

I. Meter Reading, Billing and Collection: (Cont'd.)

late paid bills, credits from past bills and any amounts owed and unpaid from previous bills.

- (b) the customer's service classification, the billed demand, the meter multiplier constant (if applicable), and any charges or credits which are adjustments to the base charges imposed by the company's tariff for the rate classification of that customer;
- (c) if the bill is issued under a budget or levelized billing plan, an identification of the type of plan, the total of the year's budget or levelized amounts billed to the end of the period covered by the current bill, the dollar amount billed for tariff items during such period, and the debit or credit balances; and
- (d) an explanation of how the bill may be paid, including one or more local company offices at which it may be paid, and a statement that bills may be paid at other authorized offices or payment agencies

10. Late Payment Charges: The Company shall impose late payment charges on bills pursuant to Section 11.15 of the HEFPA. A copy of these rules are on file in the Company offices.

J. Discontinuance or Withholding of Service - Residential:

- 1. Discontinuance of Service by the Customer: The customer may discontinue service at any time by giving either written or verbal notice to the Company.
- 2. Notice of Discontinuance - Time: The Company may discontinue the supply of gas for non-payment of bills rendered for service within the last 12 months, for failure to make payments under a Deferred Payment Agreement (DPA), or for failure to pay or to agree in writing to pay equipment and installation charges. The Company must wait at least 15 days after written notice has been served personally upon the customer or mailed to the customer. This notice may not be issued until at least 20 days have elapsed from the date payment was due.

If the person supplied in or (2) above has specified to the Company in writing an alternate address for billing purposes, the notice shall be sent to such alternate address and to the premises where service is