

P.S.C. No. 7 Electricity
PENNSYLVANIA ELECTRIC COMPANY
Initial Effective Date: 10/06/2019

Leaf: 68
Revision: 0
Superseding Revision:

Rule 22 - Discontinuance of Service (continued)

The Company shall not terminate service on a Saturday or Sunday, Public Holiday as defined in the General Construction Law, a day on which the business offices of the Company are closed for business, or a day on which the Commission is closed.

On days when termination may occur, the Company may terminate service between the hours of 8:00 a.m. to 6:00 p.m., except that on days preceding the days listed in this Rule 22 for Non-Residential Customers, termination may only occur after 3:00 p.m. if the Customer or any person in charge of the premises is informed prior to termination in a personal contact that termination is about to occur and the Company is prepared to accept a check for any payment required to avoid termination.

The Company shall not terminate service unless it has verified on the day termination is scheduled that payment has not been posted to the Customer's account as of the opening of business on that day.

The Company shall strive to physically terminate service whenever a final notice of termination is sent.

The Company shall not terminate service more than sixty (60) calendar days after issuance of the final termination notice, unless it has, during that time, issued a termination reminder notice that states the current arrears due, if applicable. The Company shall not terminate service more than ninety (90) calendar days after issuance of the final termination notice unless it has, during that time, issued a termination reminder notice that contains all the information as required in the final notice of termination.

The Company shall not terminate service while a complaint is pending before the Company or the Commission and for eight (8) calendar days after resolution by the Company or by the Commission or its authorized designee, for non-payment of the disputed charges or for any reason that is the subject of the complaint. Nothing bars the Company from termination for non-payment of undisputed charges or for reasons not at issue in the complaint.