

VERMONT ELECTRIC COOPERATIVE, INC.
MISCELLANEOUS SERVICE CHARGES

1. INITIAL SERVICE CHARGE

A service charge shall be imposed upon the customer for the establishment of a new metered account by the Cooperative. All accounts shall be established during normal business hours. The charge shall be as follows:

- A. \$19.00 if the customer is a new customer and no trip is required to the customer's premises;
- B. \$10.00 if a new account is established for an existing customer and no trip is required to the customer's premises; or
- C. \$61.00 for both new and existing customers if a trip is required to the customer's premises.

2. SUSPENSION OF SERVICE AND DISCONNECTION CHARGE

Where service has been suspended at the customer's request, the monthly customer charge shall not be applicable during such suspension period. However, the customer is required to pay a disconnection charge at the time the service is suspended, plus a reconnection charge when the service is re-established at the request of the customer. Disconnection at the customer's request shall occur only during normal business hours. The disconnection charge shall be as follows:

- A. \$61.00 if disconnection is performed by Cooperative field personnel at the customer's premises;
- B. \$26.00 if disconnection is performed by Cooperative office personnel using a remote meter disconnection/reconnection device and if such device has been installed at the customer's premises.

3. DISCONNECTION OF SERVICE DUE TO NON-PAYMENT (DNP)

A service charge of \$61.00 shall be imposed upon the customer for the disconnection of service by the Cooperative as a result of non-payment (DNP) where Board Rules require a trip to the customer's premises.

When the Cooperative is required to provide more than two written DNP notices to a customer in a twelve-month period, a charge of \$3.60 will be imposed for each additional notice.

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Effective: For service rendered on and after January 1, 2020

4. RECONNECTION OF SERVICE

A service charge shall be imposed upon the customer for the reconnection of service. The charge shall be as follows:

A. For reconnections performed by Cooperative field personnel at the customer's premises:

1. \$61.00 if during normal working hours,
2. \$213 if during normal working hours, with work completed by a line worker,
3. \$78.00 if during an extension of normal working hours and a call out is not required,
4. \$190.00 if after working hours and a technician call out is required, or
5. \$465.00 if after working hours and line workers are required to be called out.

C. For reconnections performed by Cooperative office personnel using remote meter disconnection/reconnection device where device has already been installed at the customer's premises: \$26.00. This service is available only during normal working hours.

5. OTHER TERMS AND CONDITIONS APPLICABLE TO DISCONNECTIONS AND RECONNECTIONS

The Cooperative shall perform the reconnection or disconnection of service made at the request of the customer within four days after the request for the reconnection or disconnection is received from the customer. Prior to the reconnection or disconnection, the Cooperative shall inform the customer of the applicable service charge.

A disconnection charge will not be imposed for disconnections made by the Cooperative for reasons of health or safety, or during natural disaster, or state or national emergencies.

6. OTHER CHARGES

In addition, the Cooperative may charge the customer for time, materials and equipment used by the Cooperative for the establishment or re-establishment of service as a result of an interruption caused by the customer's willful act or omission, negligence or failure of customer-owned equipment. If law enforcement is required to accompany Cooperative staff for safety reasons the actual costs incurred for this service will be charged to the customer.

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7. TENDER OF PAYMENT TO FIELD PERSONNEL

If a Cooperative representative goes to the customer's premises for purposes of servicing a disconnection order, and the customer then and there tenders payment of at least 50% of the bill, the service will not be disconnected, but the Cooperative will charge such a customer \$55.00 for sending a representative to the premises. The Cooperative's representative will give the customer a receipt for any payment made, and will advise the customer to contact the Cooperative's Customer Service Department to make arrangements to pay any remaining balance due.

8. INSUFFICIENT FUNDS CHECKS

The Cooperative shall charge a fee of \$44.00 to the customer for each instance where a customer tenders payment for electric service with an insufficient funds check.

When the Cooperative is notified by the customer's bank that there are insufficient funds to cover the check tendered for electric service, the Cooperative may require the customer to make payment in cash, by money order, certified check, or other means which guarantee the customer's payment to the Cooperative. No personal checks will be accepted if two (2) insufficient funds checks have been received by the Cooperative within a twelve-month period in payment of any bill.

A customer who tenders an insufficient funds check shall in no way be relieved of the obligation to render payment to the Cooperative under the original terms of the bill nor shall it defer the Cooperative's ability to terminate service for nonpayment as provided for in Rule 3.302.

The Cooperative reserves the ability to make rules and regulations necessary for the proper conduct of the business consistent with good and fair practice, subject to the approval of the Public Service Board, in addition to those enumerated hereafter.

9. WINTER WARNING/TENANT WARNING of DISCONNECTION NOTICE

The Cooperative shall charge a fee of \$61.00 when a meter technician has to visit the property to deliver a warning of disconnect when verbal contact has not been successful or when a tenant has not contacted the Cooperative to transfer an electric account into their name.

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