

Rule No. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

A. Past Due Bills. When bills are rendered monthly or bimonthly, they will be considered past due if not paid within 19 days after date of presentation.

B. Nonpayment of Bills.

1. When a bill for electric service has become past due and a 15-day discontinuance of domestic service notice or a 5-day discontinuance of nondomestic service notice for nonpayment has been issued, service may be discontinued if bill is not paid within the time required by such notice. A customer's service, however, will not be discontinued for nonpayment until the amount of any deposit made to establish credit for that service has been fully absorbed.

Any customer who has initiated a complaint or requested an investigation within 5 days of receiving a contested bill shall not have domestic service to a residential dwelling discontinued for nonpayment during the pendency of an investigation by the Company of such customer dispute or complaint. Such domestic service shall not be discontinued for nonpayment for any customer complying with an amortization agreement entered into with the Company, provided the customer also keeps current his account for electric service as charges accrue in each subsequent billing period. If a customer fails to comply with an amortization agreement, the Company will give a 7-day discontinuance of service notice before discontinuing such domestic service, but such notice shall not entitle the customer to further investigation by the Company.

2. Electric service to a domestic customer will not be discontinued for non-payment when the customer has established to the satisfaction of the Company that:

- a. Such termination would be especially dangerous to the health of the customer or a full time resident of the customer's household*; or
- b. The customer or a full time resident of the customer's household is among the elderly (age 62 or older) or handicapped*; and
- c. He or she is temporarily unable to pay for such service in accordance with the provisions of the Company's tariffs; and
- d. The customer is willing to arrange installment payments, satisfactory to the Company, including arrangements for prompt payment of subsequent bills; or
- e. Customers that qualify for medical baseline and agrees to a 12-month payment plan; or
- f. The utility offers to enroll eligible customers in all applicable benefit programs administered by the utility; or
- g. Customers who are on a 12-month payment plan and is current on both monthly bills and the 12-month payment plan; or
- h. Customers that currently have a Low-Income Home Energy Assistance Program pledge pending and if they agree to be placed on a 12-month payment plan for any remaining balance; or
- i. When temperatures above 100 degrees or below 32 degrees are forecasted based on a 72-hour look-ahead period.

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

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Rule No. 11
DISCONTINUANCE AND RESTORATION OF SERVICE

B. Nonpayment of Bills. (Continued)

2. (Continued):

The Company shall make available to customers, upon request, information regarding agencies and/or organizations that may provide financial assistance.

However, service may be terminated to any customer who does not comply with an installment payment agreement or keep current his account for electric service as charges accrue in each subsequent billing period.

(D)

3. A customer's service may be discontinued for nonpayment of a bill for service previously rendered him at any location served by the Company provided such bill is not paid within 15 days after presentation of a domestic discontinuance of service notice or 5 days after presentation of a nondomestic discontinuance of service notice that present service will be discontinued for nonpayment of such bill for prior service, but in no case will service be discontinued for nonpayment of such bill within 15 days after establishment of service at the new location. However, domestic service will not be discontinued because of nonpayment of bills for other classes of service.
4. Where electric service is provided to residential users through a master meter, the Company shall make every good faith effort to inform the actual users of the electric service when the account is in arrears that service will be terminated in 10 days.
5. If a customer is receiving more than one service, any or all services may be discontinued when any service, regardless of location, is discontinued for nonpayment. However, domestic service will not be discontinued because of nonpayment of bills for other classes of service.
6. Service may not be discontinued for nonpayment of a bill to correct previously billed incorrect charges for a period in excess of three months for residential service or three years for nonresidential service, unless such incorrect charges have resulted from the customer not abiding by the filed rules, in which case the period for residential and nonresidential service shall be three years.

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Paul Marconi
President

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