

(Include All SWC Company information)

Name, Address, Contact information

**SUMMARY OF RULES AND REGULATIONS OF THE IDAHO PUBLIC UTILITIES COMMISSION  
GOVERNING CUSTOMER RELATIONS OF NATURAL GAS, ELECTRIC AND WATER PUBLIC UTILITIES**

**A utility may terminate service** to a customer without his/her permission after adequate notice for the following reasons:

1. Failure to pay an undisputed past due bill, or written or electronic payment drawn on an account with insufficient funds.
2. Failure to make security deposit where it is required.
3. Failure to abide by terms of a payment arrangement.
4. Customer or applicant misrepresented their identity for the purpose of obtaining utility service.
5. Customer or applicant denied or prevented the utility's access to the meter.
6. Willful waste of service through improper equipment or otherwise.
7. Customer or applicant is a minor not competent to contract as defined by Idaho Code.
8. Customer or applicant owes money on an existing or previous account.

**A utility may deny or terminate service** without prior notice to the customer or applicant and without his/her permission for one or more of the following reasons:

1. A situation exists that is immediately dangerous to life, physical safety or property.
2. The utility is ordered to terminate service by any court, the Commission or other duly authorized public authority.
3. The service is obtained, diverted or used without the authorization or knowledge of the utility.
4. The utility has attempted to notify the customer of termination, but has been unable to make contact.

**NOTIFICATION**

1. A billing may be considered past due fifteen (15) days after the billing date. A written notice of termination must be mailed at least seven (7) days before the proposed termination date.
2. At least twenty-four (24) hours before the service is terminated, another attempt shall be made to contact the customer in person or by telephone.
3. If service is not terminated within twenty-one (21) calendar days after the proposed termination date, another seven (7) day and twenty-four (24) hour notice is required.
4. No additional notice is required if upon receipt of a termination notice the customer makes a payment arrangement and fails to keep it or tenders a written or electronic payment drawn on an account with insufficient funds.

**WHEN TERMINATION NOT ALLOWED**

1. The past due billing is less than \$50 or two (2) months of service, whichever is less.
2. The unpaid billing is for service to another customer.
3. The unpaid bill results for the purchase of non-utility goods or services.
4. Terminations are not allowed on weekends or legal holidays.

**MEDICAL EMERGENCY**

If the customer or a member of the customer's family is seriously ill or has a medical emergency, the utility will postpone termination of service for thirty (30) days if a written certificate signed by a licensed physician or public health official is received.

**An informal or formal complaint** concerning the termination may be filed directly with the utility. If the customer is dissatisfied with the proposed resolution of the complaint, they may contact the:

Idaho Public Utilities Commission,  
P. O. Box 83720,  
Boise, ID 83720-0074.  
Toll free 1-800-432-0369  
or on the web site:

<http://www.puc.idaho.gov/>

A complete set of customer Rules and Regulations are on file with the Idaho Public Utilities Commission and on the website.