



## **Third Taxing District**

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### **Customer Rights - Commercial Service**

Adopted December 14, 1992

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#### **NEW ACCOUNTS**

All businesses applying for electric utility service, with no established previous credit history with the Electrical Department, shall be required to complete a written application for service. New customers applying and operating as sole proprietorships shall be personally liable for payment. New customers applying and operating as corporations or partnerships shall receive service in the business name, and in the case of non-public business entities, one of the owners shall personally guarantee payment and be subject to a credit check.

#### **SECURITY DEPOSIT**

All new applicants for commercial service must deposit an amount with the Electrical Department equivalent to three (3) months anticipated billing. Any customer currently receiving service from the department who has been terminated must deposit a three-month security in total.

The Electrical Department shall pay simple interest on all residential security deposits. The interest rate shall be paid at the rate prescribed in Section 16-262J of the Connecticut General Statutes and will be set annually in January of each year. The security deposit shall be refunded, less any money due from the customer, at such time as the business either leaves the service territory or the Electrical Department or is no longer a going concern, provided the customer's account is not delinquent.

#### **DELINQUENT ACCOUNTS**

An account shall be considered delinquent when a bill for electric utility service remains unpaid for a period of more than thirty (30) days from the date it is rendered by the Electrical Department.

All delinquent accounts are subject to a one and one-half percent (1 ½%) delinquency service charge, per month.

No partial payment of any delinquent account shall affect the delinquent status of the amount remaining unpaid on such account.

## **TERMINATION OF SERVICE**

A notice shall be sent with all past due bills, clearly stating the reason for pending termination and indicating the date on which service shall be terminated unless payment is received. Such notice shall be issued thirty days after a bill has been rendered by the Electrical Department. In no instance shall the date of termination be a Friday, Saturday, Sunday, legal holiday, or a day immediately preceding a legal holiday. In no instance shall service be terminated on any day after 3:00 pm.

The Electrical Department shall have the right, in accordance with applicable statutes and applicable regulations of the State of Connecticut's Public Utilities Regulatory Authority (PURA), if any, to discontinue its service on due notice and to remove its property from the Customer's Premises in the event the customer fails to pay any bill due the Electrical Department for such service, or fails to perform any of his obligations to the Electrical Department.

## **RESTORATION OF SERVICE**

Service will be restored to any premise upon payment of the entire past due amount or entering into an acceptable amortization agreement not to exceed ninety days.

All restorations shall take place after 1:00 p.m. on the day in which the account balance has been paid or for which payment arrangements satisfactory to the Electrical Department have been made.

A restoration (reconnection) fee of \$30.00 will be charged during normal business hours and \$75.00 after normal business hours and must be paid prior to restoration. Normal business hours are 8:00 a.m. to 4:00 p.m., Monday through Friday.

At the Electrical Department's discretion, reconnection may take place after normal business hours up to 9:00 p.m. for any customer for which the Electrical Department determines was unaware during normal business hours that a termination had occurred. In this case the restoration charge will be \$75.00. Promise of the full balance in arrears and the restoration charge to be paid at the Electric Department by 1:00 p.m. the following business day, must occur prior to restoration of service.

If service is terminated at the pole, the restoration fee during normal business hours will be \$100.00 and after normal business hours the fee will be \$150.00.

## **RIGHT OF ACCESS**

The Electrical Department shall have the right of access, subject to any reasonable regulations of the customer, to the customer's premises at all reasonable times for the purposes of determining the quantity of electricity consumed or delivered, or to examine or remove the Electric Department's meters, wires, devices and other facilities for supplying, controlling, or regulating the supply of electricity.

The customer shall not permit access for any purpose whatever, except by authorized employees of the Electrical Department, to the meter or other appliances and equipment of the Electrical Department, or interfere with the same, and shall provide for their safekeeping. In case of loss or damage to any property of the Electrical Department in the custody of the customer, the customer shall reimburse the Electrical Department for such loss or damage.

## **EQUIPMENT REQUIREMENTS**

The customer shall furnish and install upon its premises such service and meter switch or circuit breaker and appropriate protective relaying as shall conform with specifications issued from time to time by the Electrical Department, and the Electrical Department may seal such service and meter switch, and adjust, set and seal such circuit breaker and relays. These seals shall not be broken and such adjustments or settings shall not be changed or in any way interfered with by the customer.

The customer shall furnish, free of cost to the Electrical Department, upon its premises the necessary space and provide, in conformity with the Electrical Department's specifications and subject to its approval, suitable foundations, supports, housing, equipment replacement access, equipment ventilation, grounding, wiring, conduit, and fittings for any transformers, switching arrangements, meters, and other apparatus required in connection with the supply of electricity.

The customer's wiring, conduit, apparatus and equipment shall, at all times, conform to the requirements of all constituted authorities and to those of the Electrical Department, and the customer shall keep such wiring, conduit, apparatus and equipment in proper repair.

## **GROUND FOR TERMINATION OF SERVICE WITH NOTICE**

(Other than for nonpayment)

The Electrical Department may terminate service, with notice, for any of the following reasons (list not all inclusive):

1. In the event that the furnishing of service would be in contravention of any orders, ordinances or laws of the Federal Government or by the State of Connecticut or any political subdivision thereof.
3. Customer use of equipment in such a manner as to adversely affect the Electrical Department's equipment or the Electrical Department's service to others, after the customer has first been notified and afforded an opportunity to remedy the interfering influence.
4. Failure of the customer to provide the Electrical Department reasonable access to its equipment, or in the event access thereto is obstructed or hazardous.
5. In the event unauthorized unmetered service or unauthorized metered service is found to be used.

## **GROUNDS FOR TERMINATION OF SERVICE WITHOUT NOTICE**

1. In the event of tampering with wires, pipes, meters or other utility equipment by the customer.
2. Fraud or material misrepresentation in obtaining utility service.
3. Any condition that creates a dangerous or hazardous condition for the customer or distribution system.