Extreme Weather Conditions

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Procedure Number: COLL-002

Business Applicability: Credit and Collections, Customer Care Center, Standard Field

Next Revision Date: 03/17/2027

Important Information: For the "Next Revision Date", if the SOP is not a SOX (SOP will begin with "SO…) audit requirement, the review date will be every two (2) years. Which indicates any SOX SOP will be **yearly:**

(i.e., SO-COLL-09 Maintaining Collections Arrangements if reviewed 3/17/23, next revision date will be 3/17/24).

Any questions should be addressed to the Procedure Owner.

Procedure Owner:	**Lisa Rosso**	**Manager, Revenue Recovery**	**Date of Approval 3/17/2025**
Subject Matter Expert:	**Kathleen Wasilnak/**	**Supervisor, Credit & Collections**	**Date of Approval 3/17/2025**
Revised By:	**Kathleen Wasilnak**	**Supervisor, Credit & Collections**	**3/17/2025**

IMPORTANT NOTE: Once SOP Final approval is determined, the final copy for distribution will be made into a PDF file.

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Purpose

The procedure outlines the steps taken when cold or hot weather conditions arise concerning both Residential and Commercial accounts. This document applies to all departments.

Reference Materials

MATERIALS	DESCRIPTION
SF-006—Get Customer Name (GCN)	Operating Procedure
SF-013—Disconnect for Non-Payment (DNP)	Operating Procedure
SF-014—Remote Disconnect Device Process (RDD)	Operating Procedure
SO-CRC-004—Positive Identification (POSID)	Operating Procedure

Considerations and Qualifications

1) CONSIDERATIONS – COLD WEATHER CONDITIONS

a) **The Companies will not terminate electric or gas service if the Governor/State has instituted their cold weather protocol.**

b) "Cold Weather Conditions" exist when the outside temperature is 32^{0}F or below.
   i) The Companies will not terminate electric or gas service if the temperature is to remain at 32^{0}F or below for a continuous 24-hour period as defined by the hours of 7AM – 7AM.
   ii) The Companies will not terminate electric or gas service on the fourth and succeeding days if the wind chill factor causes the temperature to drop to 32^{0}F or below
   iii) The temperature is verified per https://www.weather.gov

c) Cold weather conditions will determine the field action of certain service orders, including:
   i) Disconnects for Non-Payment (DNP) – refer to SF-013
   ii) Field Action/RDD (Turn on / Turn off) – refer to SF-014
   iii) Get Customer Name (GCN) – refer to SF-006
   iv) POSID: New Customers – refer to SO-CRC-004

d) The Companies will consider other extenuating circumstances related to weather impacts that may create customer or business risk.

2) CONSIDERATIONS – HOT WEATHER CONDITIONS

a) **The Companies will not terminate electric or gas service if the Governor/State has instituted a heat advisory**

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b) "Hot Weather Conditions" exist when the outside temperature is in excess of 95^{0}F

i) The Companies will not terminate electric or gas service on the fourth and succeeding days of daily peak temperatures in excess of 95°F
ii) The Companies will not terminate electric or gas service on the fourth and succeeding days of daily peak temperatures in excess of 90°F if the relative humidity is 70% or higher (see Exhibit 1 for Heat Index Chart)
iii) The temperature is verified per https://www.weather.gov

c) Hot weather conditions will determine the field action of certain service orders including:
i) Disconnects for Non-Payment (DNP) – refer to SF-013
ii) Get Customer Name (GCN) – refer to SF-006
iii) POSID: New customers – refer to SO-CRC-004

d) The Companies will consider other extenuating circumstances related to weather impacts that may create customer or business risk.

3) PROCEDURE DESCRIPTION – COLD WEATHER CONDITIONS

The Supervisor, Credit & Collections will determine whether to suspend electric and gas service termination during periods of low temperatures each day, using actual and predicted daily low temperatures obtained from http://www.weather.gov/. Use good judgment following the spirit as well as the intent of the policy recognizing the variability of temperature throughout the service territory and the nature of weather predictions.

The following will not be performed in cases of low temperatures
i. Disconnects for Non-Payment (DNP) (UI, SCG, CNG)
ii. Get Customer Name (GCN)

The following will be performed regardless of temperature
i. Customer requested move out
ii. Internal Orders (Positive ID)
iii. Theft of Service
iv. Safety Issues

4) PROCEDURE DESCRIPTION – HOT WEATHER CONDITIONS

The Supervisor, Credit & Collections will determine whether to suspend electric and gas service termination during periods of high temperatures and humidity each day, using actual and predicted daily peak temperatures obtained from http://www.weather.gov/. Use good judgment following the spirit as well as the intent of the policy recognizing the variability of temperature throughout the service territory and the nature of weather predictions

The following will not be performed in cases of high temperatures and humidity
i. Disconnects for Non-Payment (DNP) (UI, SCG, CNG)
ii. Get Customer Name (GCN)

The following will be performed regardless of temperature
i. Customer requested move out
ii. Internal Orders (Positive ID)
iii. Theft of Service
iv. Safety Issues

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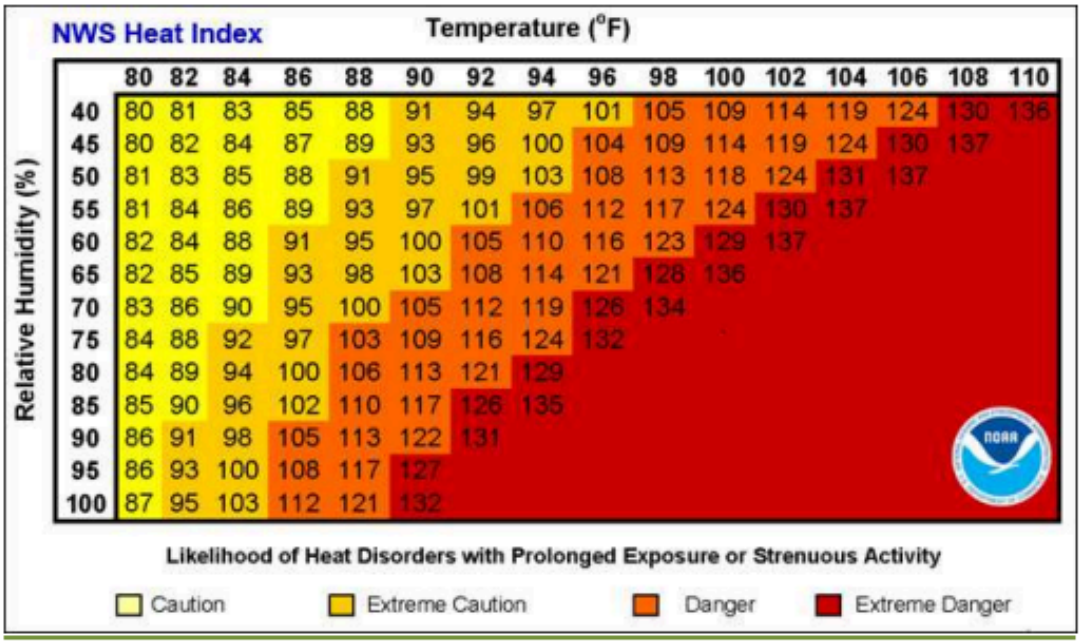
Appendix

A. Hot Weather – Heat Index

In an effort to alert us to the hazards of prolonged heat/humidity episodes, the National Weather Service devised the heat index. The heat index (HI) is an accurate measure of how hot it really feels when the effects of humidity are added to high temperatures.

To use the heat index charts, find the appropriate temperature at the top of the chart. Read down until you are opposite the relative humidity. The number which appears at the intersection of the temperature and relative humidity is the heat index.



Revision History

IMPORTANT NOTE: All revisions require approval by the Procedure Owner(s) and/or SME(s).

See last revision version from 01/06/2023 for prior revision history

06/05/2018: Per Al Vollono

- Page 7.4.D.1., revised statement A; added statement B.
- Changed Subj. Matter Expert from Lisa Dennis to Albert Vollono; deleted Jill Thomas as Training Leader, as that role is obsolete

06/05/2020: No changes needed

06/06/2022: Per Kathleen Wasilnak

- Updated Procedure Owner to Lisa Rosso, Manager Billing & Revenue Recovery
- Added Kathleen Wasilnak as additional Subject Matter Expert
- No other changes needed

01/06/2023: Per Kathleen Wasilnak

- Non-residential will not be disconnected for non-payment if cold weather conditions are met

04/07/2023: Per Kathleen Wasilnak

- Reformatted procedure
- Added bullet under considerations regarding taking extenuating circumstances into consideration

03/17/2025: Per Kathleen Wasilnak

- Added to Considerations section - companies will not disconnect if the Governor or State has instituted the cold weather policy or a heat advisory.
- Change name of SME from Al Vollono to Kathleen Wasilnak