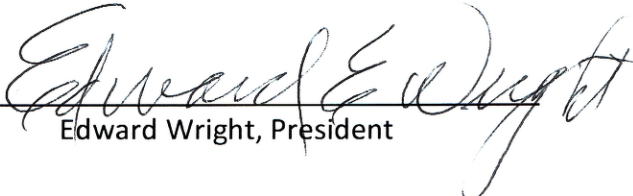
- A. Lincoln County Power will not schedule a customer for disconnection for non-payment of a delinquent account:
 1. On a legal holiday or the day before;
 2. During the period from December 24 through January 2, inclusive;
 3. On any day Lincoln County Power cannot reconnect service;

4. If the customer enters into an agreement with Lincoln County Power for payment of the delinquent billing over a reasonable time and the customer complies with the payment arrangements; or
5. If the temperature is forecasted by the National Weather Service or other reputable source to be below 30° F in the impending 48 hours, and the customer is (a) a residential customer or (b) a non-residential customer providing service essential for the protection of public health, safety or welfare such as a nursing home; and that such customer is unable to pay for service and (i) can demonstrate that they are actively seeking government assistance; or (ii) able to pay for service in installments only and have made arrangements with Lincoln County Power for such installment payments.

V. RESPONSIBILITY

- A. The general manager shall have primary responsibility to implement this Policy. The general manager shall report to the Board of Trustees on how this Policy is being carried out.
- B. The President of the Board of Trustees shall ensure that this Policy is followed.

Issued by:


Edward Wright, President