

# Discontinuance, Energy Theft, and Restoration of Service Rule and Regulation 11

## I. Discontinuance of Service by SMUD

SMUD may discontinue or refuse to establish or restore electric service for any one or more of the reasons contained in this rule and regulation. Except as otherwise specifically provided herein, seven days written notice will be given before service is discontinued.

### A. Nonpayment of Bills

SMUD may discontinue or refuse service if a customer has not paid bills, deposit, or other charges in accordance with the provisions of Rule and Regulation 6, except that service to a residential customer will not be discontinued because of nonpayment of bills for other classes of service or nonpayment of nonelectric bill amounts. Identification information, including social security numbers, of customers with delinquent accounts may be reported to credit reporting agencies as part of the customary collection practice.

### B. Failure to Establish or Re-Establish Credit

SMUD may refuse service or refuse to re-establish service to a customer who has not made a credit deposit or otherwise establish his or her credit in accordance with Rule and Regulation 6.

### C. Unsafe or Illegal Apparatus

SMUD may discontinue or refuse service if any part of customer's wiring or equipment, or use thereof, is either unsafe or in violation of law, until such apparatus shall have been placed in a safe condition or the violation remedied, or if a local government building official directs SMUD to disconnect power. If, in SMUD's judgment, operation of customer's equipment constitutes a dangerous condition or if SMUD is so directed by a local government building official, SMUD may discontinue service without notice.

### D. Service Detrimental to Other Customers

SMUD may discontinue or refuse service if, in SMUD's judgment, the operation of customer's equipment is, or will be, detrimental to the service of other customers.

### E. Fraud

SMUD may discontinue service without notice or may refuse service if the customer's actions or the condition of his or her premise are such as to indicate intent to defraud SMUD.

### F. Noncompliance

SMUD may discontinue or refuse service if customer does not comply with SMUD's rules and regulations.

## II. Discontinuance of Service at Customer's Request

When a customer desires to terminate his or her responsibility for service, the customer shall notify SMUD not less than three days in advance, or such period in advance as may be specified in customer's contract for service, and state the date on which the customer wishes the termination of such responsibility for service to become effective. A customer may be held responsible for all service furnished at his or her premise until the date of termination specified in the notice, or a date three days beyond the date of such notice, or such greater number of days after such notice as may be specified in such contract, whichever date is later.

## III. Restoration of Service Fee

SMUD may collect a restoration fee before restoring electric service that has been discontinued for nonpayment of bills, failure to establish credit, or to prevent fraud. SMUD will set the fees annually based on average costs. In addition, SMUD may collect any incidental costs associated with discontinuance or restoration of service that result from the customer's action or negligence.

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## IV. Verified Energy Theft Charges or Hazardous Conditions

SMUD may charge for recovery of costs to investigate and verify cases of energy theft. In addition, crew charges may be assessed for service restoration associated with the verified energy theft or hazardous condition. SMUD will set the fees annually based on average costs. These additional energy theft charges do not limit SMUD's current ability to bill for unauthorized use (stolen power), under Rule and Regulation 10. *(End)*

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