

Can My Utility Do That?

Frequently asked questions about utility customer rights

Can My Utility...



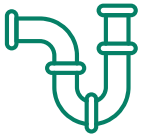
Raise gas and electricity rates?

Yes. In order to provide safe and reliable service to its customers, a utility may increase its rates, subject to approval by the PUC.



Turn off power due to non-payment during extreme weather?

Yes, but with restrictions. Utilities may not shut off a customer's electric service between November 15th and April 15th, or during periods of severe heat and humidity, unless granted special permission by the PUC.



Put equipment on my property?

It depends. Utilities need customer permission to place equipment such as poles and pipes, but the placement of other tools, such as meters, is generally allowed as part of their Terms and Conditions.



Deny my payment plan?

Yes. A utility is not required to offer a second payment arrangement to a customer who is in default of a first payment arrangement.

Who is Responsible for...



Property damage in the event of outages/surges?

It depends. A utility is generally only responsible for property damage if it is a result of negligence on the utility's behalf. Contact the utility for information regarding its damage claims process, and your homeowner's or renter's insurance for support if needed.



Debris and trees around powerlines?

Both you and the company. The utility company is responsible for routine maintenance and removing trees from powerlines in the event of extreme weather. You are responsible for clean up of debris.



Fixing my property after work is done?

The utility company is responsible for repairing worked-on property, but only to a "reasonable condition," meaning property may not be the same as it was prior to construction.

