

---

**ELECTRIC SERVICE REGULATION NO. 10 - Continued**

**2. TERMINATION OF SERVICE TO RESIDENTIAL CUSTOMERS (continued)**

**(i) Customer-Requested Termination**

The Customer shall advise the Company at least three days in advance of the day on which he wants service disconnected to his/her residence. A Customer who is not an occupant at the residence for which termination is requested shall advise the Company at least ten days in advance of the day on which he wants service disconnected and sign an affidavit that he is not requesting termination as a means of evicting his/her tenants. Alternatively, such Customer may sign an affidavit that there are no occupants at the residence for which termination is requested and thereupon the disconnection may occur within four days of the requested disconnection date. Upon a request by a Customer to the Company to disconnect service, the Company shall disconnect the service within four working days of the requested disconnect date. The Customer shall not be liable for any services rendered to or at such address or location after the expiration of such four days.

**(j) Load Limiter as a Substitute for Termination**

The Company may, at its option but only with the Customer's consent, install a Load Limiter as an alternative to terminating electric service for non-payment of a delinquent account or for failure to comply with the terms of a deferred payment agreement or Commission order. All conditions precedent to the termination of electric service must be met prior to the installation of a Load Limit. Any dispute about the level of load limitation is subject to the informal review procedure discussed in Electric Service Regulation No. 1.

**3. FIELD VISIT CHARGE**

The Company may assess the customer the Field visit Charge shown on Schedule 300 whenever the Company is required to visit the service address, intending to disconnect or reconnect service, but due to Customer action the Company does not complete the disconnection or reconnection at the time of the visit. The employee accepting payment for a delinquent account at the service address will not dispense change for payment tendered in excess of the amount due or owing. Any excess payment shall be credited to the Customer's account.

(continued)