



# Montana-Dakota Utilities Co.

A Division of MDU Resources Group, Inc.

400 N 4<sup>th</sup> Street  
Bismarck, ND 58501

## State of Wyoming Electric Rate Schedule

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W.P.S.C. Tariff No. 4  
1<sup>st</sup> Revised Sheet No. 150  
Canceling Original Sheet No. 150

### SERVICE EXTENDER PROGRAM Rate 103

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The use of a Service Extender provides a viable discretionary alternative to the termination of service in dealing with customers with delinquent accounts. The Service Extender restricts the service availability, but allows sufficient energy to operate heating systems and provide some basic needs. The Service Extender will automatically interrupt service when the fixed level of use is exceeded. Service can be restored by the customer by discontinuing a portion of the usage and pressing the reset button located on the bottom of the Service Extender.

#### 1. Account Selection Criteria

Accounts will be considered for the installation of a Service Extender when:

- 1.1 The customer is delinquent in payment for services rendered; or
- 1.2 The customer has failed to honor a prior arrangement; or
- 1.3 The customer refuses to negotiate in good faith; or
- 1.4 The Company has been unable to negotiate a reasonable/ satisfactory payment arrangement.

#### 2. Exclusion Conditions

A service extender shall not be installed when any one of the following conditions exist:

- 2.1 Customer or occupant who is normally home alone has a physical disability which would prohibit reasonable access to the meter to operate the reset button.
- 2.2 Customer or occupants do not have access to the metering equipment on which the Service Extender is installed.
- 2.3 To a residence where the primary source of heating is electricity.

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- 2.4 An electrically operated life support system is used on the premises.
  - 2.5 The customer does not have the ability to comprehend the action being taken.
  - 2.6 The occupant of the premises is not the customer.
  - 2.7 A billing or service complaint/dispute is pending.
  - 2.8 The occupant of the premises is 65 years of age or older.
3. Notification Process
- 3.1 At least seven full calendar days prior to the installation of a Service Extender, a written notice shall be mailed or delivered to the customer. The following information will be inserted on the notice:
    - A - Customer's account number.
    - B - Customer's name.
    - C - Service address.
    - D - Date notice is being prepared.
    - E - Customer's delinquent amount.
    - F - Calculated security deposit, if required.
    - G - Reconnect fee.
    - H - Total of delinquent amount, security deposit, and reconnect fee.
    - I - Address at which Extender will be installed.
    - J - The date on which the Extender will be installed (seven or more calendar days from the anticipated date customer will receive notice).
    - K - The date by which payment must be made to avoid installation (one work day before installation date).
    - L - Telephone number of Company office serving account (include extension number, if available).

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- M - Address of office serving account.
- N - Advises customer total disconnect may take place after one week if no arrangements are made for payment.

- 3.2 On the scheduled date of installation, prior to the installation of the Service Extender, every effort shall be made to make personal contact at the premises for the following purposes:
  - 3.2.1 Emphasize the information contained within the previously delivered or mailed notice.
  - 3.2.2 Ascertain if any "exclusion condition" exists which may prohibit the installation of a Service Extender.
  - 3.2.3 Explain the operation of the Service Extender.
- 3.3 After a Service Extender has been installed, a notice to such effect shall be delivered to a responsible adult or conspicuously posted at the affected premises. The following information will be inserted on the notice:
  - A - Customer's account number.
  - B - Customer's name.
  - C - Service address.
  - D - Date notice prepared.
  - E - The amperage rating of the circuit breaker on the Extender installed.
  - F - Customer's delinquent amount.
  - G - Amount of security deposit, if required.
  - H - Reconnect fee.
  - I - Total of delinquent amount, security deposit, and reconnect fee.
  - J - Telephone number of office serving account (also emergency number that can be reached after 5 p.m.).
  - K - Address of office serving account.

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#### 4. Notice of Intent to Limit Service

If, at any time after the issuance of a Notice of Intent to Limit Service, a customer or occupant contacts the Company concerning the proposed action, a Company employee shall fully explain:

- 4.1 The reason for the proposed installation of a Service Extender.
- 4.2 All available methods to avoid the installation, such as:
  - 4.2.1 Making payment in full.
  - 4.2.2 Entering into a payment agreement with terms acceptable to the Company.
  - 4.2.3 Restoring an existing payment agreement to a "current status."
- 4.3 The right of the customer to file a billing or service dispute with the Company and thereafter, if dissatisfied, an informal complaint with the Commission.
- 4.4 The customer's duty to pay any portion of a bill which he/she does not dispute and that failure to do so shall result in the planned installation of the Service Extender.
- 4.5 The Medical Emergency Procedures which allow the customer an additional 30 days to work out a satisfactory payment plan if the installation of the Service Extender will endanger the health of a member of the household or if any member of the household is handicapped.

#### 5. Medical Emergency Provisions

- 5.1 Immediately, upon receipt of notification that a medical condition or serious illness exists at a premises where a Service Extender will be installed, the following action shall be taken:

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5.1.1 Contact the physician of the occupant to verify/obtain the following information:

5.1.1.1 Name and address of the afflicted person(s).

5.1.1.2 Relationship to the customer.

5.1.1.3 Age of afflicted person.

5.1.1.4 Nature and anticipated duration of illness.

5.1.1.5 Appliances required as a result of affliction.

5.1.2 After the additional thirty days have been allowed and the Company has been unable to negotiate a reasonable payment arrangement, dispatch Company employee to the premises to determine whether the Service Extender will permit the operation of the required appliances.

5.1.2.1 If the Service Extender will permit the operation of the required appliances, the installation of the Extender may commence.

5.1.2.2 If the Service Extender will not permit the operation of the required appliances, installation shall be postponed until after the illness.

### 6. Times at which Service Extenders are to be Installed and Removed

Service Extenders are to be installed and/or removed only during regular working hours in accordance with the Wyoming Public Service Commission's Procedural Rules as they relate to disconnections. Specifically, the use of Service Extenders is subject to that portion of Section 242(c) which provides that:

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"Termination of service under this rule may only be effected between the hours of 8:00 a.m. and 4:00 p.m. Monday through Thursday, and service may not be terminated on a legal holiday as defined by W.S. 8-6-101, or the day before such a legal holiday."

#### 7. Length of Time for Service Extender on Customer's Meter

A Service Extender will be installed for a period of at least one week, giving the customer time to make payment arrangements or obtain help from social agencies before total disconnection is made. During the winter months, the Service Extender may stay in place until arrangements are made for payment of bill or until total shut-off can be effected under the Commission's and Company's winter termination rules.

#### 8. Restoration of Normal Service

A Service Extender will be removed and normal service restored to the customer under one of the following conditions:

- 8.1 Account balance is reduced to a current status and payment of a security deposit, if required by Company.
- 8.2 Customer has made satisfactory payment arrangements.
- 8.3 Determination that the service restriction does not permit the use of an appliance required due to illness.
- 8.4 Determination that, due to a change in circumstances, an "exclusion condition" exists at the premises.
- 8.5 A reconnect fee will be charged to have normal service restored in accordance with §V1.1.C. of Rate 100.

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