

**RECONNECTION/DERESTRICTION POLICY**  
**Latest Update June 2013**

**AUTHORITY**

The EIOV Council (as it was then) originally agreed to this policy on 22 July 1997<sup>1</sup>. To reflect the expansion of the EWOV's jurisdiction to investigate gas and water complaints, the policy has since been updated to be relevant to electricity, gas and water disconnection and restriction cases.

**POLICY**

Under this EWOV policy, all scheme participants are required to reconnect/de-restrict a customer where:

- a customer has lodged a complaint for investigation with EWOV
- disconnection/restriction has occurred for reasons other than health/safety reasons or illegal usage and
- the customer has done all things necessary to ensure that supply is safely able to be reconnected/de-restricted.

Reconnection/de-restriction must take place on the same day that the scheme participant is notified of the receipt of the case, unless exceptional circumstances would make it too onerous to do so. (i.e. major disruptions to a network).

As access to the scheme is free to the customer, the cost of reconnection/de-restriction is not passed on to the customer.

This policy is subject to the Ombudsman's discretion where circumstances may indicate reconnection/de-restriction is not appropriate.

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<sup>1</sup> This policy has been updated since 1997, to reflect changes in EWOV terminology, the most recent occasion being in June 2013. The substance of the policy has not changed.