

RULES AND REGULATIONS

14. Discontinuance of Service (continued)

G. The Company will mail, to all residential customers whose account is in jeopardy of termination on the disconnection date, a notice mailed so that normal postal delivery will be made to the customer from 48 to 96 hours preceding potential discontinuance of service. This notice will contain the name and address of the customer and the address if different, where service is rendered, a statement of the reason for the proposed discontinuance of service, the amount due, the date on or after which service will be discontinued unless the customer takes appropriate action, a statement that if the customer is unable to pay the amount due in full he may contact the Company and request payment arrangement terms and the telephone number and address of the company where the customer may make inquiry.

H. Immediately preceding the discontinuance of service, the employee of the Company designated to perform this function, except where the safety of the employee is endangered, shall make a reasonable effort to contact and identify him/herself to the customer or a responsible person then upon the premises and shall announce the purpose of his/her presence. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the customer that service has been discontinued and the address and telephone number of the Company where the customer may arrange to have service restored.

I. Notwithstanding any other provision of this rule, the Company shall postpone a discontinuance for a time not in excess of twenty-one (21) days if the discontinuance will aggravate an existing medical emergency of the customer, a member of his/her family or other permanent resident of the premises where service is rendered. Any person who alleges a medical emergency, if requested, shall provide the Company with reasonable evidence of the necessity.

J. Notwithstanding any other provision of this rule, the Company may discontinue residential service temporarily for reasons of maintenance, health, safety or a state of emergency.

K. Notwithstanding any other rule or tariff provision to the contrary, the Company shall not be required during the months of March and April 2020 to discontinue or assess late payment charges for service provided to customers under its RS, SGS, LGS, and LV Rate Schedules

DATE OF ISSUE: March 17, 2020

DATE EFFECTIVE: April 16, 2020

ISSUED BY: Scott Weitzel, Managing Director, Regulatory & Legislative Affairs
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