

**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.