



## ATTENTION DCEC MEMBERS

September 6, 2012

### SUBJECT: DCEC DISCONNECT AND RECONNECT FEES

Dear Member,

The past couple of months the DCEC Board of Directors and staff have been working to review and revise our Disconnect Policy. The current policy was approved by the DCEC Board at the August 2012 board meeting. One of the revisions made to the policy is an update to the fees associated with the disconnect/reconnect process. The new fees are as follows:

ACTIVITY	ASSOCIATED FEE
Disconnect Notice Mailing Fee	\$11
Trip Charge (even if payment is made to DCEC employee at service location to prevent disconnection)	\$100
On-site Disconnect Fee	
Remote Disconnect Fee (procedure still requires DCEC employee to make trip to service location)	
On-site Reconnect Fee During Regular Business Hours (7:30 AM – 4:00 PM)	\$100
On-site Reconnect Fee Outside Regular Business Hours (After 4:00 PM)	\$200
Remote Reconnect Fee During Regular Business Hours (7:30 AM – 4:00 PM)	\$25
Remote Reconnect Fee Outside Regular Business Hours (After 4:00 PM)	\$40
Reconnection at Transformer (2-Man Crew) During Regular Business Hours (7:30 AM – 4:00 PM)	\$225
Reconnection at Transformer (2-Man Crew) Outside Regular Business Hours (After 4:00 PM)	\$400

If you receive a disconnect notice I urge you to be pro-active and to please contact the billing office to discuss a payment plan option.

If you have any questions in regards to the Disconnect Policy please feel free to contact me at (607) 746-9282.

Sincerely,

Mark Schneider  
CEO/General Manager