

13. Discontinuance of Service and Complaints - Residential Customers:

A. Discontinuance of Service:

- (1) The Company may discontinue the supply of gas for non-payment of bills rendered for service or for failure to post a lawfully required deposit 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.
- (2) Every notice indicating discontinuance of service will clearly indicate in nontechnical language: (1) the reason for service discontinuance; (1) the total amount required to be paid indicating the amount for which the customer's account is either in arrears or the required deposit, if any, which may be posted by the customer, or both; (3) a method whereby the customer may tender payment of the full sum due and owing, including any required deposit, to avoid the discontinuance of service; and (4) the availability of Company procedures for handling complaints prior to discontinuance, including the address and telephone number of the office of the Company the customer may contact in reference to his or her account; and (5) the earliest date on which discontinuance may be attempted; and have printed on the fact thereof:

"THIS IS A FINAL TERMINATION NOTICE. PLEASE
BRING THIS NOTICE TO THE ATTENTION OF THE
COMPANY WHEN PAYING THIS BILL."

and include a summary to residential customers as prepared or approved by the Public Service Commission stating the protections available to them together with a notice that any customer eligible for such protections should contact the Company.

- (3) The Company will not discontinue service for non-payment of bills rendered for failure to post a required deposit unless it has verified that payment has not been received at any office of the Company or at any office of an authorized collection agent through the end of the required notice period and it has verified on the day discontinuance occurs that payment has not been posted to the customer's account as of the opening of business on that day, or has complied with procedures established for rapid posting of payments. The Company shall take reasonable steps to establish procedures to insure that any payments made in response to notices of discontinuance, when the customer brings the fact that such a notice has been issued to the attention of the Company or its authorized collection agents, are either posted to the customer's account on the day payment is received, or processed in some manner so that discontinuance