

R10-16 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. Whenever sewer service is discontinued for any reason the utility shall send a report of termination of service to the local county board of health for compliance with G.S. 130A-335.

(b) Access to Property. — The utility shall at all reasonable times have access to 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 his 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 at least five days' written notice excluding Sundays and holidays shall have been given the customer by the utility, provided, however, where an emergency exists or where fraudulent use is detected, or where a dangerous condition is found to exist on the customer's premises, the sewer service may be cut 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 customer. In the event that the matter in dispute cannot be compromised or settled by the parties, either party may submit the facts to the Commission for its decision, and pending such decision, service shall not be discontinued.

(e) Reconnection Charge. — Whenever the sewer service is cut off for the violation of rules and regulations, or nonpayment of bill, 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) for restoring said service; 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.

(f) Report of Discontinuance of Service to Be Filed with Health Department. — Whenever sewer service is discontinued for any reason the utility shall send a report of termination of service to the local county board of health for compliance with G.S. 130A-335.

(NCUC Docket No. S-100, Sub 1, 8/23/67; NCUC Docket No. M-100, Sub 28, 5/6/70, effective 7/1/70; NCUC Docket No. W-100, Sub 48, 12/31/09; NCUC Docket No. M-100, Sub 140, 12/03/13.)