**Section 280.170 Timely Reconnection of Service**

a) Intent: This Section provides for the timely reconnection of disconnected customers after they have remedied the reasons for the disconnection or provided valid medical certification.

b) Timing: Once a disconnected customer remedies the reason for the disconnection or provides a valid medical certificate, the utility shall prioritize reconnection as indicated in this subsection (b). If the utility does not comply with the time limits in this subsection (b), it shall not bill the customer a reconnection charge. If, through no fault of the customer, the utility delays reconnection for two or more calendar days beyond the number of days required in this subsection (b), it shall issue a credit to the customer's account equal to two non-prorated monthly customer charges for that customer. If a disconnection is made in error, the penalty shall be an amount equal to three non-prorated monthly customer charges, in addition to any reconnection fees made for non-timely reconnection.

1) A customer account for which a valid medical certificate has been provided shall receive first priority and be reconnected within one business day after the certification.

2) A customer disconnected in error shall be reconnected within one business day.

3) A disconnected electric, water or sewer customer who remedies the reason for the disconnection, and is not required by the utility to provide information as a new applicant for service, shall be reconnected within four calendar days.

4) A disconnected natural gas customer who remedies the reason for the disconnection, and is not required by the utility to provide information as a new applicant for service, shall be reconnected within seven calendar days.

c) Exception for Lack of Access: A utility shall not be obliged to conform to the time limits in subsection (b) if it is not allowed access to reconnect the service; provided, however, that the utility must record the date, time of day, utility personnel involved and reason access was not gained. It shall retain the record for two years.

d) Exception for Disconnection not at the Meter or not at the Normal Place of Disconnection: A utility shall not be obliged to conform to the time limits in subsection (b) if it was forced, by lack of access, to disconnect the service at a location other than the meter or at a place other than the normal place of disconnection if the utility does not normally disconnect service at the meter.

e) Exception for Damage or Unsafe Condition: A utility shall not be obliged to conform to the time limits of subsection (b) if repair, construction or correction of an unsafe condition is required prior to reconnection of service.

f) Temporary Exception for Unforeseen Circumstances: A utility that experiences a temporary, unanticipated and not reasonably foreseeable overload of its ability to provide for the timely reconnection of disconnected customers may, upon notice explaining the circumstances to the Commission's Consumer Services Division, temporarily forego the requirements of this Section so long as the utility can demonstrate that it is taking diligent action to remedy the overload.

g) If service was shut off in error, the utility shall not bill the customer a reconnection charge.