

R7-20 UTILITY'S DISCONTINUANCE OF SERVICE

- (a) **Violation of Rules.** - Neglect or refusal on the part of a customer to comply with these rules or the utility's rules properly filed with the Commission shall be deemed to be sufficient cause for discontinuance of service on the part of the utility.
- (b) **Access to Property.** - The utility shall at all reasonable times have access to meters, service connections, and other property owned by it on customer's premises for purposes of maintenance and operation. Neglect or refusal on the part of the customer to provide reasonable access to their premises for the above purposes shall be deemed to be sufficient cause for discontinuance of service on the part of the utility.
- (c) **Notice of Discontinuance.** - No utility shall discontinue service to any customer for violation of its rules or regulations without first having diligently tried to induce the customer to comply with its rules and regulations. After such effort on the part of the utility, service may be discontinued only after written notice of such intention, and that five (5) days, excluding Sundays and holidays, shall have been given the customer by the utility; provided, however, that where an emergency exists, or where fraudulent use of water is detected, or where a dangerous condition is found to exist on the customer's premises, the water may be shut off without such notice.
- (d) **Disputed Bills.** - In the event of a dispute between the customer and the utility respecting any bill, the utility shall make forthwith such investigation as shall be required by the particular case, and report the result thereof to the customer. In the event that the matter in dispute cannot be compromised or settled by the parties, either party may submit the fact to the Commission for its opinion, and pending such opinion, service shall not be discontinued.
- (e) **Nonpayment.** - Repealed by NCUC Docket No. M-100, Sub 28, 5/6/70, effective July 1, 1970.
- (f) **Reconnection Charge.** - Whenever the supply of water is turned off for the violation of rules and regulations, nonpayment of bill, or fraudulent use of water, the utility may make a reconnection charge, approved by the Commission, payable in advance, for restoring the service. The fee shall be no more than fifteen dollars (\$15.00); except, if the utility proves that its actual and reasonable cost for restoring the service is greater than fifteen dollars (\$15.00), the fee may be set at no more than the proven cost.
- (g) **When Water Turned Off at Customer's Request.** - When for any valid reason the supply of water has been turned off at the customer's request, the utility shall charge for restoring service the fee approved by the Commission. The fee shall be no more than fifteen dollars (\$15.00); except, if the utility proves that its actual and reasonable cost for restoring the service is greater than fifteen dollars (\$15.00), the fee may be set at no more than the proven cost.
- (h) **Turning Water On or Off, Disconnecting Meter, etc., Without Authority.** - No plumber, owner, or other unauthorized person shall turn the water on or off except in case of emergency at any corporation stop or curb stop, or disconnect or remove the meter without the consent of the utility.
- (NCUC Docket No. W-100, Sub 2, 8/21/69; NCUC Docket No. M-100, Sub 28, 5/6/70; NCUC Docket No. W-100, Sub 6, 4/18/88.)