



Your Touchstone Energy® Cooperative
The power of human connections



Disconnect Procedures:

- ❖ If an account is delinquent, a 48-hour cut-off notice will be mailed to the address on file.
- ❖ If the account is not paid in full or arrangement for payment has not been made within 48 hours, service personnel will be dispatched to the location to disconnect the service. **Due to safety reasons, the service personnel will not accept payment at the door and the service will be disconnected.**
- ❖ All arrangements for payments must be made prior to the disconnect date.
- ❖ A payout arrangement or promise to pay will be accepted for no more than two consecutive months.
- ❖ **If a payment is not made as promised, no more payment promises will be accepted.**
- ❖ If an account is disconnected for non-payment, all moneys due to LREC including all the usage up to the disconnect date, any new security deposit and a re-connect fee must be paid in full before the account is reconnected (No partial payments will be accepted).
- ❖ If a member is unable to pay the total amount due, they will be offered the opportunity to reconnect by enrolling in LREC's Pre-paid metering program