



## POLICY

SUBJECT: CHANGE OF HANDS

### POLICY:

To successfully complete a 'change of hands' (COH) in the most efficient means to eliminate situations of serving non-members.

### PROCEDURE:

When a member notifies the office of a COH, they must provide the following information:

1. Mailing information for final billing that can also be used for future correspondence and patronage refunds.
2. Collect contact information for the new user.
3. Schedule the future date and time for the final meter reading.
  - a. Same day scheduling possible if office contacted by 10:00 AM
  - b. Next normal business day scheduling if calling after 10:00 AM

#### **If new user is current member:**

4. Proceed with normal procedures for final read and transfer.

#### **If new user is not a current member:**

4. Contact new user and inform them the power will be disconnected at the date and time requested by the former user until membership, paperwork, deposits, fees and other required items are received.
5. Offer choice of completion by mail, in-person at office or in-person at account
  - a. In-person at the office or by mail:
    - i. All requirements must be received in the office by 12:00 noon the normal business day prior to scheduled disconnection.
  - b. In-person at the location:
    - i. Disconnect service
    - ii. New user must contact the office and pay fees, deposits, charges and additional reconnect fee/ trip charge by credit/debit card over the phone only.
    - iii. All other requirements will be collected by the DCEC personnel



- iv. Reconnect service
- c. No response:
  - i. Disconnect service if the new user does not appear at the office or fails to be present by time DCEC personnel arrive onsite

**RESPONSIBILITY:**

General Manager, Finance Manager, Operations Manager, Billing

DELAWARE COUNTY ELECTRIC COOPERATIVE, INC.

Adopted by Board of Directors

October 26, 2021