

(Continued)  
**Rule No. 11**

DISCONTINUANCE AND RESTORATION OF SERVICE

B. Discontinuance of Services by Utility (Continued)

- 4. For Unsafe Apparatus or Where Service is Detrimental or Damaging to the Utility or its Customers  
If an unsafe or hazardous condition is found to exist on the customer's premise, or if the use of water thereon by apparatus, appliances, equipment or otherwise is found to be detrimental or damaging to the utility or its customers, the service may be shut off without notice. The utility will notify the customer immediately of the reasons for the discontinuance and the corrective action to be taken by the customer before service can be restored.
- 5. For Fraudulent Use of Service  
When the utility has discovered that a customer has obtained service by fraudulent means, or has diverted the water service for unauthorized use, the service to that customer may be discontinued without notice. The utility will not restore service to such customer until that customer has complied with all rules and reasonable requirements of the utility and the utility has been reimbursed for the full amount of the service rendered and the actual cost to the utility incurred by reason of the fraudulent use.

C. Restoration of Service

1. Reconnection Charge

Where service has been discontinued for violation of these rules or for nonpayment of bills, the utility may charge **\$50** for reconnection of service during regular working hours or **\$150** for reconnection of service at other than regular working hours when the customer has requested that the reconnection be made at other than regular working hours, except as otherwise provided by the utility's tariffs. **This same charge should be levied on customers who attempt to avoid disconnection by paying an overdue bill to the utility when the utility is performing discontinuance of service. Customers may also be responsible for time and material costs associated with the disconnection and restoration of water service (i.e. snow removal, debris removal from service box). The Reconnection Charge for those customers or former customers whose service has been discontinued shall be the total of the accumulated monthly service and surcharges, based on the customer's meter size as stated in Schedule 1, Annual Metered Service applicable to that meter size and the total of the accumulated monthly service and surcharges in Schedule 2A, Annual Flat Rate Service. The maximum accumulated service and surcharges shall be limited to 12 months.**

( C )  
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( N )

- 2. To be Made During Regular Working Hours  
The utility will endeavor to make reconnections during regular working hours on the day of the request, if the conditions permit; otherwise reconnections will be made on the regular working day following the day the request is made.
- 3. To Be Made at Other Than Regular Working Hours  
When a customer has requested that the reconnection be made at other than regular working hours, the utility will reasonably endeavor to so make the reconnection if practicable under the circumstances.
- 4. Wrongful Discontinuance  
A service wrongfully discontinued by the utility, must be restored without charge for the restoration to the customer within 24 hours.

(Continued)

(To be inserted by utility)

Advice Letter No. 89-W

Decision No. GO 96-B

Issued By

*Jennifer Lukins*

*Manager*

(To be inserted by P.U.C.)

Date Filed 11/29/2021

Effective 12/28/2021

Resolution No. \_\_\_\_\_

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(Continued)

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