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GENERAL INFORMATION

PART II - RULES AND REGULATIONS

7. DISCONTINUANCE OF SERVICE

A. **VOLUNTARY DISCONTINUANCE OF SERVICE BY THE DISTRIBUTION CUSTOMER**

- (1) A Distribution Customer may discontinue operations (in whole or significant part) in the Distribution Provider's Control Area at will (subject to any penalties or sanctions that may arise due to contractual obligations), upon submission of a written Discontinuance of Service Form (or switch request) to the Distribution Provider and notice to the Distribution Customer's Retail Customers at least fifteen (15) calendar days prior to the discontinuance date. The notice to Retail Customers shall inform them:
 - (a) That the discontinuance shall occur at the first scheduled meter reading date after the fifteen (15) day notice period expires, or the Distribution Provider may estimate the readings at the discontinuance date, provide for a special meter read, or a Retail Customer may supply the read;
 - (b) Of their option either to select another Distribution Provider or to return to regulated utility service;
 - (c) That if they do select another Distribution Customer, that entity will file a Customer Enrollment Form with the Distribution Provider on their behalf, and there will be no fee charged by the Distribution Provider for the switches;
 - (d) That after the discontinuance, and unless and until new Distribution Customers are selected and the switches are completed, the Service Point will be transferred to the equivalent service classification in the Distribution Provider's retail tariff, PSC No. 19 - Electricity, Rule 2.A.3; and
 - (e) That there will be no switching fee charged by the Distribution Provider to the Retail Customer for a switch back to the Distribution Provider, whether as an interim measure until a new Distribution Customer is selected or as a permanent action.
- (2) The Distribution Provider must, within five (5) calendar days of the notice from the Distribution Customer, also send a notice to the Retail Customers containing the same information as required above, but also providing a list with names and telephone numbers of qualified Distribution Customers.
- (3) If the Distribution Provider learns that a Distribution Customer has discontinued operations in its Control Area without giving the proper notice to Retail Customers and to the Distribution Provider in accordance with the above requirements prior to discontinuing operations, the Distribution Provider shall immediately inform the Public Service Commission and then if directed, notify all of the Distribution Customer's Retail Customers that effective immediately their service is being provided by the Distribution Provider under the standard retail tariff, PSC No. 19 - Electricity, and that payment for such service from the date of the notice until a subsequent switch takes place must be made to the Distribution Provider.

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