

GENERAL SHUTOFF RULES for RESIDENTIAL ELECTRIC SERVICE

1. The City of Charlevoix shall not use an electric service limiter.
2. The City of Charlevoix shall refund any late fees, fines, or payments related to a shutoff or resumption of service if those late fees, fines, or payments were improperly assessed because of the failure to provide notice as required by these Rules.
3. Notwithstanding other requirements of this Rule, service may be shut off temporarily for reasons of health or safety or in a state or national emergency. When service is shut off for reasons of health or safety, a notice shall be left at the premises.
4. Subject to the rules in this policy, the City of Charlevoix may shut off or terminate service to a residential customer for any of the following reasons:
 - A. The customer has not paid a delinquent account that accrued within the last six (6) years.
 - B. The customer has failed to provide a deposit or guarantee as required.
 - C. The customer has engaged in unauthorized use of the utility's service.
 - D. The customer has failed to comply with the terms and conditions of a payment plan.
 - E. The customer has refused to arrange access at reasonable times for the purpose of inspection, meter reading, maintenance, or replacement of equipment that is installed upon the premises or for the removal of a meter.
 - F. The customer misrepresented his or her identity for the purpose of obtaining service or put service in another person's name without permission of the other person.
 - G. The customer has violated any rules of the City of Charlevoix so as to adversely affect the safety of the customer or other persons or the integrity of the system.
 - H. A person living in the customer's residence meets both of the following:
 - (i) Has a delinquent account for service with the City of Charlevoix within the past three (3) years that remains unpaid.
 - (ii) The customer lived in the person's residence when all or part of the debt was incurred. The City of Charlevoix may transfer a prorated amount of the debt to the customer's account, based upon the length of time that the customer resided at the person's residence. This subdivision does not apply if the customer was a minor while living in the person's residence.

- I. The customer has not paid for service at premises occupied by another person, and:
 - (i) If the customer supplies a written, notarized statement that the premises are unoccupied, or
 - (ii) If the premises are occupied and the occupant agrees, in writing, to the shutoff of service, or
 - (iii) If it is not feasible to provide service to the occupant as a customer without a major revision, as determined by the utility, of existing distribution facilities, or
 - (iv) If it is feasible to provide service to the occupant as a customer without a major revision, as determined by the utility, of existing distribution facilities, and occupant refuses to put the account in their name.
5. The City will not shut off service if a customer has not paid for concurrent service received at a separate metering point, residence, or location.
6. Subject to applicable third-party consent, a customer will be permitted to designate a third party to receive bill notifications, including shutoff notices, on the customer's behalf. Such notices will be provided to both the designated third party and the customer.
7. A. The City of Charlevoix shall supply information regarding the following to customers at least two (2) times a year:
 - (i) The energy assistance telephone line number at the Michigan Department of Human Services (231-348-1600).
 - (ii) Medical emergency and critical care protections provided in these Rules.
 - (iii) Military shutoff protections pursuant to MCL 460.9c.
 - (iv) Low income protections provided in these Rules.
 - (v) Senior citizen protections provided in these Rules.
- B. The information required under Subsection (A) may be supplied in or on a customer's bill, in a bill insert, in a newsletter issued to customers, a public forum, newspaper announcement, on the utility's website, in an electronic communication, or in any other manner approved by the governing body of the utility.

8. The City of Charlevoix shall, in the ordinary course of business, attempt to identify senior citizen customers by at least one (1) of the following methods:
 - A. Conducting customer interviews.
 - B. Obtaining information from a consumer reporting agency or consumer reporting service.
 - C. A personal or automated telephone call where direct contact is made with a member of the customer's household or a message is recorded on an answering machine or voice mail.
 - D. First class mail.
 - E. A personal visit to the customer.
 - F. A written notice left at or on the customer's door.
 - G. On a bill or in a bill insert.
9. The City shall compile and maintain shutoff protection lists for eligible senior citizen customers, eligible low-income customers, customers with medical emergencies or critical care customers that provide certification, and customers eligible for military shutoff protections, all in accordance with this policy. These lists shall be consulted before a shutoff is performed as stated in Section 23.
10. Service shall not be shut off unless a notice is sent to the customer by first class mail or is personally served not less than ten (10) days before the date of the proposed shutoff. A record of the date the notice was sent shall be maintained.
11. A notice of shutoff shall contain all of the following information:
 - A. The name and address of the customer, and the address at which service is provided, if different.
 - B. A clear and concise statement of the reason for the proposed shutoff of service.
 - C. The date on or after which service may be shut off unless the customer takes appropriate action.
 - D. The telephone number and address where the customer may make inquiry, enter into a payment plan, or file a complaint.
 - E. That the customer has the right to enter into a payment plan with the provider for an amount owed to the provider that is not in dispute and the customer is presently unable to pay in full.

- F. That the City will postpone shutoff if a certified medical emergency exists at the customer's residence and the customer informs and provides documentation to the City of that medical emergency.
 - G. That during the heating season the provider will postpone shutoff of service if a customer is an eligible senior citizen or if the customer is an eligible low-income customer that enters into a winter protection payment plan with the provider and the customer provides documentation that the customer is actively seeking emergency assistance from an energy assistance program.
 - H. The energy assistance telephone line number at the Michigan Department of Human Services (231-348-1600).
12. For an involuntary shut off, at least one attempt, in addition to the notice provided in Section 10, shall be made one or more days before the shutoff of the service to contact the customer by one (1) or more of the following methods:
- A. A personal or automated telephone call where direct contact is made with a member of the customer's household or a message is recorded on an answering machine or voice mail.
 - B. First class mail.
 - C. A personal visit to the customer.
 - D. A written notice left at or on the customer's door.
13. All attempts to contact the customer under Section 12 shall be documented.
14. Service may be shut off to a customer on the date specified in the notice of the shutoff or within ten (10) days following that date. If service is not shut off and a subsequent notice is sent, then service shall not be shut off before the date specified in the subsequent notice. Shut off shall occur only between the hours of 8 a.m. and 3 p.m.
15. Service shall not be shut off on a day, or a day immediately preceding a day, when services cannot be restored.
16. At the time a service is shut off, a notice shall be left at the customer's residence stating that service has been shut off and providing the address and telephone number where the customer may arrange to have service restored.
17. No later than three (3) business days after shutting off service to an eligible senior citizen customer, the City of Charlevoix shall make at least two attempts to contact that customer to advise the customer of the actions that the customer must take to have his or her service restored.

- A. The following notification methods may be used to contact the customer:
 - (i) A personal or automated telephone call where direct contact is made with a member of the customer's household or a message is recorded on an answering machine or voice mail.
 - (ii) First-class mail.
 - (iii) A personal visit to the customer.
 - (iv) A written notice left at or on the customer's door.
 - (v) Any other method approved by the governing body of the utility.
 - B. A communication described in Subsection (A)(iii) or (iv) made on the day of disconnection meets the requirements of this Rule.
 - C. A message left on an answering machine or voice mail or a written notice left at or on a customer's door must include a toll free or local telephone number indicating that it may be used to contact a representative of the City of Charlevoix regarding restoration of service.
 - D. The notice requirement of this section may be met with regard to a senior citizen customer by, within three (3) business days of shutting off service, making a documented referral of that customer to a social service or government agency.
18. After the reasons for shutoff have been resolved, reasonable efforts shall be made to restore service on the day the customer requests restoration. Except for reasons beyond the control of the City of Charlevoix, the service shall be restored not later than the first working day after the customer's request.
19. A charge may be assessed for restoring service.

PROCEDURES

20. Monthly utility bills are normally due on the 18th of the month. When a customer gets two months behind on their payments, they get a past due notice approximately 1-2 days after the due date. This past due notice counts as the first shutoff notice according to this policy as detailed in section 8, and shall have the information in section 9 included on the notice.
21. Customer only has to pay one month (the oldest month) to avoid shutoff. Customer gets one week (7 days) to pay the past due notice from the date mailed.

22. If customer does not pay the past due notice within the 7 day limit, the customer gets a shutoff door hanger hung on door (or mailed for out of town customers). This notice shall also have the information in section 11 included on the notice. This notice counts as the second notice as detailed in section 12. Customer gets 5 days to pay off the door hanger notice.
23. If the customer does not pay the shutoff door hanger by the due date, it will then be determined if the customer is registered on any shutoff protection lists. If the customer is registered on one or more of the lists, then the appropriate action will be taken as follows:
 - A. If the customer is an eligible senior citizen and it is the winter heating season, they shall not be shut off.
 - B. If it is summer and the forecast is for 95 degrees or greater, eligible senior citizens will not be shut off (see section on Cooling Season Shutoffs for details).
 - C. If the customer is an eligible low income customer and it is the winter heating season, the customer has the option of entering into a payment plan as outlined in the section on Heating Season Shutoffs.
 - D. The shutoff may be postponed if the customer provides documentation of a medical emergency as outlined in section 31.
 - E. The shutoff may be postponed under MCL 460.9c if household income is reduced because the customer or the customer's spouse is called to active military duty and assistance is needed to maintain electric service. The Customer must contact City Hall for details in this case.
24. If a customer is not on any of the shutoff protection lists, or if they are on a list but items a through e above do not apply, then they are called via telephone to inform them of the shutoff. In the case of a rental, the landlord is also notified that their renter will be shut off. The landlord then has the option of putting the account into their name to keep the shutoff from happening.
25. If customer still cannot pay when they are called, they are given telephone numbers to different agencies that they can contact for assistance. The customer is also given the option of entering into a payment plan with the City to catch up their whole account within a four week period.
26. If the customer has still not paid by the final due date, then another shutoff notice shall be made and hung on the door at the time the power is shut off.
27. If the customer enters a payment plan and then violates any terms of the payment plan, the customer will be shut off after getting a new shutoff notice and waiting through at least a 10 day notice period.

COOLING SEASON SHUTOFFS

28. Each morning, the temperature forecast on the website "wunderground.com" for Charlevoix or another approved index will be reviewed. If the temperature forecast for

the current day OR the following day is 95 degrees or greater, eligible senior citizen customers will not be disconnected on the current day. For Fridays, eligible senior citizen customers will not be disconnected if the forecast is for 95 degrees or greater for Friday, Saturday or Sunday.

HEATING SEASON SHUTOFFS

29. The City of Charlevoix shall not shut off service to a customer during the heating season for nonpayment of a delinquent account if the customer is an eligible senior citizen customer or if an eligible low income customer enters into a winter protection payment plan to pay to the utility a monthly amount equal to 7% of the estimated annual bill for the eligible low income customer or the eligible low income customer and the utility mutually agree upon a winter protection payment plan with different terms and the eligible low income customer demonstrates, within 14 days of requesting shutoff protection, that he or she has applied for state or federal heating assistance. If an arrearage exists at the time an eligible low income customer applies for protection from shut off of service during the heating season, the customer shall be permitted to pay the arrearage in equal monthly installments between the date of application and the start of the subsequent heating season.

30. If an eligible low income customer fails to comply with the terms and conditions of a winter protection payment plan, or if the customer fails to pay a monthly installment on a preexisting arrearage, service may be shut off after giving the customer a notice, by personal service, or first class mail, that contains all of the following information:
 - A. That the customer has defaulted on a winter protection payment plan or has failed to pay a monthly installment on a preexisting arrearage.
 - B. The nature of the default.
 - C. That unless the customer makes the payments that are past due within ten (10) days of the date of mailing, service will be shut off.
 - D. The date on or after which service will be shut off, unless the customer takes appropriate action.
 - E. That the customer may dispute the claim in writing before the date of the proposed shutoff of service.
 - F. That the utility will not shut off service pending the resolution of a dispute.
 - G. The telephone number and address where the customer may make inquiry or file a complaint.

- H. That the customer should contact a social services agency immediately if the customer believes he or she might be eligible for emergency economic assistance. The Michigan Department of Human Services can be reached at 231-348-1600.
- I. That the shut off will be postponed if a medical emergency exists at the customer's residence.
- J. That a deposit and restoration charge may be required if the utility shuts off service for nonpayment of a delinquent account.

SHUTOFF OF CRITICAL CARE CUSTOMERS OR MEDICAL EMERGENCY

- 31. Shutoff shall be postponed for not more than 21 days if the customer or a member of the customer's household is a critical care customer or has a certified medical emergency. The customer's certification shall identify any medical or life-supporting equipment being used, and the specific time period during which the shutoff of service will aggravate the medical emergency. Shut off may be extended for further periods of not more than 21 days, not to exceed a total postponement of shutoff of service of 63 days, only if the customer provides additional certification that the customer or a member of the customer's household remains a critical care customer or has a certified medical emergency. If shutoff of service has occurred without any postponement being obtained, and further certification is then provided, the service shall be restored for not more than 21 days, and shall continue for further periods of not more than 21 days, not to exceed a total of 63 days in any 12-month period per household member. Annually, shutoff extensions totaling more than 126 days per household will not be given.
- 32. As used in these Rules:
 - A. "Critical care customer" means a customer who requires, or has a household member who requires, home medical equipment or a life support system, and who has provided appropriate documentation from a physician or medical facility to the City of Charlevoix identifying the medical equipment or life-support system and certifying that an interruption of service would be immediately life threatening.
 - B. "Electric Service Limiter: means an electric meter or device used in conjunction with an electric meter that automatically interrupts all electric service to a customer without intervening direction from the utility when a utility-imposed peak usage limit is exceeded.
 - C. "Eligible low income customer" means a customer whose household income does not exceed 150% of the poverty level, as published by the United States Department of Health and Human Services, or who receives any of the following and who advises the City of Charlevoix of his or her eligibility:
 - (i) Assistance from a state emergency relief program.

(ii) Food stamps.

(iii) Medicaid.

Customer is responsible for providing documentation proving eligibility.

D. "Eligible senior citizen customer" means a customer who is 65 years of age or older and who advises the City of Charlevoix of his or her eligibility.

E. "Heating season" means November 1 through March 31.

F. "Medical Emergency" means the existence of a medical condition of the customer or a member of the customer's household, certified by a physician or public health official on official stationery, which will be aggravated by the lack of utility service.

G. "Senior Citizen Customer" means a customer of the City of Charlevoix who is 65 years of age or older.

33. These Rules shall be part of the terms and conditions of the contract for service between the City of Charlevoix and the customer.

34. These rules apply only to residential customers.

SERIOUS INJURY OR DEATH NOTICE

35. If a shutoff of service is associated with a death or serious injury the City will notify the Michigan Public Service Commission by email or phone within 24 hours and in writing within three business days.

36. The current contact information is as follows: Service Quality Division, Michigan Public Service Commission, 6545 Mercantile Way Suite 7, Lansing MI 48911, (517) 241-6046.

VIOLATIONS OF THIS PROCEDURE

37. If a customer believes that the City has violated any part of this procedure they may submit a City Complaint/Request Record. The complaint must provide specific detail of any alleged violations. The City Manager or his designate will review the complaint and any other pertinent information and shall make a determination. If it is found that the City failed to follow this procedure, then the City shall refund any late fees, fines, or payments related to a shutoff or resumption of service. If the Customer's complaint is not resolved, the customer has the right to pursue further remedies in accordance with Public Act 172 of the State of Michigan.