

## Termination of Service

Except as elsewhere provided, service may be terminated only if:

A bill is not paid within 45 days from receipt, or such longer periods as may be permitted by 220 CMR 25.02(1); and

Rowley Municipal Lighting Plant, not earlier than 27 days after the rendering of the bill (i.e. first request for payment), renders a second request for payment, stating its intention to terminate on a date not earlier than 48 days after the receipt of the bill in the case of gas and electric companies, and

The company renders a final notice of termination not earlier than 45 days after receipt of the bill. Such notice must be rendered at least 72 hours, but in no event more than 14 days, prior to termination in the case of gas and electric companies; and

The bill remains unpaid on the termination date indicated on the notice.

### Essential Service Device (Service Load Limiter)

We reserve the right to install an Essential Service Device (known as a “load limiter”) for those customers who fail to make arrangements for payment or who miss any payment under the terms of a payment plan agreement.

A load limiter will allow enough electricity to operate basic appliances, such as refrigeration, water supply, lighting and small motors in the heating system. The load limiter is removed when the past-due bill is paid in full.

### About the Fees

If the customer fails to contact Rowley Municipal Lighting Plant before a crew is dispatched to the customer’s home, apartment or place of business, a Trip Collection Fee of \$20 will be charged.

If no one is found at the home, apartment or place of business, electric service will be terminated.

To restore power between the hours of 8AM and 4PM - \$25

To restore power between the hours of 4PM and 8PM - \$150

Power will not be restored between the hours of 8PM - 8AM

If service has been terminated, the Department may require payment of arrears and all associated fees in full before power is restored.