CAPI Scenario-High Use

The consumer is disabled and diabetic with multiple health issues and has received an electric disconnect notice. The PUC asked her to call CAPI as she has requested a waiver to receive a 4th medical note. She needs $1,375 in order to rescind the disconnect notice. She can only pay $100. She also was billed for a deposit increase of $130. She has called social service agencies for assistance with little luck. The consumer owes in total $4,700. When asked why her balance is so high, CAPI learned that the consumer's usage is very high. Last month she used 1,700 kwh and this is her average or higher most of the year. Last summer she averaged over 100 kwh/day - over 3,000 kwh/month. When asked about her electric use, she didn't know why she uses so much electricity.

What actions can the electric company take?

**The utility can offer a meter test, if the consumer has not requested one in the past twelve months.**

 **The consumer can be referred to Efficiency VT (EVT) for homeowners and renters, and to weatherization (if he or she is the homeowner).**

**If the customer is a renter and has access to the breaker, CAPI often suggests that the consumer perform a breaker test to determine if the meter is connected to something that is not in the consumer’s apartment.**