

Wheat Belt Public Power District Board of Directors Policy



Policy: **C-19**

Title: **After Hours Connections or Disconnects
(Customer Requested)**

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Original Issue: **09-20-2002**

Last Review: **09-27-2024**

Last Revised: **09-27-2024**

RESPONSIBLE DEPARTMENT: Customer Engagement

ACCOUNTABLE: Finance & Administrative Services Manager

Customer requested service connections or disconnects are normally completed by Wheat Belt crews during normal working hours , Monday through Friday 7:00 A.M. - 3:30 P.M.

Understanding that emergencies and other special circumstances can be valid reasons for exceptions to this policy, the following will apply:

Should a request be received from a customer for connection of a new service or the disconnect of an existing service, for the customer's convenience during non-working hours, the request for exception may be approved by the Operations Manager. It is necessary for the customer to have all required permits. Wheat Belt has the discretion to bill customers for cost recovery for after hours connect/reconnect that is not an emergency situation.

Wheat Belt recognizes that with irrigation services, time is of the essence and that Wheat Belt had followed a practice of not installing customer disconnects on these services. If the service has been in operation and an emergency disconnect/reconnect is necessary to repair the service, Wheat Belt has the discretion to waive after hours fees, if the work is scheduled and completed within 48 hours of disconnection.

President

Date