

Disconnection of Electric Service Commercial Customers

Taken, in part, from the Commercial Electric Billing Rules, SERVICES SUPPLIED BY ELECTRIC UTILITIES, MCL R 460.3101 - R 460.3908.

R 460.3903 Denial or shutoff of service to commercial and industrial customers.

Rule 903. (1) Service to commercial and industrial customers may be denied or shut off for any of the following reasons:

(a) Without notice, if a condition on the customer's premises is determined by the utility or a governmental agency to be hazardous.

(b) Without notice, if a customer uses equipment in a manner that adversely affects the utility's equipment or the utility's service to others.

(c) Without notice, if the customer tampers with the equipment furnished and owned by the utility.

(d) Without notice, if unauthorized use of the equipment furnished and owned by the utility occurs, including obtaining the use of equipment by submitting a falsified application.

(e) For violation of, or noncompliance with, the utility's rules on file with, and approved by, the commission.

(f) For failure of the customer to fulfill his or her contractual obligations for service or facilities that are subject to regulation by the commission.

(g) For failure of the customer to permit the utility reasonable access to its equipment.

(h) For nonpayment of a bill if the utility has made a reasonable attempt to obtain payment.

(i) For failure of the customer to provide the utility with a deposit as authorized by R 460.3901.

(2) Except as provided in subrule (1)(a), (b), (c), and (d) of this rule, a utility shall give a customer written notice that if the customer does not settle the account or comply with the rules and regulations of the utility within 10 days of issuance of the notice to the customer, the utility may deny or shut off service.

(3) At least 1 day before scheduled field action for shutoff, an attempt shall be made to contact the customer by telephone or in person. If contact is not made within 24 hours before the scheduled shutoff, a notice shall be left at the premises in a conspicuous location indicating that service may be shut off the next business day if the bill is not paid.

(4) If the customer's premises are not occupied for residential purposes, the utility may give the notice required in subrule (3) of this rule by mailing the notice to the customer. The notice shall indicate the date on which service may be shut off, which shall be not less than 4 calendar days after the postmark date.

(5) Service shall not be shut off on the day preceding a day or days on which the utility does not provide for receiving payments and restoring service, except as provided in subrule (1)(a), (b), (c), and (d) of this rule.

History: 1979 ACS 13, Eff. Jan. 6, 1983; 1996 MR 4, Eff. May 10, 1996.

R 460.3904 Denial or shutoff of service to commercial and industrial

customers; insufficient cause.

Rule 904. (1) The following reasons do not constitute sufficient cause for denial or shutoff of service to a prospective or present commercial or industrial customer:

(a) Delinquency in payment for service by a previous occupant of the premises to be served.

(b) Failure to pay for items, such as merchandise or appliances, or services that are not approved by the commission as an integral part of the electric service provided by the utility.

(c) Failure to pay for a different type or class of public utility service.

(d) Failure to pay the bill of another customer as guarantor.

(2) A utility shall not shut off service during a reasonable time period given to a customer to pay the amount of a backbilling as provided in R 460.3403(12) and R 460.3404(3).

History: 1979 ACS 13, Eff. Jan. 6, 1983; 1996 MR 4, Eff. May 10, 1996.

R 460.3908 Notice of Shutoff.

Rule 908. Not less than 10 days before the proposed shutoff of service to a commercial or industrial facility that is occupied by more than 5 business entities that are not responsible for payment of the bill, a utility shall make a reasonable attempt to notify each occupant that service may be subject to shutoff after a specified date.

History: 1996 MR 4, Eff. May 10, 1996.