

## DISCONNECTION 2

A consumer's electric was disconnected yesterday. The consumer contacted CAPI and stated that the last disconnect notice she has was from June 16, but the electric company says that they sent her one on July 28. Consumer stated that she offered to pay the electric company \$400.00, however, she only ended up having \$350.00 but also told them she would pay another \$200.00 on Friday and then she would pay them \$50.00 a week after that. Consumer has health issues and thinks she used two med notes this year, but the electric company said that she has used 3 med notes. The consumer stated that the notice is for \$1200.00. Consumer stated that she spoke to the utility and offered to pay \$400.00 immediately and a \$200.00 payment on Friday, but now the utility is not going to cancel the disconnection because the payment is \$350.00 instead of \$400.00.

CAPI contacted the electric company. The company provided copies of the notices sent to the consumer. There have been no payments on the account since April 2018, and the consumer has 2 broken payment arrangements. Consumer also used the 3<sup>rd</sup> med note for 2018 and 2<sup>nd</sup> consecutive, which expired July 17. The consumer's notice amount is \$1293.00

What can the consumer do to reconnect?

**The utility is demonstrating flexibility by taking less than half to reconnect. The best option for the customer is to somehow pay the additional \$50.00. The customer is not paying what was promised, however, it is close to the promised amount. It is likely that CAPI would encourage the company to accept the payment and reconnect. If the consumer does not make the \$200.00 payment, CAPI would support a five day notice.**