



## **WHAT HAPPENS IF MY SERVICE IS DISCONNECTED?**

DCEC strives to provide our members with excellent customer service. With that in mind we want our members to know the costs associated with a disconnection and the deposit that is required in order to have that service re-connected.

A member who has been disconnected for non-payment will be required to pay the maximum deposit, which is 3x the current average DCEC residential bill. This deposit will be on top of the disconnect fee, reconnect fee and the total amount owed on your bill (see the reverse side for an example). The deposit with interest is refunded after 12 months of consecutive on-time monthly bill payments.

If you are unable to make your monthly bill payment please communicate with DCEC's billing department to make a binding payment arrangement. You can contact the billing office by calling (607) 746-9290 or by email at [billing@dce.coop](mailto:billing@dce.coop).

You can also visit DCEC's website at [www.dce.coop/content/dcec-disconnect-policy](http://www.dce.coop/content/dcec-disconnect-policy) and [www.dce.coop/content/dcec-deposit-policy](http://www.dce.coop/content/dcec-deposit-policy) to view our Deposit and Disconnect policies.



## EXAMPLE

If your bill prior to being disconnected was \$150.00 that doesn't seem so bad right? If you knew you were not able to make the payment in full you could make a call to DCEC's billing department and set up a payment arrangement prior to the due date which is the 12th of the following month after you receive your bill.

Now, let's say your \$150 bill was not paid and you now have been disconnected. Below are the fees and the final amount owed in order to have your service turned back on:

|                 |   |
|-----------------|---|
| \$150.00        | Original amount owed  |
| \$ 57.38        | kWh used up to time of disconnect (amount will vary depending on energy used)   |
| \$ 5.00         | Disconnect notice mailing fee (Certified Letter)  |
| \$100.00        | Disconnect trip fee   |
| \$100.00        | Re-connect trip fee (during regular business hours)   |
| \$333.00        | Deposit fee—3x's the current average residential bill which right now is \$111.00<br>(refunded with interest after 12 months of consecutive on-time payments) |
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| <b>\$745.38</b> | <b>Amount due in order to have your service re-connected</b>  |