

## 2. **Weather Policy (Added June 13, 2023)**

OUC monitors the weather forecast on WFTV- 9 to determine if there is a need to suspend disconnects due to extreme weather. The **Director of Customer Billing & Collections or the Manager of Credit and Collections** uses set guidelines in making decisions regarding the suspension of disconnections for non-payment activities in advance of extreme temperature forecasts. This decision is made by noon the previous day of temperatures forecasted to fall below **33 degrees** or rise above **95 degrees**.

The following categories of disconnect activity are suspended under this policy:

- Traditional metered services
  - o Truck roll and remote disconnects, including Power Pass (Pre-Paid) remote disconnects,
  - o Electric & water,
  - o Residential & commercial

The weather policy does not apply to:

- o Accounts already disconnected for non-payment
- o Water services at the same premise as previously disconnected electric service for non-payment

**Exception:** OUC reserves the right to disconnect accounts, regardless of temperature forecasts, that are under investigation for fraudulent activity such as identity theft, tampering & theft of service.