

Rule No. 8

NOTICES

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- A. Notices to Customers. When notices from the Utility to a customer are required, they will normally be given in writing, either mailed to the customer's mailing address or delivered to him, except that in emergencies the Utility may give oral notices.

The "discontinuance of service notice" for nonpayment of a delinquent domestic account shall be presented by first class mail, addressed to the customer to whom the service is billed, at least 15 calendar days prior to proposed termination of "domestic service to a residential dwelling. The Utility shall also make reasonable attempts to contact an adult at the customer's residence either by telephone or by visit at least 24 hours prior to termination of service. For elderly (age 62 and over) and handicapped* residential customers, the Utility shall provide at least 48 hours notice by telephone or visit; however, if personal contact cannot be made a notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination."

A domestic customer who has established to the satisfaction of the Utility that he is handicapped* or elderly (age 62 or older) may designate a friend, family member, or public or private agency as a third party representative to receive notice on the customer's behalf. The customer must provide to the Utility written consent of the designated third party representative as well as change in said designation.

Where electric service is provided to residential users through a master meter, the Utility shall make every good faith effort to inform the actual users of the utility services when the account is in arrears that service will be discontinued in 10 days. The 10-day notice shall be posted at the premises not less than 5 days after the 15-day notice of discontinuance is mailed to the customer. The notice shall further inform the actual users that they have the right to become electric utility customers without being required to pay the amount due on the account.

The "discontinuance of service notice" for nonpayment of a delinquent domestic or non-domestic account shall be presented as stated in the first paragraph of this section at least 5 calendar days prior to proposed termination of "nondomestic service".

*Certification from a licensed physician, public health nurse, or a social worker may be required by the Utility.

- B. Notices from Customers. Notices from a customer to the Utility may be given by written communication mailed to the Utility's office or may be given orally by him or his authorized agent at the Utility's office except when written notice is specifically required in tariff schedules.

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ISSUED BY

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W. V. CAVENEY

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