

GENERAL SERVICE PROVISIONS (Continued)

11. DISCONTINUANCE OF SERVICE

- a. When a Customer desires to discontinue service, he shall notify the Company at least 48 hours in advance. The Customer may be held responsible for all gas consumed for 48 hours after the date of such notice. Also, the customer is responsible for ensuring that Company personnel have unimpeded access to the meter for a final read, provided that the Customer controls access to the meter, and provided that Company personnel arrive for the final meter read in reasonable proximity to the time which was scheduled for the final meter read.
- b. The Company may discontinue service to a Customer and remove its property without being liable to the Customer or to tenants or occupants of the premises served, for any loss, cost, damage or expense occasioned by such discontinuance or removal, for any of the following reasons:
  - (1) Failure, after five days' written notice, to comply with the Company's requirements for service applications under APPLICATION FOR SERVICE, Section 2.
  - (2) Failure, after five days' written notice, to make or increase a deposit as required under DEPOSITS TO GUARANTEE PAYMENT OF BILLS, Section 3.

ISSUED: November 4, 2003

EFFECTIVE: For service rendered on and after November 6, 2003

Adrian P. Chapman - Vice President, Regulatory Affairs & Energy Acquisition

GENERAL SERVICE PROVISIONS (Continued)

11. DISCONTINUANCE OF SERVICE (Continued)

- (3) Failure to pay a bill for gas service after the Company has made a reasonable attempt to effect collection and has given the Customer written notice that he has five days, excluding Sundays and holidays, in which to make settlement on his account or have his service denied.
- (4) After five days' written notice for refusal of, or inability of the Company to obtain reasonable access to premises.
- (5) Tampering with, damage to or loss of property of the Company on the Customer's premises for which the Customer is liable as provided under METERING, Section 5, or improper character, condition or use of Customer's piping or appliances according to requirements under CUSTOMERS' PIPING AND APPLIANCES, Section 9.

The Company may discontinue service without notice for reason (5).

- c. When it becomes necessary for the Company to discontinue gas service to a Customer for any of the foregoing reasons, service will be reinstated only after all bills for service then due have been paid and satisfactory arrangement made for the extension of credit and after a reconnection fee shall have been paid to reimburse the Company for its attendant expenses as outlined in Appendix A. If the customer makes a payment to a Company representative at the customer's premise to avoid discontinuance of service, the customer shall be subject to a field collection charge as outlined in Appendix A.