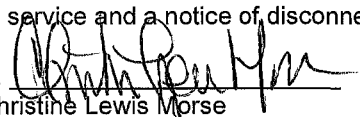


TERMS & CONDITIONS, con't

- e. A conspicuous statement that the notice of disconnection may be disregarded if the customer has negotiated a current payment arrangement;
 - f. The reason for the disconnection of service;
 - g. The possible consequences of disconnection, such as deposit requirement, reconnection fee, and/or any other similar consequences;
 - h. The address and telephone number at which the customer may contact the Company;
 - i. The toll-free telephone number of the Commission's Consumer Affairs Division, which is: 1-800-852-3793;
 - j. The method by which the customer may question or contest the disconnection notice, preceded in conspicuous type by the words "Important Notice--Your Rights"; and
 - k. Any additional data which the Company deems pertinent;
3. Proper notice to a residential or non-residential customer shall not be required if the Company both notifies the Commission of the disconnection within 48 hours of the disconnection and one of the following conditions exists:
- a. The customer has obtained utility service in an unauthorized manner or used utility service fraudulently;
 - b. The customer has clearly abandoned the property as demonstrated by the fact that the service address premises have been unoccupied and vacant for a period of 60 days;
 - c. A condition dangerous to the health, safety, or utility service of others exists; or
 - d. Clear and present danger to life, health, or physical property exists;
4. The requirements of (3) above shall not impose a duty on utilities to know of any dangerous condition, nor to insure against any such condition; and
5. The notification to the Commission required in (3) above shall not apply where the disconnection has occurred at the request of municipal officials such as fire, police, or other public safety departments.
- B. Except as limited by (C) below, the Company may disconnect service to a residential customer after proper notice if anyone of the following circumstances exists:
- 1. When the customer has failed to pay an arrearage after proper demand therefor;
 - 2. When the customer has failed to pay a deposit request or to establish a direct debit account or to provide an acceptable third-party guarantee in lieu of the deposit;
 - 3. When the customer has failed to pay the bill or to enter into a payment arrangement for payment of the bill on or before the due date printed on the bill; or
 - 4. When the customer refuses access to the residential premises for a necessary inspection of utility property, including but not limited to the reading of meters.

C. The Company shall not disconnect a residential customer's service and a notice of disconnection

Dated: April 11, 2017

Issued by: 
Christine Lewis Morse
Title: Vice President

Effective: April 30, 2017

Authorized by Docket No. DW 16-851

Dated: April 6, 2017