MEMBER POLICY #8

SUBJECT: REFUSAL OF SERVICE

1. Compliance By Applicant

Bowie-Cass Electric Cooperative, Inc., may decline to serve an applicant until such time as the applicant has complied with all state and municipal regulations as well as the approved policies of the Cooperative governing the service for the following reasons:

(a) Applicant's facilities are inadequate. The applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given, or the applicant's facilities do not comply with all applicable state and municipal regulations.

(b) Violation of an electric utility's tariffs. The applicant fails to comply with the electric utility's tariffs pertaining to operation of nonstandard equipment or unauthorized attachments which interfere with the service of others. The electric utility shall provide the applicant notice of such refusal and afford the applicant a reasonable amount of time to comply with the utility's tariffs.

(c) Intent to deceive. The applicant applies for service at a location where another member received or continues to receive service with an outstanding electric bill. and the electric utility can prove the change in identity is made in an attempt to help the other member avoid or evade payment of an electric utility bill. An applicant may request a supervisory review if the electric utility determines that the applicant intends to deceive the electric utility and refuses to provide service.

(d) For indebtedness. The applicant owes a debt to any electric utility for the same kind of service as that being requested. In the event an applicant's indebtedness is in dispute, the applicant shall be provided service upon paying a deposit pursuant to Member Policy #10.

(e) Refusal to pay a deposit. Refusing to pay a deposit if applicant is required to do so.

2. Applicant’s Recourse

In the event that the Cooperative shall refuse to serve an applicant under the provisions of these rules, the Cooperative must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the Public Utility Commission of Texas.

3. Insufficient Grounds for Refusal To Serve

The following shall not constitute sufficient cause for refusal of service to a present member or applicant:

a. Delinquency in payment for service by a previous occupant of the premises to be served so long as there is no evidence to support an "intent to deceive".
b. Failure to pay for merchandise, or charges for non-utility service purchased from the Cooperative.
c. Failure to pay a bill to correct previous underbilling due to billing discrepancy more than six months prior to the date of application.
d. Violation of the Cooperative rules pertaining to operation of non-standard equipment or unauthorized attachments which interferes with the service of others, or other services such as communications services, unless the member has first been notified and been afforded reasonable opportunity to comply with said rules.
e. Failure to pay the bill of another member at the same address except where the change of member identity is made to avoid or evade payment of a utility bill.

Adopted by the Board:	August 20, 1976
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