

Can My Power be Disconnected?

Frequently asked questions about power disconnection



Disconnection Circumstances*



Your utility company may disconnect your power if:

- You've not paid, or made a payment arrangement for, an overdue amount that is more than \$150
- You do not pay according to your agreed upon payment arrangement
- You unreasonably refuse the utility company access to your premises to install or read a meter or perform necessary inspection of utility property
- There is unauthorized use of the utility service delivered to your premises



Your utility company may NOT disconnect your power if:

- You've notified them of a medical emergency
- There is an active Heat Advisory or Excessive Heat Warning in your area
- The Winter Disconnection Period (November 15th to April 15th) is in effect

Payment Arrangements



How is a payment arrangement determined?

A payment arrangement is a compromise. Your utility company must attempt to make a payment arrangement that is suitable for your needs and most likely to prevent disconnection.



How long does declaring a medical emergency extend my payment period?

Up to thirty days. A customer may renew their certification twice in a 12-month period, meaning the status can be declared a total of three times in a year.

Disconnection Notice



How much notice does my utility have to give before disconnection?

Three to fourteen days. Your utility company must provide fourteen days' notice before disconnection if you've failed to pay or refused premises access, and only three days' notice if you've broken a payment arrangement.



Does my utility need to visit my premises before disconnection?

No. A utility that has the ability to perform remote disconnection is only required to attempt to contact the customer twice by phone. Utilities that cannot disconnect remotely must make contact by phone OR attempt a premises visit.

