

ELECTRIC SERVICE REGULATION NO. 10 - Continued

2. TERMINATION OF SERVICE TO RESIDENTIAL CUSTOMERS (continued)

(a) Delinquent Account (continued)

A copy of the "Customer's Statement of Rights and Responsibilities" will be issued to the account holder with the first notice of impending service disconnection.

(b) Reasons for Termination

(1) Residential utility service may be terminated for the following reasons:

- a. Nonpayment of a delinquent account; or
- b. Nonpayment of a deposit where required; or
- c. Failure to comply with the terms of a deferred payment agreement or Commission order; or
- d. Unauthorized use of or diversion of residential utility service, or tampering with wires, meters, or other equipment; or
- e. Subterfuge or deliberately furnishing false information for the purpose of obtaining utility service; or
- f. Failure to provide access to meter during the regular route visit to the premises following proper notification and opportunity to make arrangements in accordance with Regulation No. 8.

(2) The following are insufficient grounds for termination of service:

- a. A delinquent account, accrued prior to the commencement of a divorce or separate maintenance action in the courts, in the name of a former spouse, cannot be the basis for termination of the current account holder's service.

(continued)