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IDAHO PUBLIC
UTILITIES COMMISSION

201 South Main, Suite 2300
Salt Lake City, Utah 84111

April 23, 2015

VIA ELECTRONIC FILING

Jean D. Jewell
Commission Secretary
Idaho Public Utilities Commission
472 W. Washington
Boise, ID 83702

Attention: Jean D. Jewell
Commission Secretary

RE: Tariff Advice No. 15-01
Housekeeping – Tariff updates pursuant to Exemption of Utility Customer
Relations Rules (UCRR) 311(4) and (5)

Dear Ms. Jewell:

Rocky Mountain Power, a division of PacifiCorp, hereby electronically files Tariff Advice 15-01 with the Idaho Public Utilities Commission requesting authority to update Rule 10, Termination of Service and Payment Arrangements and Electric Service Schedule No. 300, Regulation Charges to bring these schedules in compliance with Commission Order 33229 which provides Rocky Mountain Power an exemption to **UCRR 311 (4) and (5)**.

Rocky Mountain Power hereby submits clean and legislative copies of the following tariff sheets. Below is a summary of the sheets updated and a description of the changes to them:

First Revision of Sheet 300.1	Schedule 300	Regulation Charges
Fifth Revision of Sheet 300.2	Schedule 300	Regulation Charges
First Revision of Sheet 300.3	Schedule 300	Regulation Charges
Second Revision of Sheet 10R.7	Rule 10	Termination of Service and Payment Arrangements
Second Revision of Sheet 10R.8	Rule 10	Termination of Service and Payment Arrangements

Rule 10 is updated to remove references that indicate the Company collects payment at the service address. Additional housekeeping updates clarify:

- Payment arrangements (Sheet 10R.7)
- Field Visit Charge (Sheet 10R.8). The name of the charge has been updated from *Field Service Collection Charge* to *Field Visit Charge* to better reflect the purpose of the charge and provide clarity as to when that charge would apply.

Idaho Public Utilities Commission

April 23, 2015

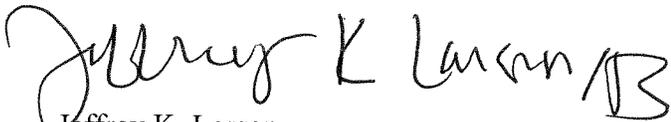
Page 2

Schedule 300 has been updated to reflect the name change of the Field Visit Charge as described above, as well as to specify holidays in which the holiday service connection and reconnection fee applies. (Sheets 300.1 and 300.2)

The Company respectfully requests that the changes proposed to Rule 10 and Electric Service Schedule 300 in this filing become effective on May 18, 2015.

If you have any questions regarding this filing, please contact Ted Weston, Manager, State Regulatory Affairs, Idaho at (801) 220-2963 or Barb Coughlin, Director, Customer and Regulatory Liaison, at (503) 813-4306.

Sincerely,

A handwritten signature in black ink that reads "Jeffrey K. Larsen" followed by a stylized monogram "JB".

Jeffrey K. Larsen
Vice President, Regulation

Enclosures



I.P.U.C. No. 1

**First Revision of Sheet No. 300.1
 Canceling Original Sheet No. 300.1**

**ROCKY MOUNTAIN POWER
 ELECTRIC SERVICE SCHEDULE NO. 300**

STATE OF IDAHO

Regulation Charges

AVAILABILITY: In all service territory served by the Company in the State of Idaho.

APPLICATION: For all customers utilizing the services of the Company as defined and described in the Electric Service Regulations.

SERVICE CHARGES:

<u>Sheet No.</u>	<u>Description</u>	<u>Charge</u>
3R.1	Service Connection Charge: Normal Office Hours	No Charge
	Monday through Friday except holidays 4:00 P.M. to 7:00 P.M.	\$50.00
	Weekends and holidays* 8:00 A.M. to 4:00 P.M.	\$50.00
	*Charge assessed if connection is requested and completed on the following holidays:	
	New Year's Day	Labor Day
	Idaho Human Rights Day	Thanksgiving
	Memorial Day	Friday after Thanksgiving
	Independence Day	Christmas Day
	Pioneer Day (July 24)	
7R.1	Meter Test for Accuracy Once in twelve months	No charge
	Two or more times in twelve months	Actual Cost
7R.2	Fee paid to mobile home operators who sub-meter tenants	\$1.15 per month per occupied space
8R.1	Late Payment Charge:	1% of delinquent balance per month
8R.2	Returned Check Charge:	\$20.00

(continued)

Submitted Under Advice No. 15-01

ISSUED: April 23, 2015

EFFECTIVE: May 18, 2015



I.P.U.C. No. 1

**Fifth Revision of Sheet No. 300.2
 Canceling Fourth Revision of Sheet No. 300.2**

ELECTRIC SERVICE SCHEDULE NO. 300 - Continued

<u>Sheet No.</u>	<u>Description</u>	<u>Charge</u>
9R.2	Security Deposit for New Service:	
	Residential and Small Commercial	Up to one sixth of estimated annual billings.
	Industrial and Large Commercial	Up to two months peak billings.
10R.8	Reconnection Charges:	
	Monday through Friday except holidays.	
	8:00 A.M. to 4:00 P.M.	\$25.00
	4:00 P.M. to 7:00 P.M.	\$50.00
	Weekends and holidays*	
	8:00 A.M. to 4:00 P.M.	\$50.00

*Charge assessed if reconnection is requested and completed on the following holidays:

New Year's Day	Labor Day
Idaho Human Rights Day	Thanksgiving
Memorial Day	Friday after Thanksgiving
Independence Day	Christmas Day
Pioneer Day (July 24)	

10R.8	Tampering Unauthorized Reconnection Charge:	\$75.00
10R.8	Field Visit Charge:	\$20.00
11R.1	Taxes	

<u>Municipality</u>	<u>Type of Tax or Fee</u>	<u>Ordinance No.</u>	<u>Amount of Tax or Fee</u>	<u>Date Ordinance Adopted</u>
City of Arco	Franchise	No. 2007-B	3.0%	July 23, 2007
City of Ammon	Franchise	No. 501	3.0%	May 19, 2011
City of Bloomington	Franchise	No. 2012-01	10.0%	May 10, 2012
City of Dubois	Franchise	No. 268	10.0%	March 7, 2012
City of Firth	Franchise	No. 159	1.0%	March 14, 2000
City of Franklin	Franchise	No. 2004-811	3.0%	September 23, 2004
City of Iona	Franchise	No. 40	3.0%	June 22, 1989
City of Lewisville	Franchise	No. 2011-2	2.0%	September 14, 2011
City of McCammon	Franchise	No. 462	3.0%	September 7, 2011
City of Mud Lake	Franchise	No. 60904	2.0%	June 9, 2004
City of Paris	Franchise	No. 338	3.0%	November 2, 1998
City of Preston	Franchise	No. 2005-4	3.0%	August 8, 2005

(Continued)

Submitted Under Advice No. 15-01

ISSUED: April 23, 2015

EFFECTIVE: May 18, 2015



I.P.U.C. No. 1

**First Revision of Sheet No. 300.3
 Canceling Original Sheet No. 300.3**

ELECTRIC SERVICE SCHEDULE NO. 300 - Continued

<u>Municipality</u>	<u>Type of Tax or Fee</u>	<u>Ordinance No.</u>	<u>Amount of Tax or Fee</u>	<u>Date Ordinance Adopted</u>
City of Rexburg	Franchise	No. 929	6.0%	December 8, 2004
City of Rigby	Franchise	No. 453	3.0%	May 21, 1996
City of Ririe	Franchise	No. 104	3.0%	December 31, 1990
City of St. Anthony	Franchise	No. 20011-10	1.0%	September 22, 2011
City of Shelley	Franchise	No. 375	3.0%	October 1, 1995
City of Spencer	Franchise	No. 2008-1	2.0%	June 20, 2008
City of Sugar City	Franchise	No. 204	3.0%	June 13, 1996

<u>Sheet No.</u>	<u>Description</u>	<u>Charge</u>
12R.1	Minimum Engineering Costs	\$200
12R.3	Facilities Charges	
	Facilities Installed at Customer's Expense	0.67% per month
	Facilities Installed at Company's Expense	1.67% per month
12R.4	Residential Extension Advance	Cost in excess of transformers, meter and service installation.
12R.6	Non-residential Extension Advance	Cost in excess of \$90 per kW of estimated demand.
12R. 11	Temporary Service Charge: Service Drop and Meter only (Charge is for connection and disconnection)	Single phase: \$ 85.00 Three phase: \$115.00
12R.13	Contract Administration Allowance	\$250
25R.1	Customer Guarantee Credit 1: Restoring Supply After an Outage	\$50.00
	For each additional 12 hours	\$25.00
25R.2	Customer Guarantee Credit 2: Appointments	\$50.00
25R.2	Customer Guarantee Credit 3: Switching on Power	\$50.00
25R.2	Customer Guarantee Credit 4: Estimates for New Supply	\$50.00

(continued)

Submitted Under Advice No. 15-01

ISSUED: April 23, 2015

EFFECTIVE: May 18, 2015

I.P.U.C. No. 1 **Second Revision of Sheet No. 10R.7**
Canceling First Revision of Sheet No. 10R.7

- 7. RESTRICTIONS ON TERMINATION OF SERVICE** (continued)
- (e) The Company will not terminate service without written notice to the residents or occupants of a building or mobile home court where service is master-metered or a residence where the Customer billed is not a resident or occupant of the premises being served. The Company will notify the residents or occupants of its intent to terminate service at least two (2) calendar days, excluding weekends and holidays, prior to the proposed date of termination and shall afford the person or persons receiving the service, a reasonable opportunity to negotiate directly with the Company and to purchase service in their own names.
- 8. PAYMENT ARRANGEMENTS**
- (a) When a Customer cannot pay a bill in full, the Company shall continue to serve the Customer if the Customer and the Company agree on a reasonable portion of the outstanding bill to be paid immediately, and the manner in which the balance of the outstanding bill shall be paid.
 - (b) In deciding on the reasonableness of a particular agreement, the Company will take into account the Customer's ability to pay, the size of the unpaid balance, the Customer's payment history, and the amount of time and reasons why the debt is outstanding.
 - (c) Payments are to be applied to the oldest balance owed on the Customer's bill, except in the case of a disputed bill. If the Customer disputes a bill, the Customer's payments are to be applied to the oldest undisputed amount.
 - (d) If a Customer fails to make the payment agreed upon by the date that it is due, the Company may, but is not obligated to, enter into a second such agreement.
 - (e) No payment arrangement shall be binding upon a Customer if it requires the Customer to forego any right provided for in these regulations.
 - (f) Payment arrangements may be in the form of a Level Pay Plan that will equalize monthly payments of all arrears, if any, and anticipated future bill amounts over a period of not less than one year. No Customer agreeing to a reasonable payment arrangement is required to choose this plan.
 - (g) The first payment under the arrangement will be due one business day after the arrangement, unless the Company grants an extension. If the initial payment is not made, or if any check not honored by the bank is offered as initial payment, the Company may terminate service upon 24-hour notice to the Customer.

(Continued)

I.P.U.C. No. 1

**Second Revision of Sheet No. 10R.8
Canceling First Revision of Sheet No. 10R.8**

8. PAYMENT ARRANGEMENTS (continued)

- (h) If the Company has been unable to contact a Customer concerning termination, but has contacted the Customer's third party and has failed to receive a response from the Customer within seven days after the third party was contacted, the Company may treat the Customer as one who has been contacted and has declined to enter into a reasonable payment arrangement.

9. CHARGES FOR COLLECTION ACTIVITY

- (a) **Reconnection Charge:** Whenever service has been discontinued by Company because of any default by the Customer, as provided in these rules, a charge to cover the cost of reconnection as specified in Schedule 300 may be collected by Company before service is restored. Customers who make satisfactory arrangements with Company between the hours of 8:00 a.m. and 7:00 p.m., Monday through Friday, excluding holidays, or between the hours of 8:00 a.m. and 4:00 p.m. on holidays and weekends, will have service reconnected the same day. Except for medical emergencies, reconnections required for safety reasons or where customers are disconnected in error, requests for reconnection received by Company during all other hours will be completed on the following day.
- (b) **Tampering/Unauthorized Reconnection Charge:** Where damage to Company's facilities has occurred due to tampering or where reconnection of service has been made by other than Company Personnel a Tampering/Unauthorized Reconnection Charge may be collected as specified in Schedule No. 300. This charge is not a waiver by Company of the rights to recover losses due to tampering. In addition to the above mentioned charge, person receiving service shall be responsible for paying for any damages to the Company's equipment as a result of tampering.
- (c) **Field Visit Charge:** The Company may assess the Customer the Field Visit Charge shown on Schedule 300 when an employee visits a Customer's address, intending to disconnect service, but at the time of the visit, disconnection is either delayed or postponed to provide the Customer additional time to pay, make payment arrangements, or provide proof of payment; or the disconnection is prevented by an intentional action taken by the Customer, such as obstructing access to the Customer's meter or threatening to cause or causing physical harm to the Company representative.

10. RESTORATION OF SERVICE

The Company will restore service only when the following conditions are met:

- (a) The cause of the discontinuance has been removed if that cause was for any reason other than for the nonpayment of proper charges when due;

(Continued)



I.P.U.C. No. 1

First Revision of Sheet No. 300.1
~~Canceling Original Sheet No. 300.1~~

ROCKY MOUNTAIN POWER
ELECTRIC SERVICE SCHEDULE NO. 300

STATE OF IDAHO

Regulation Charges

AVAILABILITY: In all service territory served by- the Company in the State of Idaho.

APPLICATION: For all customers utilizing the services of the Company as defined and described in the Electric Service Regulations.

SERVICE CHARGES:

<u>Sheet No.</u>	<u>Description</u>	<u>Charge</u>
3R.1	Service Connection Charge: Normal Office Hours	No Charge
	Monday through Friday except h Holidays 4:00 P.M. to 7:00 P.M.	\$50.00
	Weekends and h Holidays* 8:00 A.M. to 4:00 P.M.	\$50.00

*Charge assessed if connection is requested and completed on the following holidays:

- | | |
|-------------------------------|----------------------------------|
| <u>New Year's Day</u> | <u>Labor Day</u> |
| <u>Idaho Human Rights Day</u> | <u>Thanksgiving</u> |
| <u>Memorial Day</u> | <u>Friday after Thanksgiving</u> |
| <u>Independence Day</u> | <u>Christmas Day</u> |
| <u>Pioneer Day (July 24)</u> | |

7R.1	Meter Test for Accuracy Once in twelve months Two or more times in twelve months	No charge Actual Cost
7R.2	Fee paid to mobile home operators who sub-meter tenants	\$1.15 per month per occupied space
8R.1	Late Payment Charge:	1% of delinquent balance per month
8R.2	Returned Check Charge:	\$20.00

Submitted Under Advice No. ~~06-06~~15-01

ISSUED: ~~August 14, 2006~~April 23, 2015

EFFECTIVE: ~~September 15, 2006~~May 18, 2015



I.P.U.C. No. 1

First Revision of Sheet No. 300.1
Canceling Original Sheet No. 300.2

(continued)

Submitted Under Advice No. ~~06-06~~15-01

ISSUED: ~~August 14, 2006~~April 23, 2015

EFFECTIVE: ~~September 15, 2006~~May 18, 2015



I.P.U.C. No. 1

~~Fourth~~ ~~Fifth~~ Revision of Sheet No. 300.2
 -Canceling ~~Third~~ ~~Fourth~~ Revision of Sheet No. 300.2

ELECTRIC SERVICE SCHEDULE NO. 300 - Continued

<u>Sheet No.</u>	<u>Description</u>	<u>Charge</u>
9R.2	Security Deposit for New Service:	
	Residential and Small Commercial	Up to one sixth of estimated annual billings.
	Industrial and Large Commercial	Up to two months peak billings.
10R.8	Reconnection Charges:	
	Monday through Friday except h Holidays.	
	8:00 A.M. to 4:00 P.M.	\$25.00
	4:00 P.M. to 7:00 P.M.	\$50.00
	Weekends and h Holidays*	
	8:00 A.M. to 4:00 P.M.	\$50.00

*Charge assessed if reconnection is requested and completed on the following holidays:

<u>New Year's Day</u>	<u>Labor Day</u>
<u>Idaho Human Rights Day</u>	<u>Thanksgiving</u>
<u>Memorial Day</u>	<u>Friday after Thanksgiving</u>
<u>Independence Day</u>	<u>Christmas Day</u>
<u>Pioneer Day (July 24)</u>	

10R.8	Tampering Unauthorized Reconnection Charge:	\$75.00
10R.8	Field Service Collection <u>Visit</u> Charge:	\$20.00
11R.1	Taxes	

<u>Municipality</u>	<u>Type of Tax or Fee</u>	<u>Ordinance No.</u>	<u>Amount of Tax or Fee</u>	<u>Date Ordinance Adopted</u>
City of Arco	Franchise	No. 2007-B	3.0%	July 23, 2007
City of Ammon	Franchise	No. 501	3.0%	May 19, 2011
City of Bloomington	Franchise	No. 2012-01	10.0%	May 10, 2012
City of Dubois	Franchise	No. 268	10.0%	March 7, 2012
City of Firth	Franchise	No. 159	1.0%	March 14, 2000
City of Franklin	Franchise	No. 2004-811	3.0%	September 23, 2004
City of Iona	Franchise	No. 40	3.0%	June 22, 1989
City of Lewisville	Franchise	No. 2011-2	2.0%	September 14, 2011
City of McCammon	Franchise	No. 462	3.0%	September 7, 2011
City of Mud Lake	Franchise	No. 60904	2.0%	June 9, 2004
City of Paris	Franchise	No. 338	3.0%	November 2, 1998
City of Preston	Franchise	No. 2005-4	3.0%	August 8, 2005
City of Rexburg	Franchise	No. 929	6.0%	December 8, 2004

Submitted Under Advice No. ~~12-01~~ 15-01

ISSUED: ~~June 1, 2012~~ April 23, 2015

EFFECTIVE: ~~August 1, 2012~~ May 18, 2015



I.P.U.C. No. 1

~~Fourth~~ Fifth Revision of Sheet No. 300.2
~~-Canceling Third~~ Fourth Revision of Sheet No. 300.2

City of Rigby	Franchise	No. 453	3.0%	May 21, 1996
City of Ririe	Franchise	No. 104	3.0%	December 31, 1990
City of St. Anthony	Franchise	No. 20011-10	1.0%	September 22, 2011
City of Shelley	Franchise	No. 375	3.0%	October 1, 1995
City of Spencer	Franchise	No. 2008-1	2.0%	June 20, 2008
City of Sugar City	Franchise	No. 204	3.0%	June 13, 1996
12R.1	Minimum Engineering Costs			\$200

(Continued)

Submitted Under Advice No. ~~12-01~~15-01

ISSUED: ~~June 1, 2012~~April 23, 2015

EFFECTIVE: ~~August 1, 2012~~May 18, 2015

I.P.U.C. No. 1

First Revision of Sheet No. 300.3
Canceling Original Sheet No. 300.3

ELECTRIC SERVICE SCHEDULE NO. 300 - Continued

<u>Municipality</u>	<u>Type of Tax or Fee</u>	<u>Ordinance No.</u>	<u>Amount of Tax or Fee</u>	<u>Date Ordinance Adopted</u>
City of Rexburg	Franchise	No. 929	6.0%	December 8, 2004
City of Rigby	Franchise	No. 453	3.0%	May 21, 1996
City of Ririe	Franchise	No. 104	3.0%	December 31, 1990
City of St. Anthony	Franchise	No. 20011-10	1.0%	September 22, 2011
City of Shelley	Franchise	No. 375	3.0%	October 1, 1995
City of Spencer	Franchise	No. 2008-1	2.0%	June 20, 2008
City of Sugar City	Franchise	No. 204	3.0%	June 13, 1996

<u>Sheet No.</u>	<u>Description</u>	<u>Charge</u>
<u>12R.1</u>	<u>Minimum Engineering Costs</u>	<u>\$200</u>
12R.3	Facilities Charges	
	Facilities Installed at Customer's Expense	0.67% per month
	Facilities Installed at Company's Expense	1.67% per month
12R.4	Residential Extension Advance	Cost in excess of transformers, meter and service installation.
12R.6	Non-residential Extension Advance	Cost in excess of \$90 per kW of estimated demand.
12R. 11	Temporary Service Charge: Service Drop and Meter only (Charge is for connection and disconnection)	Single phase: \$ 85.00 Three phase: \$115.00
12R.13	Contract Administration Allowance	\$250
25R.1	Customer Guarantee Credit 1: Restoring Supply After an Outage	\$50.00
	For each additional 12 hours	\$25.00
25R.2	Customer Guarantee Credit 2: Appointments	\$50.00
25R.2	Customer Guarantee Credit 3: Switching on Power	\$50.00
25R.2	Customer Guarantee Credit 4: Estimates for New Supply	\$50.00

Submitted Under Advice No. ~~06-0615-01~~

ISSUED: ~~August 14, 2006~~ April 23, 2015

EFFECTIVE: ~~September 15, 2006~~ May 18, 2015



I.P.U.C. No. 1

First Revision of Sheet No. 300.3
Canceling Original Sheet No. 300.3

(continued)

Submitted Under Advice No. ~~06-06~~15-01

ISSUED: ~~August 14, 2006~~April 23, 2015

EFFECTIVE: ~~September 15, 2006~~May 18, 2015

7. RESTRICTIONS ON TERMINATION OF SERVICE (continued)

- (e) The Company will not terminate service without written notice to the residents or occupants of a building or mobile home court where service is master-metered or a residence where the Customer billed is not a resident or occupant of the premises being served. The Company will notify the residents or occupants of its intent to terminate service at least two (2) calendar days, excluding weekends and holidays, prior to the proposed date of termination and shall afford the person or persons receiving the service, a reasonable opportunity to negotiate directly with the Company and to purchase service in their own names.

8. PAYMENT ARRANGEMENTS

- (a) When a Customer cannot pay a bill in full, the Company shall continue to serve the Customer if the Customer and the Company agree on a reasonable portion of the outstanding bill to be paid immediately, and the manner in which the balance of the outstanding bill shall be paid. ~~For Customers who are unable to come to the Company's local office to make payment arrangements, the Company will, upon request by the Customer, make payment arrangements over the telephone, by mail or at the Customer's home.~~
- (b) In deciding on the reasonableness of a particular agreement, the Company will take into account the Customer's ability to pay, the size of the unpaid balance, the Customer's payment history, and the amount of time and reasons why the debt is outstanding.
- (c) Payments are to be applied to the oldest balance owed on the Customer's bill, except in the case of a disputed bill. If the Customer disputes a bill, the Customer's payments are to be applied to the oldest undisputed amount.
- (d) If a Customer fails to make the payment agreed upon by the date that it is due, the Company may, but is not obligated to, enter into a second such agreement.
- (e) No payment arrangement shall be binding upon a Customer if it requires the Customer to forego any right provided for in these regulations.
- (f) Payment arrangements may be in the form of a Level Pay Plan that will equalize monthly payments of all arrears, if any, and anticipated future bill amounts over a period of not less than one year. No Customer agreeing to a reasonable payment arrangement is required to choose this plan.
- (g) The first payment under the arrangement will be due one business day after the arrangement, unless the Company grants an extension. If the initial payment is not made, or if any check not honored by the bank is offered as initial payment, the Company may terminate service upon 24-hour notice to the Customer.

(Continued)

Submitted Under Advice Letter No. 09-0415-01

ISSUED: ~~August 25, 2009~~ April 23, 2015

EFFECTIVE: ~~September 1, 2009~~ May 18, 2015

8. PAYMENT ARRANGEMENTS (continued)

- (h) If the Company has been unable to contact a Customer concerning termination, but has contacted the Customer's third party and has failed to receive a response from the Customer within seven days after the third party was contacted, the Company may treat the Customer as one who has been contacted and has declined to enter into a reasonable payment arrangement.

9. CHARGES FOR COLLECTION ACTIVITY

- (a) **Reconnection Charge:** Whenever service has been discontinued by Company because of any default by the Customer, as provided in these rules, a charge to cover the cost of reconnection as specified in Schedule 300 may be collected by Company before service is restored. Customers who make satisfactory arrangements with Company between the hours of 8:00 a.m. and 7:00 p.m., Monday through Friday, excluding holidays, or between the hours of 8:00 a.m. and 4:00 p.m. on holidays and weekends, will have service reconnected the same day. Except for medical emergencies, reconnections required for safety reasons or where customers are disconnected in error, requests for reconnection received by Company during all other hours will be completed on the following day.
- (b) **Tampering/Unauthorized Reconnection Charge:** Where damage to Company's facilities has occurred due to tampering or where reconnection of service has been made by other than Company Personnel a Tampering/Unauthorized Reconnection Charge may be collected as specified in Schedule No. 300. This charge is not a waiver by Company of the rights to recover losses due to tampering. In addition to the above mentioned charge, person receiving service shall be responsible for paying for any damages to the Company's equipment as a result of tampering.

- (c) **Field ~~Service Collection~~ Visit Charge:** The Company may assess the Customer the Field ~~Service Collection~~ Visit Charge shown on Schedule 300 when ~~payment is collected at the service address or when the~~ employee visits a Customer's address, intending to disconnect service, but at the time of the visit, without receiving payment, does not ~~disconnection is either delayed or postponed to provide the Customer additional time to pay, make payment arrangements, or provide proof of payment; or the disconnection is prevented by an intentional action taken by the Customer, such as obstructing access to the Customer's meter or threatening to cause or causing physical harm to the Company representative, at the Customer's request. 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.~~

10. RESTORATION OF SERVICE

The Company will restore service only when the following conditions are met:



I.P.U.C. No. 1

~~First~~ Second Revision of Sheet No. 10R.8
Canceling ~~First Revision of Original~~ Sheet No. 10R.8

- (a) The cause of the discontinuance has been removed if that cause was for any reason other than for the nonpayment of proper charges when due;

(Continued)

Submitted Under Advice No. ~~09-0415-01~~

ISSUED: ~~August 25, 2009~~ April 23, 2015

EFFECTIVE: ~~September 1, 2009~~ May 18, 2015