



**Wheat Belt Public Power District
Board of Directors**

POLICY

Subject: Customer Requested Service Connections or Disconnects After Business Hours			Policy No. C-19
Original Issue: 09-20-2002	Last Review: 03-27-2020	Last Revised: 04-28-2017	Page 1 of 1

Customer requested service connections or disconnects are normally completed by Wheat Belt crews during normal work 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, but also recognizing that the resulting additional costs to Wheat Belt of such nonbusiness hours connect or disconnect activity would be distributed across the entire customer base, the following general policy will apply:

Should a request be received from a customer for connection of a new service, the disconnect of an existing service or postponement of a maintenance activity, for the customer's convenience during non-working hours, the request for exception may be approved by the Operations Manager. It would be necessary for the customer to have all required and appropriate permits or other required paperwork completed to have such a request considered. Should such an exception be approved because of emergency or special considerations, the customer will be made aware and needs to agree that all District costs to perform the work and other costs attributable to the special connection or disconnect, will be billed to and paid by the customer.

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 staff will have the discretion to waive afterhours fees, if the work is scheduled and completed within 24 hours of disconnect.

_____, President Date: _____