CAPI Scenario-Household Rule

It is early March.  Two billing cycles have passed with no payment, and no contact from the account holder.  The service is now slated for disconnection and proper notice has been given by the utility.  Temperature during the disconnection window looks to be favorable for disconnection.  The account holder’s roommate, not authorized on the account, speaks with the utility, explaining that the account holder has been incarcerated since being arrested on New Year’s Eve.

For the purposes of the utility discussing options with the roommate, does this scenario represent a change of household under the household rule?  Should the roommate be able to establish new service in her own name starting with a zero balance, or, should the delinquent balance be transferred to the roommate’s name since she has been living there all along (her name is on a lease provided to the utility when the account holder established service) and the account holder has not officially “moved out”?

**The utility can ask the roommate to accept the account holder’s charges. If she declines, she can open the account in her name and not be responsible for those charges per the Household Rule.**