

DISCONNECTION, TERMINATION AND RESTORATION OF SERVICE

RULE AND REGULATION 9

A. CUSTOMER-INITIATED TERMINATION OF UTILITY SERVICE

1. A Customer requesting termination of Utility Service(s) must notify the CPAU Customer Service Office at least three business days before the Service termination effective date. Upon receipt of such notice, CPAU has no obligation to render Service after the effective date of such change, and CPAU will discontinue the Customer's responsibility for bills for Service supplied to the Premises after that date.
2. A Customer vacating a Premise to move to another Premise served by CPAU, but wishing Service to continue beyond the date vacated, must provide an effective date of termination to the CPAU Office or Call Center at the time of the request for establishment of Service for the new Premise. The Customer is financially responsible for all Service supplied prior to the Service end date, and Customer must provide a forwarding address for final billing purposes.

B. CPAU-INITIATED TERMINATION OR DISCONNECTION OF SERVICE

CPAU may terminate or disconnect Utility Service when an existing Customer, through action or inaction, has not complied with Utility Service requirements as stated in these Rules and Regulations, or other applicable laws. CPAU will terminate or disconnect Utility Service as a last resort. Actions that warrant termination or disconnection of Service include, but are not limited to, the following:

1. Use of Utility Services without having first complied with the requirements for Service. Customers will be responsible for all associated Charges from the date of initial Service as determined by CPAU, up to the maximum period allowed by law.
2. Vacating Premises without notification to CPAU.
3. Tampering, damaging, interfering with or destroying CPAU equipment, facilities or property. Customers will be liable for all damage to CPAU arising from negligence, lack of proper care, or wrongful act of the Customer or Customer's tenants, agents, employees or contractors.



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4. Nonpayment of bills or any proper Charges from special fees, licensing agreements, loans or returned check(s) due to insufficient funds in Customer's bank account; failure to establish credit, failure to provide adequate credit information, or failure to provide required deposits.

C. PROCEDURES FOR CPAU-INITIATED DISCONNECTION OF SERVICE

1. Prior to [physical or remote](#) disconnection for non-payment, CPAU will provide two written notices to the Customer, and/or the third party the Customer has designated to receive such notices, as applicable:
 - a. 10-Day Late Notice: The first "Late Notice" is issued 5 days after the bill due date and informs Customer that a late fee has been charged, and Customer must pay the overdue amount by the date specified to avoid disconnection of Service.
 - b. 48-Hour Disconnect Notice: If payment is not received by the date specified in the 10-day notice, a Disconnect Notice will be delivered to the Customer's Premises, notifying the Customer that payment must be received within 48 hours or Utilities Services will be disconnected for non-payment. If payment is not received within the 48-hour period, Utilities Services may be disconnected without further notice.

The 48-hour Disconnect Notice will include:

- (1) The name and address of the Customer whose Account is delinquent.
- (2) The amount of the delinquency and late fee.
- (3) The date by which payment or arrangements for payment is required to avoid disconnection of Service.
- (4) The procedure by which the Customer may initiate a complaint or request an investigation concerning Service or Charges; except that, if the bill for Service contains a description of that procedure, the notice is not required to contain that information.



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- (5) The procedure by which the Customer may request amortization of the unpaid Charges.
 - (6) The procedure for the Customer to obtain information on the availability of financial assistance, including private, local, state, or federal sources, if applicable.
 - (7) The telephone number of a representative of CPAU who can provide additional information or institute arrangements for payment.
2. Customers may contact CPAU Customer Service Center to discuss options for averting disconnection of Service for non-payment:

IN PERSON

City of Palo Alto Utilities
Customer Service Center, Ground Floor
250 Hamilton Avenue
Palo Alto, CA 94301
PHONE: 650-329-2161

BY MAIL

City of Palo Alto Utilities
Customer Service Center
PO Box 10250
Palo Alto, CA 94303

BY E-MAIL

UtilitiesCustomerService@cityofpaloalto.org

3. Deferred or Reduced Payments Policy: Customers may contact CPAU Customer Service Center to request deferred or reduced payments based on Customer's demonstrated financial need. CPAU will notify the Customer in writing of the terms of deferred or reduced payment.
4. Alternative Payment Schedule Policy: Customers may contact CPAU Customer Service Center to request an alternative payment schedule based on Customer's demonstrated



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financial need. An example of a possible alternative payment schedule is the Budget Billing Payment Plan (BBPP) found in Rule and Regulation 11, “Billing, Adjustment and Payment of Bills.” CPAU will notify the Customer in writing of the terms of the alternative payment schedule.

5. To avoid disconnection of Utility Service, a Customer’s outstanding Account balance may be transferred to another Account in the same class of Service in that Customer’s name at another location served by CPAU.
6. To avoid disconnection of Utility Service, CPAU may extend payment arrangements for the unpaid Account balance to accommodate a Customer’s financial situation. If the Customer fails to meet the terms of the payment arrangement, the outstanding balance will become immediately due and payable, and the Account Service(s) will be subject to disconnection after expiration of a 48-hour Disconnect Notice.
7. Customers whose Utility Service has been disconnected for non-payment will have their Accounts referred to a collection agency when past-due balances exceed 180 calendar days.
8. Residential metered Utility Services will not be disconnected for non-payment of a bill on any Friday, Saturday, Sunday, legal holiday or at any time during which the Utilities Customer Service Office or Call Center is closed. Online payments may take up to 24 hours to be received by CPAU.
9. Utility Service will not be disconnected for non-payment of an incorrect bill until the corrected bill becomes past due.
10. CPAU’s Disputed Bills Policy can be found in Rule and Regulation 11, “Billing, Adjustment, and Payment of Bills.”
11. Utility Service will not be disconnected for non-payment of a disputed bill during investigation or review by CPAU. The non-disputed portion of the Utility bill will remain due and payable. CPAU findings and resolution of a disputed bill will be communicated to the Customer within thirty calendar days of the Customer’s notification to CPAU of the bill dispute.



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12. Customers in need of assistance with bill payment for their Utility Service, due to a reduction in household income resulting from a member of the household being called to active duty status in the military, may apply for shut-off and payment protections for a period of 180 days, pursuant to the California Military and Veterans Code, Section 827, as amended. CPAU, at its option, may extend these protections for an additional 180 days.

D. PRIOR NOTICE EXCUSED IN CERTAIN SITUATIONS

CPAU may immediately terminate Utility Services, without notice, for an unauthorized action of a Customer, including, but not limited to:

1. Theft of Utility Service.
2. Willful waste of Water.
3. Unsafe wiring or equipment on Customer Premises or wiring or equipment that fails to meet CPAU standards or applicable law. CPAU reserves the right to inspect if CPAU staff reasonably believes that unsafe conditions exist. If the Customer discovers any defect in their Utility Service, the Customer must notify CPAU immediately.
4. Use of Customer equipment that imposes an electrical Load adversely affecting CPAU's Distribution System operation, Service capacity, or Service to its other Customers. Any Customer that operates Electric equipment including, but not limited to, pumps, welders, furnaces, compressors or other equipment where the use of Electricity is intermittent, and causes significant voltage fluctuations or electromagnetic interference to other Customers, must reasonably limit such impacts or interference upon request by CPAU. The Customer may be required to permanently mitigate any ongoing disruption to the Electric Distribution System to an acceptable level established by CPAU, or avoid the use of such equipment. Failure to comply with such mitigation and/or limitation requests may result in immediate termination of Utility Service.
5. Placement, construction, or maintenance of any structure, vegetation, debris, or other object upon the Customer's Premises that, in CPAU's judgment, endangers the safe and



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reliable operation or maintenance of CPAU overhead or underground Electrical, Fiber Optic, Water, Gas and Wastewater facilities.

E. REMOTE DISCONNECT/RECONNECT

CPAU will use the remote disconnect reconnect enabled electric meter function for Customer Electric Meters on Customer Electric Services. The use of remote disconnect reconnect Electric Meters allows for the disconnection and/or reconnection of an Electrical Service to a Service address without CPAU staff being physically present where the electric Meter is located. Customer is fully responsible for any impacts resulting from the disconnection at the Service address. CPAU reserves the right to remotely reconnect the Electric Meter and it is the Customer's full responsibility to ensure that all equipment and appliances at the service address pose no potential hazard if and when the Electric Meter is reconnected and the Electric Service is restored.

Remote disconnect reconnect enabled Electric Meters may be installed at any location identified by CPAU using the following guidelines:

- A service address that has a high rate of move-in and move-out events where multiple Accounts are opened and closed within a 36-month span.
- Any service address that has been physically disconnected for non-payment more than one time in the previous 12 months.
- A Meter site location is deemed inaccessible or hazardous for CPAU personnel to access.

E.F. RESTORATION OF SERVICE

- CPAU will physically restore or remotely reconnect Service to a disconnected Account when the financial cause for disconnection has been rectified and Customer has paid all proper Charges due, including any additional deposits or reconnection Charges.
- CPAU will physically restore or remotely reconnect Service to a terminated Account when it determines that the physical cause for termination has been rectified, safe operating conditions have been restored, and the engineering and operations requirements for Service have been met, including compliance with CPAU Rules and Regulations.



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(END)

