

Subject: IMMEDIATE SHUT-OFF APPEAL		Policy No: 54
Original Issue: 01/20/1999	Last Revised: 11/12/2021	Last Reviewed: 11/10/2023

I. SCOPE AND PURPOSE


- A. This policy establishes a process for Empire Electric Association, Inc. (“EEA”) customers (“Customers”) to appeal an immediate shut-off, in compliance with § 40-9.5-107(6), C.R.S., as amended.
- B. This policy is promulgated in the best interest of this EEA and its Customers. This policy shall be liberally construed to secure the just, speedy, and inexpensive determination of matters presented under the foregoing statute and this policy. So long as not contrary to law, deviation from this policy may be permitted for good cause shown or if compliance therewith is found to be impossible, impracticable, or unreasonable.

II. REGULATION

- A. In the event of meter tampering, energy diversion, or unsafe conditions, EEA will disconnect electric service immediately. The Customer may immediately appeal such action through the following process:
 - 1. Customer must submit a written complaint to EEA.
 - 2. The General Manager or designee will hear and determine the complaint as soon as practicable following receipt.
 - 3. If the Customer is not satisfied with the determination made in Step 2, the Customer may request the complaint be considered by the Board of Directors. The General Manager or designee will contact the Directors to gain a consensus determination as soon as reasonably possible.
- B. Submitting an appeal using the above process does not preclude the Customer from filing an additional complaint under Board Policy 52 – Regulations Governing Complaints.

III. RESPONSIBILITY

- A. The Board shall be responsible for administration applicable to their responsibility and for any change or revision of this policy.
- B. The Manager is responsible for administrating those portions applicable to his/her responsibility and for making recommendations for changes.

	President’s Signature	Date: 11/10/2023
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