



Customer Service

SOP Name	Member Response: Failure to Comply with Terms & Conditions
Revision #	002
Implementation Date	10/08/2018
Last Reviewed/Update Date	February, 2020

Standard Operating Procedure

1. Purpose

To outline some but not all reasons for service refusal or termination.

2. Scope

This procedure applies to all current or prospective AEC Members utilizing services provided by AEC.

3. Procedure

Services may be refused or terminated without notice for any of the following reasons listed below:

- A) If a condition on the Member's premises is determined to be hazardous, unsafe, or otherwise dangerous to either AEC employees or contractors.
- B) Meter tampering or manipulation may include but is not limited to using unmetered services, cutting/destroying/altering/modifying of a meter seal, or tampering in any way with AEC owned equipment.
- C) If it has been determined that the Member is utilizing equipment in such a manner that has an adverse effect on AEC equipment or AEC service to other Members. Example: Unapproved Solar Equipment, Unauthorized Distributed Generation, Unauthorized Voltage Modification, or other organized efforts to modify quality or quantity of services rendered.
- D) Unauthorized use of electricity or AEC equipment.
- E) Failure of the Member to permit AEC employees or contractors to access facilities and or equipment for inspection or maintenance.
- F) If the Member does not fulfill contractual obligations (including but not limited to the Application for Service) for service and or use of facilities and equipment owned by AEC.

4. References

Arab Electric Cooperative Application for Service