

11 - DELINQUENT ACCOUNTS

11.1 - Late Fees

Any billed service charge or fee, that is not paid on or before the due date printed on the billing statement will be subject to a late fee as set forth in Section 14 Schedule of Deposits, Credits, and Miscellaneous Charges.

11.2 - Notice of Pending Disconnect

Written notice will be sent to a Customer by first class mail at least fourteen (14) days before service is discontinued under this policy and will advise the Customer of the reason(s) for the disconnection action except in the case of fraudulent use of service, when the District may disconnect service without notice. For the purpose of this policy, notice shall be considered to have been given when placed in the United States mail addressed to the Customer at his address as shown on the District's records.

The District will attempt to provide additional notification approximately seven (7) days prior to the disconnection through automated phone equipment when the District's phone service is available or with field delivered door hanger notice. Additional fees will be assessed for the door hanger as set forth in Section 14 Schedule of Deposits, Credits, and Miscellaneous Charges.

When it is necessary, in the opinion of the District, to mail a collection notice to any Customer (in addition to regular billing statements), a charge of the actual cost to the District may be added to the Customer's bill, in order that collection costs may be paid by those Customers creating said costs.

Once a Customer has been notified of the pending disconnection, further notice of intent to disconnect will not be given in the case of broken payment arrangements and returned payments.

11.3 - Reconnection

Whenever personnel have been dispatched to reconnect service as per this policy, a ~~fee charge~~, as set forth in Section 14 District's Schedule of Deposits, Credits, and Miscellaneous Charges will be ~~made-charged~~ for restoring service. If the actual cost of labor, transportation, and overhead to cover the expense of such restoration exceeds the designated ~~fee charge~~, the Customer shall pay the actual cost.

Services will not be reconnected until all past due balances are paid in full. Under some circumstances, as provided ~~and out in~~ section 11.4 – Shutoff Protection, a reasonable payment arrangement may be accepted in lieu of payment.

11.4 - Shut off Protection

11.4.1 Medical Emergency Shut Off Protection

Any Customer-~~owner with a legitimate medical need claiming to have a medical emergency~~ can request either to have their service not shut off, or if already off, to have it restored. The following steps must be taken by the Customer-~~owner~~ once a medical emergency has been claimed.

1. Once the Customer-~~owner~~ has been notified of and has acknowledged a planned shut off (either by phone, door hanger, actual shutoff, or by PUD employee dispatched to disconnect services) the Customer will have seven (7) days to:
 - a. Pay ten percent (10%) of the outstanding balance, in addition to any disconnect or reconnect charges.
 - b. Provide a medical certificate that includes:
 - i. Residence location
 - ~~ii. Explanation of how the current medical condition will be aggravated by disconnection of service.~~
 - ~~iii.ii.~~ Estimate of how long the condition is expected to last.
 - ~~iv.iii.~~ Medical certificates must be renewed annually for conditions that are expected to be ongoing.
 - ~~v.iv.~~ Title, signature, and phone number of the person certifying the condition.
 - c. Sign an agreement to (1) pay the balance owed within one hundred and twenty (120) days and (2) pay all new charges on time.
2. If services are disconnected before the Customer-~~owner claims a~~ requests protection under this policy medical emergency, their services will be restored that day for a reconnect charge as set forth in the schedule of Deposits, Credits, and Miscellaneous Charges, unless the call to reconnect is after normal PUD work hours, in which case service will be restored the next business day. The Customer-~~owner~~ can also choose to have power reconnected after hours that day for an ~~after hours~~ after-hours reconnection fee as set forth in the applicable Schedule of Deposits, Credits, and Miscellaneous Charges.
3. If the Customer-~~owner~~ fails to meet these conditions of reconnection, they will be sent a disconnection notice and ~~will be terminated at the next regularly scheduled disconnection cycle.~~

All medical certificates ~~will must~~ be reviewed by PUD staff every ninety (90) days.

The customer owner can go through this process twice within twelve (12) month period. All previous payment deferments due to medical emergency must be satisfied prior to any new claim of medical emergency.

11.4.25—Winter Moratorium

Under RCW 54.16.285, Customer-~~owners~~ may qualify for protection from disconnection for non-payment between November 15 through March 15. To be protected under the law the Customer must complete the following:

1. Notify Customer Service within five (5) business days after receipt of a past due statement that they are unable to pay their bill.
2. Provide the Customer Service Department with a statement from Olympic Community Action Programs that their income qualifies for the moratorium. This statement must also provide a dollar figure that is 7% of the Customer's monthly household income.

3. Apply for ~~low-income~~low-income energy assistance from either a government or private source and agree that any utility assistance payment received by you will be paid to the District.
4. Apply for ~~low-income~~low-income weatherization assistance to the District or appropriate agency if available.
5. Agree to maintain a payment plan designed to bring your account current by October 15. Customers may not be required to pay more than 7% of their certified monthly income plus one twelfth (1/12) of any arrearage accrued from November 15 through March 15.
6. The Customer must agree to pay the monies owed even if ~~they~~the Customer-Owner moves.

11.4.3 – Extreme Heat Moratorium

On any day which the National Weather Service (NWS) has issued or has announced that it intends to issue a heat-related alert for Jefferson County JPUD staff will postpone any scheduled non-pay disconnections of electric and water services until the first business day after the NWS cancels the extreme heat alert.

Any Customer-owner whose utility service has already been disconnected for non-payment may request temporary reconnection of services for the duration of the heat event by calling the District and speaking to Customer Service. Provided there are no safety issues that may arise from reconnection, the District will make a reasonable attempt to reconnect services. Upon the cancellation of the extreme heat alert, JPUD staff will automatically disconnect services without further notification to the Customer-owner.