

DISCONNECTION 1

A consumer has a disconnection notice. Consumer calls CAPI for assistance and states that the notice amount is for over \$1000.00. Consumer stated that she called the electric company and promised a med note (that she can't get) and they turned the service back on. Consumer stated that the electric company is going to disconnect again today because the seven days has expired.

CAPI called the electric company and they sent a copy of the notice and reminder that was sent to the consumer. The notice amount is for \$872.28 and they are looking for ½ of that amount. The utility says that the consumer was made aware of this.

The consumer came up with \$300.00 to pay the electric company, however, they would not accept that amount to stop the disconnection.

CAPI contacted the electric company and they will accept nothing less than ½ due to having one broken payment arrangement and only two payments made in 8 months.

Does the electric company have to take the \$300.00 to stop the disconnection or can they require the consumer to pay the full ½, \$436.13?

The utility can require half under PUC Rules. Since the amount is close, it is likely that CAPI would ask the utility to reconsider accepting the payment. CAPI would advise the customer if she breaks the arrangement, we may not be able to negotiate with the utility on a future notice.