

**Subject: SUSPENSION OF UTILITY SERVICES**

Utility services may be suspended for the following reasons:

- 1) National, state, or local code violations exist. If any utility system installation, construction, or alteration made does not conform to local, state or national codes, laws, or regulations, service will be suspended.
  - a. Changes or repairs to a customer's wiring or plumbing that are necessary to correct code violations will be made at the customer's expense.
  - b. Notification of code violations by a governmental agency will cause suspension of utility service.
- 2) Theft of utilities in relation to consumption of electricity, water, steam or gas will cause utility service to be suspended.
- 3) Non-payment of HPUC utility bill will lead to utility service suspension.
  - a. Customers will be disconnected when a bill is no less than 30 days past due.
  - b. Customers must pay all past due amounts in full plus an additional service reconnect fee before service is reconnected.
- 4) Violation of HPUC policies, procedures, or regulations will lead to utility service suspension.
- 5) Utility services will be suspended temporarily for repairs and conversion work.
- 6) Utility services will be disconnected when deemed necessary to protect life or property. The services will be disconnected at no charge to the customer.
- 7) Utility services will be suspended and the HPUC will not be obligated to provide services due to causes beyond their control such as employee strikes, riots, fires, accidents, legal interference or prohibition.
  - a. In the event of a plant shut-down due to causes beyond their control, the HPUC will waive any minimum customer service charges during that period provided that the customer's term of contract is then extended for a corresponding period of time.

Utility services will be resumed when the situation has been corrected to the satisfaction of the HPUC and/or governmental agency.