Policy of the Board of Directors

CONNECTION AND RECONNECTION

New Service Connection/Service Transfer

Customers requesting electrical service in their name are required to:

1. Speak with a Trinity Public Utilities District (District) Customer Service Representative during regular business hours.
2. Provide Driver's License or Identification Number, Social Security Number[1] and either a rental agreement or proof of ownership. Identity and Credit History will be verified utilizing Online Utility Exchange.
3. Pay any charges applicable to the District's Utility Account Deposits Policy prior to service connection.
4. Pay any delinquent balances owed to the District.
5. Pay the District's Connect Fee charge, if applicable. This charge will be billed on the customer's first billing statement. A Connect Fee will not be charged for the following situations:
   a. Account name changes not requiring field verification of the meter.
   b. Landlords of rental property for which the District has on file a signed Landlord Agreement for the meter which requires connection.
6. A Landlord/Owner may not transfer service to another party if any delinquent balances are owed by the Landlord/Owner.

Service Reconnection After Disconnection

Accounts and/or locations that are disconnected, either by request or due to non-payment and later reconnected by the same party will be reopened and in addition to any applicable charges the customer shall be charged the System Access Charge for the applicable Rate Schedule for each month the account or location was closed up to a maximum of eighteen (18) months. In which case a "month" will be defined as each billing date that occurred while the account or location was closed.

If a location has been disconnected for eighteen (18) months or more consecutively, for safety purposes, the District will require the customer to obtain an inspection of the facilities by the Trinity County Building Department or applicable State of California agency prior to reconnection. The District, at its discretion may remove the meter and facilities as stipulated in the Removal of Inactive Meters Administrative Procedures.

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[1] On January 1, 2011 the Federal Trade Commission amended the Federal Identity Theft Law. Part of the amendment was to classify all municipal/public utilities as financial institutions. This ruling places strict regulations on the District to protect customer's confidential information such as Social Security Numbers, Driver's License Numbers, addresses, credit rating, etc. This also allows the District to require customers to provide this information.

Service Reconnection After Disconnection for Non-Payment (Remotely[2])

Within forty-eight hours (48-hours) after a Remote Disconnection for Non-Payment a customer can automatically reconnect their service by paying the Total Amount owed on their electric account which will include the Remote Disconnection Fee. If the account requires a Deposit which is based on the District's Utility Account Deposits Policy, the Deposit will be billed on the customer's next bill.

If a customer requests service reconnection of an account after the account has been Disconnected for Non-Payment after forty-eight (48) hours from the account being disconnected, the customer will be required to pay the following prior to service reconnection[3]:

1. Any balances owed the District including the Remote Disconnection Fee.
2. The District's Reconnect Fee
3. Any charges applicable to the District's Utility Account Deposits Policy

Customers will be required to provide their Driver's License or California Identification Number, Social Security Number and either a rental agreement or proof of ownership.

Service Reconnection After Disconnection for Non-Payment

If a customer requests service reconnection of an account after the account has been Disconnected for Non-Payment, or if the account has not been in the customer's name for the preceding twelve (12) consecutive months, or if service on the account has been disconnected during the past twelve (12) months, or if the disconnection was due to suspicion of power theft, then the customer will be required to pay the following prior to service reconnection:

1. Any balances owed the District
2. The District's Reconnect Fee
3. Any charges applicable to the District's Utility Account Deposits Policy

Customers will be required to provide their Driver's License or Identification Number, Social Security Number and either a rental agreement or proof of ownership.

At any time Management may use their discretion to waive the requirements.

Michael Rourke, President

[2] Remote Connect/Disconnect is only available for electric meters that are 200 amps or lower.

[3] No afterhours reconnection available after forty-eight (48) hours from the account being disconnected. Service will only be reconnected after the customer speaks with a District Customer Service Representative during regular business hours.