

# NORTHERN VIRGINIA ELECTRIC COOPERATIVE

## Delinquent Residential Account Disconnection Policy

### Objective of Policy:

It shall be the policy of Northern Virginia Electric Cooperative to adhere to electric service disconnection procedures for non-payment of properly tendered electric bills in compliance with requirements set forth in the Code of Virginia (§§ 56-247.1, 56-245.1:3, 56-245.1:4, § 44-146.29:4), SCC Administrative Rules (20VAC-330), and the Company's filed Terms & Conditions as amended from time to time. The Cooperative will consistently conduct disconnections in adherence to good utility practice.

### Policy:

#### A. Disconnection of Delinquent Accounts:

1. The Cooperative reserves the right to discontinue furnishing electric distribution service to a residential member upon their failure to pay bills or required deposits (hereinafter, "delinquent accounts") subject to the aforementioned conditions and limitations.
2. The following conditions and limitations only apply to service discontinuance of residential delinquent accounts. All other service discontinuities shall be governed solely by the standard discontinuance of service policy in the terms and conditions of service.

#### B. Suspensions of Disconnection of Delinquent Accounts:

1. State of Emergency
  - i. *Communicable Diseases*. The Cooperative will not disconnect a delinquent account for 30 days upon the declaration of emergency by the Governor in response to a communicable disease of public health threat.
  - ii. *Other Emergencies*. The Cooperative may suspend the disconnection of delinquent accounts at its discretion in adherence to good utility practice.
  - iii. *State Corporation Commission Discretion*. The Cooperative shall comply with directives from the State Corporation Commission regarding the extension or modification of disconnection suspensions if deemed necessary or in the public interest.
2. Extreme Weather:
  - i. *Hot Weather*. When the temperature is forecasted to be at or above 92 degrees Fahrenheit within the 24-hour period following the scheduled disconnection.
  - ii. *Cold Weather*. When the temperature is forecasted to be at or below 32 degrees Fahrenheit within the 24-hour period following the scheduled disconnection.

- iii. *Temperature Determinations.* For the purposes of this policy, temperature is determined based on the forecasted local temperature provided by the National Weather Service where the member to be disconnected is located.

C. Disconnection Notice and Notice Procedures:

1. The Cooperative will provide all residential members with a copy of its disconnection for nonpayment policy:
  - i. At the establishment of a new residential account.
  - ii. When scheduling a disconnection for nonpayment, include a copy of the policy with the notice.
  - iii. By publishing the disconnection policy on the Cooperative's website.
2. Notice of nonpayment shall be delivered prior to disconnection by mail and using at least one other of the following methods:
  - i. email,
  - ii. text message,
  - iii. phone call, or
  - iv. door hanger.
3. Notices will be provided in English and Spanish and include information regarding payment plans and available energy assistance programs.

D. Timing of Disconnection:

1. Disconnections due to nonpayment shall not occur until the member's account is 60 days in arrears.
2. Disconnections for nonpayment shall not occur on Fridays, weekends, state holidays, or the day immediately preceding a state holiday.

E. Member Assistance Programs:

1. After each missed payment, the Cooperative will offer bill payment assistance, arrange a payment plan, or provide information on other available assistance programs.
2. The Cooperative will not require a deposit of more than 25 percent of the arrearage amount, exclusive of nonpayment fees, penalties, or interest, to restore service to any residential member who received funding from the Department of Social Services through the Home Energy Assistance Program within the last 12 months. A member is eligible for this provision once every three years.

F. Additional Requirements for Serious Medical Disconnections:

1. Delay of Termination upon Notice and Certification:
  - i. *Initial 30-Day Delay.* Following a notice of intent to terminate service, the cooperative will delay the disconnection for an additional 30 calendar days if a Serious Medical Condition Certification Form is filed by the residential member. This delay allows the member ample time to address the outstanding issues without compromising their health. This 30 calendar day delay can only be invoked twice in a 12 month period.
  - ii. *10-Day Delay Pending Certification.* If the member or a family member residing with them has a serious medical condition but has not yet filed a certification form, the cooperative will delay termination for 10 calendar

days upon receiving oral or written notification. During this period, the cooperative will:

- a. Inform the member about the 10-day delay and the need to submit a Serious Medical Condition Certification Form.
  - b. Provide access to the certification form via the cooperative's website or the State Corporation Commission's website.
  - c. Within two business days, mail, email, or fax the certification form upon the member's request.
  - d. Mail a letter to the member within two business days, detailing the date of notification, the expiration date of the 10-day delay, and instructions for submitting the certification form.
2. *Restoration of Service.* If service has been terminated within the past 14 days, the cooperative will promptly restore service upon receiving a Serious Medical Condition Certification Form and a request for reconnection. No upfront payment will be required for reconnection, though applicable reconnection fees will be added to the next monthly bill. A further 30-calendar day delay in service termination will follow the reconnection.
  3. *Limitation on Delay Requests.* The cooperative permits residential members to request a delay in service termination under this policy up to two times within a 12-month period. These 30-day delays may be consecutive, ensuring continuous protection for members with serious medical conditions.
  4. Communication and record-keeping during any delay period:
    - i. If a payment arrangement is established, a confirmation letter will be mailed within three business days.
    - ii. If no arrangement is reached, a letter detailing potential termination and available payment options will be mailed at least 10 days before the delay period ends.