
ELECTRIC SERVICE REGULATION NO. 10 - Continued

1. TERMINATION OF SERVICE TO NON-RESIDENTIAL CUSTOMERS (continued)

- (f) For use of equipment which adversely affects the Company's service to its other Customers.
- (g) For refusal of reasonable access to property to the agent or employee of the Company for the purpose of inspecting the facilities or for testing, reading, maintaining or removing meters.
- (h) For fraudulent use of service.

Five (5) business days advance written notice will be given the Customer before service is discontinued under this provision, except in the case of danger to life or property, when the Company may discontinue service without notice.

2. TERMINATION OF SERVICE TO RESIDENTIAL CUSTOMERS

(a) Delinquent Account

A residential utility service bill which has remained unpaid beyond the statement due date is a delinquent account. When an account is a delinquent account, the Company, before termination, will issue a written late notice to inform the account holder of the delinquent status. A late notice or reminder notice will include the following information:

- (1) A statement that the account is a delinquent account and should be paid promptly; and
- (2) A statement that the Customer should call the Company, if he/she has any question concerning the account; and
- (3) A statement of the delinquent account balance, using a term such as "delinquent account balance."

Where the account holder responds to a late notice or reminder notice the Company will investigate any disputed issue and will attempt to resolve that issue by negotiation. During this investigation and negotiation no other action shall be taken to terminate electrical service if the account holder pays the undisputed portion of the account.

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