

Category: Electrical Energy

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Discharges may occur at the request of the consumer or ordered by the Commercial Office, for abandonment of the service or for failure to pay your account.

Withdrawals requested by consumers can be definitive or temporary and in all cases the final account is collected, obtaining an estimated consumption between the date of the last reading and the date of withdrawal request.

To carry out said collection is carried out as follows:

The consumption that appears in the account of the current month paid is divided between 30 days and multiplied by the days elapsed from the date the reading was made until the day the withdrawal is made .
Example:

The current month account paid reflects a consumption of 300 Kwh .

The reading date was 03-30-00.

The client requests dated 4-4- low 00 (after day 5).

We apply the formula: $(300 \times 5) / 30 = 50 \text{ kWh } \$ 4.50$

The payment is made using the model (**H-490**) **Cashier's Receipt** and the legend "Final Account" is stamped on it.

The consumer's signature must be obtained in the H-65 Connection and Disconnection Order form, as proof of the withdrawal request.

At the time of issuing the withdrawal, in all cases, the consumer is informed that any person who continues to reside in the place of service must sign a new contract.

It is the responsibility of the Commercial Specialist that there are no outstanding debts from clients requesting cancellation, as well as the final account being charged and the withdrawal from service on the scheduled date, giving the course after the copies of the H-65 model "Order of Connection and Disconnection "

VERY IMPORTANT . Customers who swap or buy homes should request inspection of their metering equipment to prevent them from purchasing a home that has signs of fraud on their subway. This is very IMPORTANT since the law establishes that the new consumer is in solidarity with what he finds.