

WATER SERVICE DISCONNECTION

Your rights and responsibilities

A decorative graphic consisting of several parallel white lines of varying thicknesses, slanted diagonally from the bottom-left towards the top-right, set against a blue gradient background.

- ▶ You are responsible for paying your bills on time and in full.
- ▶ If you are unable to pay, you are responsible for contacting the office immediately to determine if other arrangements can be made.
- ▶ If you receive a disconnection notice, you are responsible for contacting the office immediately to discuss:
 - ▶ Why you received the notice
 - ▶ Payment options



- ▶ When disconnecting a customer's service:
 - ▶ A written notice must be provided to the customer 7 days in advance
 - ▶ Notice must be clear, understandable and include:
 - ▶ The date
 - ▶ Reason for disconnection
 - ▶ Office phone number
 - ▶ Reference to rules & responsibilities furnished to customer

- ▶ If you receive a disconnection notice, you should contact the Office immediately!
- ▶ EHU can only disconnect service for nonpayment between 8:00 a.m. and 3:00 p.m. EST, and only on a day that their office is open to the public. Additionally, service cannot be disconnected for nonpayment after noon of the day before any day the office is closed to the public.

REGULATED BY THE INDIANA UTILITY REGULATORY COMMISSION (IURC) AND DETAILED IN TITLE 170 OF THE INDIANA ADMINISTRATIVE CODE (IAC).

[HTTPS://IGA.IN.GOV/](https://iga.in.gov/)

- ▶ The utility employee:
 - ▶ Must make a reasonable effort to identify himself before disconnecting
 - ▶ Should be able to provide answers about the disconnection process, reason for disconnect, and the amount of delinquent charges
 - ▶ Should attempt to verify outstanding bills have been paid or are currently in dispute
 - ▶ If customer can provide a paid receipt or other credible evidence, the employee is not allowed to proceed with disconnection
- ▶ Utilities are not required to collect any “on the spot” payments to prevent disconnection
- ▶ If your service is disconnected, you should have been provided the Utility’s address and phone number to contact for reconnection

WHEN DISCONNECTION OCCURS

- ▶ A dangerous or hazardous to life, physical safety, or property exists
- ▶ Order by any court, IURC, or other public authorized official
- ▶ Utility detects fraudulent or unauthorized service use with reasonable grounds to believe the customer is responsible
- ▶ Tampered with equipment with reasonable grounds to believe the customer is responsible
- ▶ Utility's equipment is being used in a way that disrupts service to other customers
- ▶ Utility may not disconnect service for
 - ▶ Failure to pay for merchandise or appliances purchased from said Utility
 - ▶ Failure to pay for service to the previous occupant of a property
 - ▶ unless there is evidence that the current customer is responsible for charges and is attempting to defraud the utility by setting up service with a different name

CERTAIN CONDITIONS CAN RESULT IN
SERVICE DISCONNECT WITHOUT NOTICE

▶ Financial Difficulty

- ▶ A utility can choose not to disconnect service (even though legal rights allow) if the customer communicates with the utility to discuss reasoning and options
- ▶ Customer must pay a reasonable portion of the bill:
 - ▶ \$10 or 10% of the bill, whichever is less
 - ▶ Agree to pay the remainder within 3 months
 - ▶ Agree to pay all undisputed future charges when due
 - ▶ Not violate payment agreements within the last 12 months

DISCONNECTION CAN BE AVOIDED
OR POSTPONED

- ▶ Disconnection shall be postponed for 10 days if, prior to the specified disconnect date in the notice, the customer provides a medical statement from a licensed physician or public health official stating disconnection would be a serious or immediate threat to the health or safety of a household member
 - ▶ With an additional medical statement, the postponement of disconnection shall be continued for one additional 10-day period.

MEDICAL REASONS



RECONNECTION

- ▶ Customer must pay all past due charges or makes authorized payment arrangements, and resolve any other problems that led to disconnection, they can request to have service reconnected
 - ▶ Service will be reconnected within 1 business day of the request
 - ▶ IURC approved reconnection charges may apply
 - ▶ May require a membership deposit as allowed under IURC rules

- ▶ If you believe a regulated utility has wrongfully or illegally disconnected your service, contact IURC or OUCC.
- ▶ **IURC – 1-800-851-4268**
- ▶ **OUCC – 1-888-441-2494**

- ▶ If customer's service was wrongfully disconnected, the utility should restore service immediately at no charge

WRONGFUL DISCONNECTION