

## HOUSEHOLD RULE

Account holder, Sarah, calls to put service in her name. Service is put into the account holder's name. Six months later, the consumer is disconnected for non-payment. Consumer's nephew, Joe, calls to have service turned on in his name. Joe states he does not live at the residence. After some research, it is brought to your attention that Joe does live with Sarah and has been living with Sarah since she moved into the apartment. Joe's name is not on the lease, but has nothing that he can provide showing that he lives at another address. Can Sarah's past due balance be transferred to Joe's new account? What documentation could Joe have provided that would be acceptable?

**If the utility provided Joe the opportunity to prove that he did not live with Sarah when the old balance was accrued and he could not provide any documentation, the utility can transfer Sarah's charges and offer Joe a PA.**