
**RULES AND REGULATIONS GOVERNING THE
DISTRIBUTION AND SALE OF GAS (Continued)**

18. Termination of Service

18.1 Definition

Termination of service, as it applies to this Section 18, shall mean the cessation of service, whether temporary or permanent, without the consent of the customer.

18.2 Grounds for Termination of Service

After notice as provided in the Notice of Termination of Service section of this tariff, the Company may terminate service provided to a customer for any of the following actions by the customer or his guarantor:

1. Nonpayment of an undisputed delinquent account.
2. Failure to comply with the material terms of a payment agreement.
3. Failure to complete payment of a deposit, provide a guarantee of payment or establish credit.
4. Failure to permit access to meters, service connections or other property of the Company, including obstructed or hazardous access (this will eliminate current Termination for Cause section), for the purpose of replacement, maintenance, repair, or meter reading.
5. The Company may also terminate service to a User Without Contract after limited notice as specified in the "Notice of Termination of Service section – Notice to User Without Contract".

The Company may also remove its equipment in case of nonpayment of bill.

Service will not be terminated for failure to pay competitive charges.

18.3 Notice of Termination of Service

18.3.1 Prior to terminating service as specified in the Grounds for Termination of Service section of this tariff, with the exception of User Without Contract, the Company:

1. Shall provide written notice of the termination to the customer at least ten (10) days prior to the date of the proposed termination. The termination notice shall remain effective for 60 days.
2. Shall attempt to contact the customer or occupant, either in person or by telephone, to provide notice of the proposed termination at least three days prior to the scheduled termination. Phone contact shall be deemed complete upon attempted calls on two separate days to the residence between the hours of 7 a.m. and 9 p.m. if the calls were made at various times each day.
3. During the months of December through March, unless personal contact has been made with the customer or responsible adult by personally visiting the customer's residence, the Company shall, within 48 hours of the scheduled date of termination, post a notice of the proposed termination at the service location.
4. After complying with items 2 and 3 above, the Company shall attempt to make personal contact with the customer or responsible adult at the time service is terminated. Termination of service shall not be delayed for failure to make personal contact.

RULES AND REGULATIONS GOVERNING THE DISTRIBUTION AND SALE OF GAS (Continued)

18. Termination of Service - Continued

18.3 Notice of Termination of Service – Continued

18.3.2 Notice to User Without Contract

Three days prior to terminating service to a User Without Contract, the Company will post the premises with a notice directing the occupant to contact the Company to provide application for service. If an application is not received within 3 days, the Company may terminate service without further notice.

The Company shall not be required to take any additional actions prior to termination.

18.4 Grounds for Immediate Termination Without Prior Notice:

Gas service may be immediately terminated without prior notice specified in the Notice of Termination of Service section in any of the following situations:

1. Fraud or material misrepresentation of the customer's identity is used for the purpose of obtaining service.
2. Any customer action taken that may endanger the safety of a person or the integrity of the Company's delivery system.
3. Tampering with meters or other Company equipment.
4. Unauthorized use.
5. Hazardous or defective customer installations.
6. Customer's equipment or use thereof might injuriously affect the equipment of the Company or the Company's service to other customers.

18.5 Post Termination Notice

Upon termination, the Company shall make a good faith attempt to provide a post termination notice to the customer or a responsible person at the affected premises, and in the case of a single meter, multiunit dwelling, the Company shall conspicuously post the notice at the dwelling, including in common areas when possible.

18.6 Timing of Termination

The Company may terminate service for the reasons set forth in the Grounds for Termination of Service section of this tariff Monday through Friday as long as the Company can accept payment to restore service on the following day and can restore service, consistent with the Reconnection of Service section of this tariff.

18.7 Winter Termination

Unless otherwise authorized by the Public Utility Commission, after November 30 and before April 1, the Company shall not terminate service to customers with household incomes at or below 250% of the federal poverty level except for: 1) customers whose actions are included in the Grounds for Immediate Termination Without Prior Notice section of this tariff; and 2) any person receiving gas service as a User Without Contract.

**RULES AND REGULATIONS GOVERNING THE
DISTRIBUTION AND SALE OF GAS (Continued)**

18. Termination of Service - Continued

18.8 Medical Certification

The Company shall not terminate service to a premise when a licensed physician or a nurse practitioner has certified that the customer or a member of the customer's household is seriously ill or afflicted with a medical condition that will be aggravated by cessation of service. The customer shall obtain a letter from a licensed physician verifying the condition and shall promptly forward it to the Company. The medical certification procedure shall be implemented in accordance with Commission regulations.

18.9 Termination of Service from Transmission Pipelines

The Company may, in its discretion, remove, relocate or abandon transmission pipelines either temporarily or permanently, or change the use thereof and cease to furnish gas to such customers located along the route thereof, or the company may cease to furnish gas to its customers served directly from production or transmission pipelines of other companies, if for any reason said lines are not available to serve gas to said customers, without prejudice to the right of the Company to continue to supply gas to other customers of the Company. In case of termination of service from a transmission pipeline, thirty (30) days' notice shall be given by the Company to the customer.

18.10 Reconnection of Service

Whenever a customer's gas shall be turned off or his meter disconnected at his request or by reason of noncompliance with these Rules and Regulations or the Rules, Regulations or Orders of the Pennsylvania Public Utility Commission, except for repairs, want of supply or any leak of gas from customer or Company lines, the same customer, whether an applicant or ratepayer as defined at 52 Pa. Code § 56.2, shall pay a reconnection charge of twenty-four dollars (\$24) per visit for resumption of service at the same address within twelve months after discontinuance or termination, in addition to any other charges provided for in the rate schedule applicable to the customer.

18.10.1 Timing of Reconnection

When service to a residential dwelling has been terminated and, provided the applicant has met all applicable conditions, the Company shall reconnect service as follows:

- (A) Within 24 hours for erroneous terminations or upon receipt by the Company of a valid medical certification.
- (B) Within 24 hours for terminations occurring after November 30 and before April 1.
- (C) Within three days for erroneous termination requiring street or sidewalk digging.
- (D) Within three days from April 1 to November 30 for proper terminations.
- (E) Within seven days for proper terminations requiring street or sidewalk digging.

**RULES AND REGULATIONS GOVERNING THE
DISTRIBUTION AND SALE OF GAS (Continued)**

18. Termination of Service - Continued

18.10.2 Payment to Restore Residential Service

The Company shall provide for and inform the applicant or customer of a location where the customer can make payment to restore service.

The Company may require:

a. Household Income Exceeding 300% of Federal Poverty Level and all Customers Who Have Defaulted on Two or More Payment Plans. The Company may require full payment of any outstanding balance incurred together with any reconnection fees by the customer or applicant prior to reconnection of service if the customer or applicant has an income exceeding 300% of the federal poverty level or has defaulted on two or more payment agreements. If a customer or applicant with household income exceeding 300% of the federal poverty level experiences a life event the customer shall be permitted a period of not more than three months to pay the outstanding balance required for reconnect. For purposes of this paragraph, a life event is:

- I. A job loss that extended beyond nine months.
- II. A serious illness that extended beyond nine months.
- III. Death of the primary wage earner.

b. Household Income Exceeding 150% of Federal Poverty Level and Not Greater Than 300% of Federal Poverty Level. The Company may require full payment of any reconnection fees together with repayment over 12 months of any outstanding balance incurred by the customer or applicant if the customer or applicant has an income exceeding 150% of the federal poverty level but not greater than 300% of the federal poverty level.

c. Household Income Not Exceeding 150% of Federal Poverty Level. The Company may require full payment of any reconnection fees together with payment over 24 months of any outstanding balance incurred by the customer or applicant if the customer or applicant has an income not exceeding 150% of the federal poverty level.

d. The Company may also require the payment of any outstanding balance or portion of an outstanding balance if the applicant resided at the property for which service is requested during the time the outstanding balance accrued and for the time the applicant resided there.

e. The Company may establish that an applicant previously resided at a property for which residential service is requested through the use of mortgage, deed or lease information, a commercially available consumer credit reporting service or other methods approved as valid by the Public Utility Commission.

18.11 Compliance with Pennsylvania Public Utility Commission Regulations

Notwithstanding the provisions for termination of service set forth under this Section 18, the Company may not terminate gas service unless in compliance with the Rules, Regulations or Orders of the Pennsylvania Public Utility Commission pertaining thereto and in effect at the time of such termination.