

P.S.C. No. 7 Electricity
PENNSYLVANIA ELECTRIC COMPANY
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Rule 22 - Discontinuance of Service (continued)

The Company shall ensure that any payments made in response to final notices of termination when the Customer brings the fact that such a notice has been issued to the attention of the Company or its collection agents are posted to the Customer's account on the day payment is received, or are processed in some manner so that termination shall not occur.

If a Customer claims, at the time that termination for non-payment is to take place, that payment has already been made and produces a written business record of payment, or claims that there is a complaint pending before the Company or the Commission with regard to the charges demanded, the Company's field representative shall make a reasonable effort to verify this information with a Company office representative and shall not terminate service for non-payment of any verified disputed amount.

If a Customer offers payment of the full amount that forms that basis for a scheduled termination at the time of termination, the Company representative shall accept such payment and not terminate service.

If an eligible Customer signs a Deferred Payment Agreement for the full amount that forms the basis for a scheduled termination and offers payment of the required down payment at the time of termination, the Company representative shall accept such down payment and not terminate service. If the Company allows the Customer an extension of time to go to a business office to sign the Deferred Payment Agreement - Non-Residential, and the Customer agrees to do so and offers payment of the required down payment, the Company representative shall accept such down payment and not terminate service; provided, however, that the Company may terminate service without further notice if the Customer fails to sign the agreement within the specified time.

If a Customer has, within the last twenty-four (24) months, paid for service with a check that was dishonored, the Company has the right to accept only cash, certified check, or money order as payment.

Whenever payment is made at the time of termination, the Company's field representative shall provide a Customer with a receipt showing the date, the account number, the amount received, the form of the payment and either the name or identification number of the Company representative.