

14.3 Deferred Payment Agreement - Non-residential Customers: (Cont'd.)

(b) Eligibility: (Cont'd.)

- (2) The Commission or its authorized designee may order the Company to offer a deferred payment agreement in accordance with this rule to a customer whom it finds this rule intended to protect, when an agreement is necessary for a fair and equitable resolution of an individual complaint.

(c) Contents of Offer:

- (1) Every offer of a deferred payment agreement shall inform the customer of the availability of a deferred payment agreement for eligible customers, set forth generally the minimum terms to which such customer is entitled, explain that more generous terms may be possible, and specify the telephone number and the times to call in order to discuss an agreement.
- (2) An offer pursuant to (a)(1)(i) of this rule shall also state the date by which the customer must contact the Company in order to avoid termination, and explain that the Company has the right to a larger downpayment if the deferred payment agreement is not entered into until after a field visit to physically terminate service has been made.

(d) Terms of Agreement:

- (1) A deferred payment agreement shall obligate the customer to make timely payments of all current charges.
- (2) A deferred payment agreement offered pursuant to (a)(1)(i) of this rule may require the customer:
  - (i) to make a downpayment of up to 30 percent of the arrears on which an outstanding termination notice is based, or the cost of twice the customer's average monthly usage, whichever is greater, plus the full amount of any charges billed after the issuance of the termination notice which are in arrears at the time the agreement is entered into; or