

General Rules and Regulations

12.0 DISCONTINUANCE OF SERVICE

12.1 RIGHT TO DISCONTINUE

The Association reserves the right to discontinue service for violation of its General Rules and Regulations or tariffs.

The Association will not discontinue service before 7:00 a.m. or after 5:30 p.m. on the Association's regular business days as defined in the General Rules and Regulations - Section 5.3 APPLICATION FEE.

12.2 DISCONTINUANCE OF SERVICE WITHOUT NOTICE

Electric service may be disconnected immediately by the Association without notice to the member for any of the following events:

- a. In the event of a condition on the member's premises determined by the Association or public authority to be hazardous.
- b. In the event of member use of member's service in a manner which adversely affects the Association's equipment or the Association's service to others.
- c. In the event of tampering with the equipment furnished and owned by the Association.
- d. In the event of power diversion or if theft of electricity is discovered at a member's service location.

12.3 REFUSAL TO PROVIDE SERVICE

The Association may refuse electric service or disconnect electric service to a member after providing written notice of the pending disconnection:

- a. For violation of or noncompliance with the Association's Membership Application.
- b. For failure of the member to furnish permits, certificates, or rights-of-way which are specified to be furnished in the Association Rules and Regulations, as conditions of obtaining service.
- c. For failure of the member to permit the Association reasonable access to the Association's equipment.
- d. For nonpayment of a bill, deposit, deposit adjustment, or other charges.


Chief Executive Officer

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12.4 DESCRIPTION OF NOTICE

A notice will be sent at least ten (10) days in advance of the proposed termination date, advising the member of the reason service may be discontinued. The notice will include:

- amount due;
- date by which amount due must be paid;
- how to contact the Association;
- how to resolve any dispute, with respect to the amount or date due, or with respect to violation of any rule of law, tariff, or rule or regulation of the Association;
- and that the member may avoid discontinuance of service by paying the delinquent amounts in full.

The member has the right to make a formal complaint to the Association pursuant to the Association's General Rules and Regulations – 3.0 REGULATIONS GOVERNING CHANGE OF TARIFFS, MEMBER ATTENDANCE AT BOARD MEETINGS, DISPUTE RESOLUTION, AND RELATED MATTERS.

The Association will not send a notice of discontinuance or disconnect a member with a credit history of no late payments for the previous twelve (12) consecutive months, if the member fails to make a payment in any one (1) month period. The past due amount will be added to and shown on the following month's bill which will contain a delinquency notice, and the service may be subject to discontinuance.

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Jim Peterson
Chief Executive Officer

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12.5 THIRD PARTY NOTICE

The Association will make available to any member, upon request, a third party notification form. The member will return the third party notification form to the Association. The form will be signed by both the member (or legal representative) and by the third party to be notified in the event of possible discontinuance of service. The third party notification form will be in the following format:

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Name of Member
Street Address of Member
City, State and Zip Code
Telephone Number

THIRD PARTY TO BE NOTIFIED IN THE EVENT OF POSSIBLE DISCONTINUANCE OF SERVICE:

Name
Account Number
Street Address
City, State and Zip Code
Telephone Number
Relationship to Member
Signature of Member
Signature of Third Party
Date

12.6 REASONABLE EFFORT TO NOTIFY

The Association, when discontinuing service to a service location, will make a diligent attempt to notify the member of the pending discontinuance of service. Notices may be given to any resident at the service location who is at least eighteen (18) years of age.

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12.7 ASSOCIATION INITIATED TRIP

In the event the Association makes a trip to a service location to collect past-due amounts or discontinue service for non-payment for electric services provided, a non-refundable trip charge of \$50.00 must be paid by the member in addition to all other amounts past due or the electric service will be disconnected.

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12.8 MEDICAL EXCEPTION

The Association will not discontinue service, in the case of service to a residential account, during any period when termination of service would be especially dangerous to the health or safety of the residential member or a permanent resident of the member's household. Specifically in such cases where termination of service would create a medical emergency for the member or a permanent resident of the member's household, such will be deemed to be the case only when a physician licensed by the State of Colorado makes a certification in writing and said certification is received by the Association before service is terminated. The Association reserves the right to verify said certifications. In the event a medical certification is delivered to or received by the Association, the non-discontinuance of service as herein prescribed will be effective for sixty (60) days from the date stated on said medical certification. No extensions will be granted. A residential member may invoke the provisions herein no more than one (1) time during any period of twelve (12) consecutive months. Not more than sixty (60) days from the date of certification, the member must establish a payment arrangement as defined in Rules and Regulations 11.11 PAYMENT ARRANGEMENTS. In order to establish a payment arrangement due to medical exception, the Association shall require at least one-sixth (1/6) of all past due amounts to be paid. Due to the medical exception the Association will allow up to six months for the payment arrangement be paid in full through payment arrangement installments.

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The payment arrangement due date will supersede any other billing statements processed after the payment arrangement is made.

All current bills will be due in addition to the payment arrangement installments and the member will not be allowed to enter into any additional payment arrangement until the medical exception arrangement has been completely satisfied.


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Failure to keep the payment arrangement as agreed will cancel the payment arrangement and service will be subject to disconnection without further notice.

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12.9 MEDICAL EXCEPTION AFTER DISCONTINUANCE OF SERVICE

In the event the member's service has previously been discontinued for non-payment and a medical certification is presented to the Association after the discontinuance date, it will not be justification for reinstating the service. However, the member may make a good faith payment of one half (1/2) of: all past due amounts, a non-refundable trip charge, a non-refundable meter setting reconnection charge, deposit, and applicable deposit adjustments as required by the General Rules and Regulations – 9.0 MEMBER DEPOSITS – DEPOSIT ADJUSTMENT. Upon the Association receiving such good faith payment, service will be reinstated immediately and future notices of discontinuance of service will be suspended for sixty (60) days from the date of the medical certification. Not more than sixty (60) days from the date of certification have passed, the member must establish a payment arrangement as defined in Rules and Regulations 11.11 PAYMENT ARRANGEMENTS. In order to establish a payment arrangement due to medical exception, the Association shall require at least one-sixth (1/6) of all past due amount to be paid. Due to the medical exception, the Association will allow up to six months for the payment arrangement be paid in full through payment arrangement installments.

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Failure to keep the payment arrangement as agreed will cancel the payment arrangement and service will be subject to disconnection without further notice.

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12.10 MEMBER ASSISTANCE

The Association will provide a list of major federal, state or local government agencies, known to the Association, and a list of all organizations and agencies, public and private, known to the Association which provide financial assistance or benefits relating to utility service at www.mvea.coop.

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12.11 MULTI-DWELLINGS

In situations involving permanent residents in multi-unit dwellings known by the Association to exist, where the Association's residential service for the entire dwelling is recorded on a single meter, the Association, at least ten (10) days prior to the proposed termination date for the dwelling involved, will make every reasonable effort to (1) deliver to the service location a written notice to each individual dwelling unit within the multi-unit dwelling advising that a notice of discontinuance has been sent to the party responsible for payment of electric bills for the dwelling, the date upon which termination will become effective, and how the individual resident in the dwelling unit may contact the Association for additional information concerning the proposed termination; or (2) mailing such a notice by first class mail to the addressee or occupant of each unit of the multi-unit dwelling, and to the extent possible, and (3) post a copy of said notice in at least one of the common areas of the multi-unit dwelling.

12.12 DISCONTINUANCE AT DECLINED PAYMENT

In the event a member presents a check with insufficient funds, declined electronic payment, or declined payment card as payment of an amount due pursuant to a pending notice of discontinuance, this will not constitute payment. The Association will not present the payment a second time as prescribed in Section 11.12.1 CASH, CHECK OR MONEY ORDER. Discontinuance of the service will result immediately without further notice.

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12.13 AFTER SERVICE IS DISCONTINUED

In the event the Association discontinues service because of a member's failure to pay a bill or deposit, the service will not be restored until payment for all amounts due is made by cash, money order or valid card payment currently accepted by the Association. All amounts due will include a deposit as required by the General Rules and Regulations – 9.0 MEMBER DEPOSITS –DEPOSITS ADJUSTMENT, all


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amounts past due, and if applicable, a non-refundable trip charge, and a non-refundable meter setting reconnection charge. The trip charge will be \$50.00. The daytime meter setting reconnection charge of \$75.00 will be charged to the member for reconnections when the request is made for personnel to be dispatched in time to allow travel to and from the meter service location during the hours of 7:00 a.m. to 5:30 p.m., Monday through Friday. The after-hours meter reconnection charge of \$200.00 will be charged to the member for reconnections requested by the member to be performed during the hours of 5:30 p.m. to 8:00 p.m. Monday through Friday or 7:00 a.m. to 8:00 p.m. on Saturday or Sunday when notice was not given by the member in sufficient time to allow the reconnection during normal business hours. Meters will not be reconnected on any day during the hours of 8:00 p.m. to 7:00 a.m. or on scheduled holidays as defined in the General Rules and Regulations Section - 5.0 APPLICATION FOR SERVICE.

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12.14 MEMBER INITIATED TRIP

In the event a member requests the Association make a trip to a service location, a non-refundable trip charge of \$50.00 may be assessed to the member's account.

12.15 FRAUDULENT INTENT

When a new member makes application for service and the former member at that service location has an unpaid balance with the Association, the new member will not be liable for the former member's unpaid balance. However, the Association may decline to furnish service at the same location in the event fraudulent and deceptive activity is taking place. This may also be called subterfuge which includes, but is not restricted to, a request to transfer service to a new member of legal age living at service location while the original member continues to reside at that same service location. In this event, the original member will continue to be responsible for any unpaid balances, including any applicable charges and deposits as required by the Association's tariffs, and the service to the new member request will be denied.



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