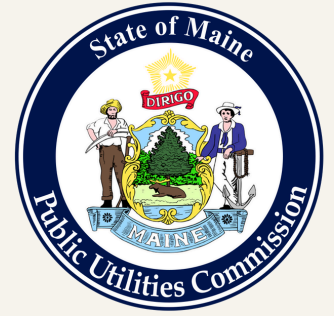


Disconnection Notices

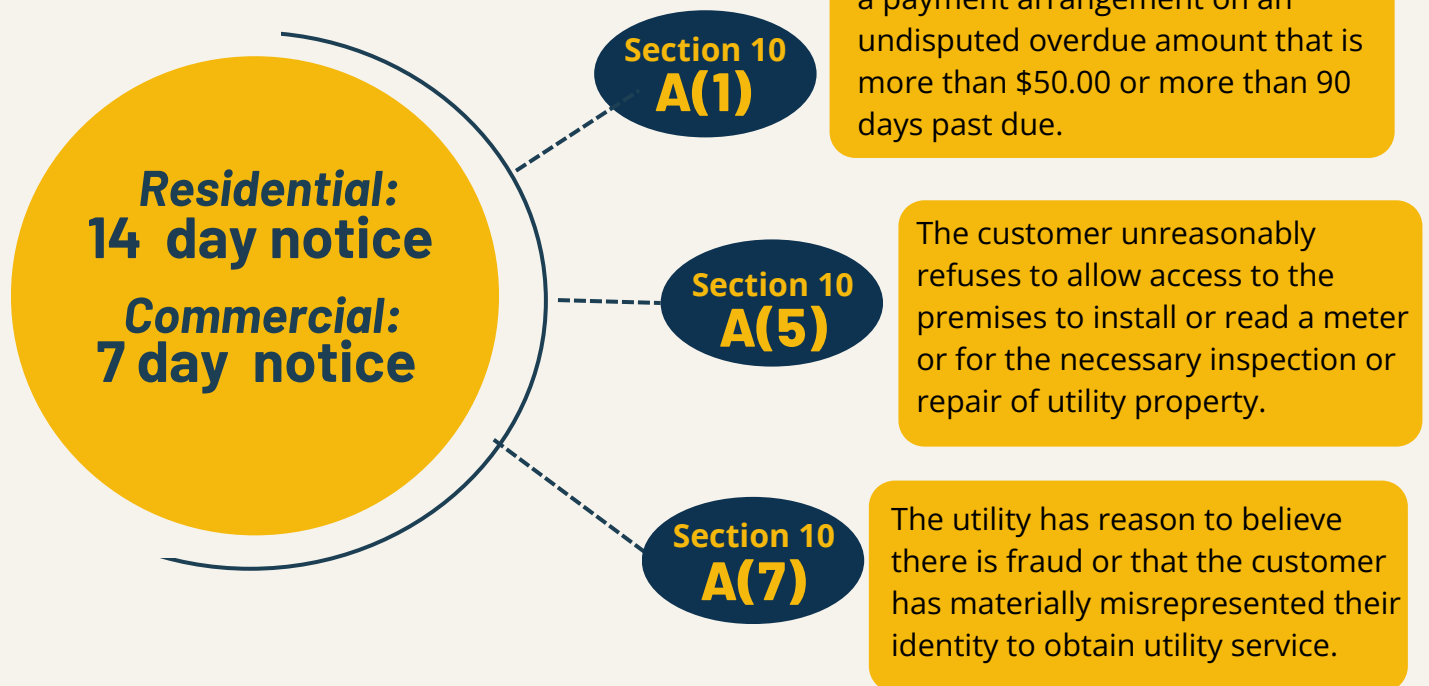


Requirements for Water Utilities Chapter 660 of Maine PUC Rules

This is a brief summary of a portions of the rule for use as a quick guide during a disconnection process. Please reference the full rule to ensure full compliance.



A utility must provide residential customers with written notice of the intent to disconnect at least 14 calendar days before the stated disconnection date and must provide non-residential customers with written notice of the intent to disconnect at least 7 calendar days before the stated disconnection date in the circumstances described below:



A utility must provide written notice of the intent to disconnect a customer at least 3 business days before the stated disconnection date in any of the circumstances described to the right.

3 Day Notice

Section 10 A(2)

The customer does not make their payment according to the terms of a payment arrangement.

Section 10 A(3)

The customer does not pay or make a payment arrangement.

Section 10 A(4)

Service is being used, but no occupant or other person has applied for customer status.

Section 10 A(10)

The customer does not comply with a decision of the commission or it's CASD.

Section 10 H

If a customer made a payment that was not honored by the bank after the expiration of the disconnect notice.

Section 11 C

If a physician's oral certification of a medical condition is questioned by the utility, the utility may require written confirmation within 7 days. Failure to provide it can result in a disconnection.

A utility can disconnect a customer without providing notice in the circumstances described to the right:

No Notice Needed

Section 10 A(6)

There is unauthorized use of the utility service delivered to the affected premises.

Section 10 A(8)

The occupant's service poses a threat to the safety of any person or the integrity of the utility delivery system.

Section 10 A(9)

The utility receives a directive from state inspector or local code enforcement officer to disconnect service for safety reasons.

Section 10 B

If the premises is clearly abandoned or a customer requests disconnection (provided that the provisions of Section 10(I) concerning landlord/tenant disconnections are not applicable).

DISCONNECTION OF CUSTOMERS

Worksheet For Utilities

This is a guide to help you document the steps you take in the disconnection process. It is important to keep track of dates and what step you are on in the process. Please read the rule to ensure you are complying fully. **Consumer protection standards for water utilities (Chapter 660) applies to disconnections.**

Customer name/address: _____

Reason for disconnect proceeding: _____



DATE: / /	<p>SET UP PAYMENT ARRANGMENT</p> <p>A utility must continue to serve a customer who does not pay an account balance in full if the customer agrees to enter a payment arrangement (of a single or multiple payments) for the account balance and agrees to pay each future bill for service on or before the due date of the bill until the payment arrangement is completed.</p>	NOTES						
DATE: / /	<p>CONFIRM PAYMENT ARRANGMENT IN WRITING</p> <p>If the payment arrangement <u>requires 2 or more</u> payments, a utility must mail or deliver to the customer a written confirmation of a payment arrangement within 3 business days after a payment arrangement is established.</p>							
DATE: / /	<p>Additional steps for specific types of disconnections:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>							
DATE: / /	<table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;">3 DAY NOTICE</td> <td style="text-align: center; width: 33%;">7 DAY NOTICE</td> <td style="text-align: center; width: 33%;">14 DAY NOTICE</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	3 DAY NOTICE	7 DAY NOTICE	14 DAY NOTICE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3 DAY NOTICE	7 DAY NOTICE	14 DAY NOTICE						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
DATE: / /	<p>PERIOD OF EFFECTIVENESS</p> <p>A disconnection notice is effective for 10 business days after the disconnection date stated in the notice. If a utility fails to properly disconnect service within this time frame, the disconnection notice procedures must be repeated.</p>							

Water Utility:
Water Utility Address:

This is an example of a disconnect notice, it is not a PUC approved template. It is your responsibility to ensure that your disconnection notices comply with all applicable rules.

Disconnection Notice

Keep this portion for your records

Notice Date:
Account Number:
Customer Number:
Total Due: \$_____

Please give this matter your immediate attention

Your water bill balance of \$_____ is past due and your service is scheduled for disconnection on _____ between the hours of ____ A.M. and _____ P.M. or within ten (10) business days. To avoid disconnection you must:

- a) Pay the outstanding amount outlined in your payment arrangement; OR
- b) Make an agreement with us to pay the amount past due over a period of time; OR
- c) Pay the outstanding amount outlined in your payment arrangement.

Payment Arrangement or Payment Plan: You can avoid disconnection by either paying the bill in full or by making a payment arrangement. This payment plan will require you to pay a mutually agreed upon portion of the outstanding bill and to pay the balance within a reasonable period of weekly or monthly installments.

If service is disconnected: You must pay the past due amount in full or make a payment arrangement before your water service is restored. Please be advised that if we visit your property on the day of the disconnection there will be a \$_____ collection fee. If water is disconnected, there will be a reconnection fee of \$_____ during business days ____ A.M. - _____ P.M. or \$_____ after hours for reconnection. Our office hours are ____ A.M. - _____ P.M. Monday thru Friday and can be reached at (207)_____. This may require a deposit and/or reconnection fee to get service restored.

Medical Emergency: Disconnection can be postponed up to thirty (30) days due to a medical emergency. There is a medical emergency when a registered physician certifies that the customer or occupant is seriously ill or has a medical condition which will be seriously aggravated by the lack of water service. While initial certification may be made by telephone, a physician must certify the emergency in writing within seven (7) days. During this medical emergency period we will work with you to make a payment arrangement.

Dispute: If you dispute your Disconnection Notice or bill, please call us at (207)_____. Chapter No. 660 of the Maine Public Utilities Commission requires you to discuss the matter with a utility representative before submitting the dispute to the MPUC Consumer Assistance and Safety Division(CASD). To submit a matter to CASD call 800-452-4699.

Assistance: If you need financial assistance please call 211 or a local community action agency.

Please return this portion with payment

Disconnection Notice

Water Utility Name:

Notice Date:

Account Number:

Total amount due:

Service Address:

Please make check out and send to :

Water Utility Address: