

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298



February 9, 2011

Advice Letter 2194-E/1971-G

Clay Faber, Director
Regulatory Affairs
San Diego Gas and Electric
8330 Century Park Court, CP32C
San Diego, CA 92123-1548

**Subject: Revisions to Electric and Gas Rules 6, 7, and 11 in Compliance
with D.10-07-048**

Dear Mr. Faber:

Advice Letter 2194-E/1971-G is August 30, 2010.

Sincerely,

A handwritten signature in blue ink that reads "Julie A. Fitch".

Julie A. Fitch, Director
Energy Division



Clay Faber
Director – Regulatory Affairs
8330 Century Park Court
San Diego, CA 92123-1548

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August 30, 2010

ADVICE LETTER 2194-E/1971-G
(U 902-M)

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

SUBJECT: REVISIONS TO ELECTRIC AND GAS RULES 6, 7 AND 11 IN COMPLIANCE WITH DECISION 10-07-048

San Diego Gas & Electric (SDG&E) hereby submits for approval by the California Public Utilities Commission (Commission) revisions to San Diego Gas & Electric Company's (SDG&E) electric and gas tariffs, as shown on the Attachment A and B, respectively.

PURPOSE

In compliance with Interim Ordering Paragraphs (OP) 2, 3 and 8 of D.10-07-048, SDG&E revises Rules 6 – Establishment and Re-Establishment of Credit; Rule 7 – Deposits, and Rule 11 – Discontinuance of Service, as follows:

1. Pursuant to Interim OP 3; waive the re-establishment of credit deposits for all residential customers, including qualified California Alternate Rates for Energy (CARE) customers, for late-payment of bills, effective August 30, 2010. Also effective August 30, 2010 and pursuant to OP 8, re-establishment of credit deposits for customers is based on twice the average monthly bill, and then subsequently;
2. Effective October 1, 2010, in compliance with OP 2.a., waive the additional re-establishment of credit deposits for qualified CARE-only customers following a discontinuance of service for non-payment of bills, and OP 2.b., where no customer who is on medical baseline or life support shall be disconnected without an in-person visit from a utility representative.

BACKGROUND

On February 4, 2010, the Commission issued Rulemaking (R.) 10-02-005, to establish ways to improve customer notification and education to decrease the number of gas and electric utility service disconnections. The economic crisis currently existing in California and the recent increase in utility service disconnections led the Commission to reexamine utility disconnection rules and practices.

Consequently, on July 29, 2010, the Commission approved D.10-07-048 – Interim Decision Implementing Methods to Decrease the Number of Gas and Electric Utility Service Disconnections, which among other things, directs the waiving of the re-establishment of credit deposits for late-payment of bills for residential customers to reduce the financial effects, provide more uniform tariff

practices, and provide a balance between the concerns of parties requesting no deposit requirements and the needs of the utilities and other customers for a showing of security.

OP 3 directs SDG&E to file a Tier 1 Advice Letter within one month of the effective date of this decision with the waiving of the re-establishment of credit deposits for late-payment of bills for residential customers to be in effect until January 1, 2012. OP 8 further adds that within one month of the effective date of D.10-07-048, SDG&E shall file a Tier 1 Advice Letter to provide that re-establishment of credit deposits for customers is based on twice the average monthly bill. Furthermore, OP 2 of D.10-07-048 directs SDG&E to implement the following interim practices by October 1, 2010, to be in effect until January 1, 2012:

Once a qualified CARE customer has established credit, the Utility must not require the customer to pay an additional re-establishment of credit deposit for either late-payment of bills or discontinuance of service for non-payment of bills. No customer who is on medical baseline of life support shall be disconnected without an in-person visit from a Utility representative.

Tariff Changes

In compliance with D.10-07-048, OP 3, the following language is added at the end of electric and gas Rules 6, Subsections 2 on sheets 2:

C. Re-Establishment of Credit - - All Classes of Service

2. Pursuant to D.10-07-048, this Section C.2., regarding re-establishment of credit deposits for residential only customers for late payment of bills, beginning August 30, 2010 through December 31, 2011, and for the additional re-establishment of credit deposits for discontinuance of service for non-payment of bills for qualified CARE-only customers, beginning October 1, 2010 through December 31, 2011, as filed in Advice No. 2194-E/1971-G.

In compliance with D.10-07-048, OP 8 the following change is made to Section A of Rule 7:

A. Amount of Deposit

1. The amount of deposit required to establish **or re-establish** credit for a residential account may be twice the average monthly bill as determined by the Utility.
2. The amount of deposit required to establish **or re-establish** ~~or to reestablish credit for either a residential or non-residential account~~ credit for a non-residential account may be twice the maximum monthly bill as determined by the Utility.

In compliance with D.10-07-048, OP 2.b, Section A of Rule 11 is revised to reflect the following:

A. Non-payment of Bills

3. Reasonable Attempt to Contact Customers:

“Before residential service may be discontinued for non-payment of bills for customers on medical baseline or life support, the Utility shall make a reasonable attempt to personally contact an adult on the customer’s premises prior to termination of service.”

EFFECTIVE DATE

D.10-07-048 orders the following effective dates:

1. OP 3 and OP 8 direct SDG&E to file an Advice Letter classified as Tier 1 (effective pending disposition) pursuant to GO 96-B, to be made effective on August 30, 2010, the date filed, and;
2. OP 2 directs SDG&E to implement the second revision of the additional interim practice of not requiring CARE customers to pay additional re-establishment of credit deposits with the Utility for non-payment of bills or following a disconnection, by October 1, 2010.

PROTEST

Anyone may protest this advice letter to the Commission. The protest must state the grounds upon which it is based, including such items as financial and service impacts, and should be submitted expeditiously. The protest must be made in writing and received within 20 days of the date this advice letter, which is September 19, 2010. There is no restriction on who may file a protest. The address for mailing or delivering a protest to the Commission is:

CPUC Energy Division
Attention: Tariff Unit
505 Van Ness Avenue
San Francisco, CA 94102

Copies of the protest should also be sent via e-mail to the attention of both Honesto Gatchalian (inj@cpuc.ca.gov) and Maria Salinas (mas@cpuc.ca.gov) of the Energy Division. A copy of the protest should also be sent via both e-mail and facsimile to the address shown below on the same date it is mailed or delivered to the Commission.

Attn: Megan Caulson
Regulatory Tariff Manager
8330 Century Park Court, Room 32C
San Diego, CA 92123-1548
Facsimile No. (858) 654-1788
E-mail: mcaulson@semprautilities.com

NOTICE

A copy of this filing has been served on the utilities and interested parties shown on the attached list, including interested parties to service list R.10-02-005 by either providing them a copy electronically or by mailing them a copy hereof, properly stamped and addressed. Address changes should be directed to SDG&E Tariffs by facsimile at (858) 654-1788 or by e-mail at SDG&ETariffs@semprautilities.com.

CLAY FABER
Director – Regulatory Affairs

CALIFORNIA PUBLIC UTILITIES COMMISSION

ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY UTILITY (Attach additional pages as needed)

Company name/CPUC Utility No. **SAN DIEGO GAS & ELECTRIC (U 902)**

Utility type:

ELC

GAS

PLC

HEAT

WATER

Contact Person: Aurora Carrillo

Phone #: (858) 654-1542

E-mail: acarrillo@semprautilities.com

EXPLANATION OF UTILITY TYPE

ELC = Electric

GAS = Gas

PLC = Pipeline

HEAT = Heat

WATER = Water

(Date Filed/ Received Stamp by CPUC)

Advice Letter (AL) #: 2194-E/1971-G

Subject of AL:) Revisions to Rules 6, 7 and 11 in Compliance with D.10-07-048

Keywords (choose from CPUC listing): Credit, Deposit, Compliance

AL filing type: Monthly Quarterly Annual One-Time Other

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution #:

D.09-09-048

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL

Summarize differences between the AL and the prior withdrawn or rejected AL¹: N/A

Does AL request confidential treatment? If so, provide explanation:

Resolution Required? Yes No

Tier Designation: 1 2 3

Requested effective date: 8/30/10 & 10/01/10

No. of tariff sheets: 10

Estimated system annual revenue effect (%): N/A

Estimated system average rate effect (%): N/A

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected: Electric and Gas Rules 6, 7, 11 and TOC

Service affected and changes proposed¹: N/A

Pending advice letters that revise the same tariff sheets: N/A

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division

Attention: Tariff Unit

505 Van Ness Ave.,

San Francisco, CA 94102

mas@cpuc.ca.gov and jnj@cpuc.ca.gov

San Diego Gas & Electric

Attention: Megan Caulson

8330 Century Park Ct, Room 32C

San Diego, CA 92123

mcaulson@semprautilities.com

¹ Discuss in AL if more space is needed.

General Order No. 96-B
ADVICE LETTER FILING MAILING LIST

cc: (w/enclosures)

Public Utilities Commission

DRA

D. Appling
S. Cauchois
J. Greig
R. Pocta
W. Scott

Energy Division

P. Clanon
S. Gallagher
H. Gatchalian
D. Lafrenz
M. Salinas

CA. Energy Commission

F. DeLeon
R. Tavares

Alcantar & Kahl LLP

K. Harteloo

American Energy Institute

C. King

APS Energy Services

J. Schenk

BP Energy Company

J. Zaiontz

Barkovich & Yap, Inc.

B. Barkovich

Bartle Wells Associates

R. Schmidt

Braun & Blaising, P.C.

S. Blaising

California Energy Markets

S. O'Donnell
C. Sweet

California Farm Bureau Federation

K. Mills

California Wind Energy

N. Rader

CCSE

S. Freedman
J. Porter

Children's Hospital & Health Center

T. Jacoby

City of Chula Vista

M. Meacham
E. Hull

City of Poway

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City of San Diego

J. Cervantes
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M. Valerio

Commerce Energy Group

V. Gan

Constellation New Energy

W. Chen

CP Kelco

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Davis Wright Tremaine, LLP

E. O'Neill
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Dept. of General Services

H. Nanjo
M. Clark

Douglass & Liddell

D. Douglass
D. Liddell
G. Klatt

Duke Energy North America

M. Gillette

Dynegy, Inc.

J. Paul

Ellison Schneider & Harris LLP

E. Janssen

Energy Policy Initiatives Center (USD)

S. Anders

Energy Price Solutions

A. Scott

Energy Strategies, Inc.

K. Campbell
M. Scanlan

Goodin, MacBride, Squeri, Ritchie & Day

B. Cragg
J. Heather Patrick
J. Squeri

Goodrich Aerostructures Group

M. Harrington

Hanna and Morton LLP

N. Pedersen

Itsa-North America

L. Belew

J.B.S. Energy

J. Nahigian

Luce, Forward, Hamilton & Scripps LLP

J. Leslie

Manatt, Phelps & Phillips LLP

D. Huard
R. Keen

Matthew V. Brady & Associates

M. Brady

Modesto Irrigation District

C. Mayer

Morrison & Foerster LLP

P. Hanschen

MRW & Associates

D. Richardson

OnGrid Solar

Andy Black

Pacific Gas & Electric Co.

J. Clark
M. Huffman
S. Lawrie
E. Lucha

Pacific Utility Audit, Inc.

E. Kelly

R. W. Beck, Inc.

C. Elder

School Project for Utility Rate
Reduction

M. Rochman
Shute, Mihaly & Weinberger LLP

O. Armi

Solar Turbines

F. Chiang

Sutherland Asbill & Brennan LLP

K. McCrea

Southern California Edison Co.

M. Alexander
K. Cini
K. Gansecki

H. Romero

TransCanada

R. Hunter

D. White

TURN

M. Florio
M. Hawiger

UCAN

M. Shames

U.S. Dept. of the Navy

K. Davoodi
N. Furuta

L. DeLacruz

Utility Specialists, Southwest, Inc.

D. Koser

Western Manufactured Housing

Communities Association

S. Dey

White & Case LLP

L. Cottle

Interested Parties in:

R.10-02-005

ATTACHMENT A
ADVICE LETTER 2194-E

Cal. P.U.C. Sheet No.	Title of Sheet	Canceling Cal. P.U.C. Sheet No.
Revised 22023-E	RULE 6, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT, Sheet 2	Revised 20224-E
Revised 22024-E	RULE 7, DEPOSITS, Sheet 1	Revised 20227-E
Revised 22025-E	RULE 11, DISCONTINUANCE OF SERVICE, Sheet 1	Revised 19690-E
Revised 22026-E	TABLE OF CONTENTS, Sheet 1	Revised 22015-E
Revised 22027-E	TABLE OF CONTENTS, RULES, Sheet 7	Revised 21926-E



RULE 6

Sheet 2

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

C. Re-establishment of Credit – All Classes of Service

1. An applicant who is a former customer of the Utility and whose service has been discontinued for nonpayment of bills at any time during the last 12 months of service may be required to re-establish credit by making a cash deposit as prescribed in Rule 7.
2. A current customer who fails to pay bills before becoming past due as set forth in Rule 11, may be required to pay such bills and to re-establish credit by making a cash deposit as prescribed in Rule 7. This Rule will apply regardless of whether or not service has been disconnected for such non-payment. Pursuant to D.10-07-048, this section C.2. is waived for the re-establishment of credit deposits for residential only customers for late payment of bills, beginning August 30, 2010 through December 31, 2011, and for the additional re-establishment of credit deposits for discontinuance of service for non-payment of bills for qualified CARE-only customers, beginning October 1, 2010 through December 31, 2011, as filed in Advice Letter 2194-E/1971-G.
3. A customer using non-residential service may be required to re-establish credit at one or more of its locations in accordance with this Rule if the conditions of service or basis on which credit was originally established, in the opinion of the Utility, have materially changed or the Utility believes a condition of high risk exists.
4. Where the Utility has received information that a residential customer left another Utility's service territory with an unpaid closing bill, the customer may be required, as a condition of continued service, to re-establish credit in accordance with this Rule.

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Advice Ltr. No. 2194-E

Decision No. 10-07-048

Issued by
Lee Schavrien
Senior Vice President
Regulatory Affairs

Date Filed Aug 30, 2010

Effective Aug 30, 2010

Resolution No. _____



RULE 7
DEPOSITS

Sheet 1

A. Amount of Deposit

1. The amount of deposit required to establish or re-establish credit for a residential account may be twice the average monthly bill as determined by the Utility. T
2. The amount of deposit required to establish or re-establish credit for a non-residential account may be twice the maximum monthly bill as determined by the Utility. T
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B. Return of Deposit

1. Good Standing, Active Customer. When the customer has received continuous service and has paid electric bills on all of its accounts before becoming past due as set forth in Rule 11, for a period of 12 consecutive months and is an active customer, the Utility will return the deposit with interest as provided under Section C hereof. When eligible, the deposit is to be returned or applied to the customer's billing provided that the customer's credit would, thereafter, be otherwise established under Rule 6.
2. Customer-Initiated Termination of Service. When the customer has requested that the service be terminated, the deposit, plus any applicable interest, will be returned. In cases in which there are charges due the Utility for electric service to the customer, the deposit, plus any applicable interest, will be applied to such charges and any remaining amount will be returned to the customer.
3. Termination for Non-Payment of Bills. When the service is permanently terminated for non-payment of charges for electric service, the deposit will be applied to such charges and any remaining amount will be returned to the customer. Deposits will not be applied as payment for past due bills to avoid discontinuance of service.

(Continued)



RULE 11

Sheet 1

DISCONTINUANCE OF SERVICE

A. Non-Payment of Bills

1. Past Due Date. Bills for residential electric service are due and payable upon presentation. Such bills are the first notice to the customer that the amount shown is due and payable. Residential bills will become past due if not paid within 19 days of the date mailed; non-residential bills will become past due if not paid within 15 days from the date mailed. Payment shall be received at the office of the Utility, or by an authorized agent of the Utility.

2. Past Due Notice.

a. Residential. The Utility may mail to any residential customer a notice that a bill is past due after the expiration of the applicable period specified in paragraph A.1. The notice that a bill is past due shall state that if the customer is unable to pay the bill by the final date (15 calendar days after the date of mailing of said notice), the customer should contact the Utility to discuss payment arrangements to avoid discontinuance of service. If the bill is not paid, or payment arrangements have not been made by the final date, service may be discontinued for non-payment. A customer's deposit to establish credit will not be used as payment to avoid discontinuance of service. A minimum of 34 days shall elapse between the date of billing and the date of discontinuance.

b. Non-Residential. A non-residential customer's electric service may be discontinued for non-payment of a past due bill provided that a written notice of discontinuance has been issued and the past due amount has not been paid within seven calendar days of the issuance of the past due notice

3. Reasonable Attempt to Contact Customers. For residential service, the Utility shall make a reasonable attempt to contact an adult person residing at the customer's residence either by telephone or by personal contact at least 24 hours prior to termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Utility shall give, either by mail or in person, a notice of termination of service at least 48 hours prior to termination. Before residential service may be discontinued for non-payment of bills for customers on medical baseline or life support, the Utility shall make a reasonable attempt to personally contact an adult on the customer's premises prior to termination of service.

For elderly (age 62 and over) and handicapped* residential customers, the Utility shall provide at least 48 hours notice by telephone or visit; however, if personal contact cannot be made by telephone or visit, notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination.

4. Third Party Notification. The Utility shall allow elderly (age 62 or older) and handicapped* customers, at their option, to designate a friend, family member, or public or private agency as a third party representative to receive a copy of the notice. The Utility shall establish procedures to ensure that third parties consent to receive such notice, and that a copy of the notice is sent directly to a third party. The Utility shall inform all customers at least once annually of the availability of this service.

* Certification from a licensed physician, public health nurse, or a social worker may be required by the Utility.

(Continued)

Lee Schavrien
Senior Vice President
Regulatory Affairs

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ATTACHMENT B
ADVICE LETTER 1971-G

Cal. P.U.C. Sheet No.	Title of Sheet	Canceling Cal. P.U.C. Sheet No.
Revised 18372-G	RULE 6, ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT, Sheet 2	Revised 16448-G
Revised 18373-G	RULE 7, DEPOSITS, Sheet 1	Revised 16451-G
Revised 18374-G	RULE 11, DISCONTINUANCE OF SERVICE, Sheet 1	Revised 15918-G
Revised 18375-G	TABLE OF CONTENTS, Sheet 1	Revised 18370-G
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RULE 6

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

B. Establishment of Credit – Non-Residential Service

Before receiving such service, each applicant shall be required to establish credit as follows:

1. By making a cash deposit as prescribed in Rule 7; or
2. By furnishing a qualified guarantor to secure payment of bills as prescribed in Rule 7; or
3. By having been a non-residential customers for a similar type of service within the last two years and having paid all bills for service in accordance with the provisions of Rule 9 for the most recent 12 consecutive months of such service provided, however, that the customer's creditworthiness has not changed significantly since terminating service with the Utility. The billing for service consumed at the applicant's former service location shall have been equal to at least 50 percent of billing estimated for the new service location; or
4. By otherwise establishing credit to the satisfaction of the Utility.

C. Re-establishment of Credit – All Classes of Service

1. An applicant who is a former customer of the Utility and whose service has been discontinued for nonpayment of bills at any time during the last 12 months of that service may be required to re-establish credit by making a cash deposit as prescribed in Rule 7.
2. A current customer who fails to pay bills before becoming past due as set forth in Rule 11 may be required to pay such bills and to re-establish credit by making a cash deposit as prescribed in Rule 7. This Rule will apply regardless of whether or not service has been discontinued for such non-payment. Pursuant to D.10-07-048, this section C.2. is waived for the re-establishment of credit deposits for residential only customers for late payment of bills, beginning August 30, 2010 through December 31, 2011, and for the additional re-establishment of credit deposits for discontinuance of service for non-payment of bills for qualified CARE-only customers, beginning October 1, 2010 through December 31, 2011, as filed in Advice Letter 2194-E/1971-G.
3. A customer using non-residential service may be required re-establish credit at one or more of its locations in accordance with this Rule if the conditions of service or basis upon which credit was originally established, in the opinion of the Utility, have materially changed or the Utility believes a condition of high risk exists.
4. Where the Utility has received information that a residential customer left another utility's service territory with an unpaid closing bill, the customer may be required, as a condition of continued service, to re-establish credit in accordance with this Rule.

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RULE 7
DEPOSITS

Sheet 1

A. Amount of Deposit

- 1. The amount of deposit required to establish or re-establish credit for a residential account may be twice the average monthly bill as determined by the Utility. T
- 2. The amount of deposit required to establish credit or re-establish credit for a non-residential account may be twice the maximum monthly bill as determined by the Utility. T D

B. Return of Deposit

- 1. Good Standing, Active Customer. When the customer has received continuous service and has paid gas bills on all of its accounts before becoming past due as set forth in Rule 11, for a period of 12 consecutive months and is an active customer, the Utility will return the deposit with interest as provided under Section C hereof. When eligible, the deposit is to be returned or applied to the customer's billing provided that the customer's credit would, thereafter, be otherwise established under Rule 6.
- 2. Customer Initiated Termination of Service. When the customer has requested that the service be terminated, the deposit, plus any applicable interest, will be returned. In cases in which there are charges due the Utility for gas service to the customer, the deposit, plus any applicable interest, will be applied to such charges and any remaining amount will be returned to the customer.
- 3. Termination for Non-Payment of Bills. When the service is permanently terminated for non-payment of charges for gas service, the deposit will be applied to such charges and any remaining amount will be returned to the customer. Deposits will not be applied as payment for past due bills to avoid discontinuance of service.

(Continued)



RULE 11

Sheet 1

DISCONTINUANCE OF SERVICE

A. Non-Payment of Bills

1. Past Due Date. Bills for gas service are due and payable upon presentation. Such bills are the first notice to the customer that the amount shown is due and payable. Residential bills will become past due if not paid within 19 days of the date mailed; non-residential bills will become past due if not paid within 15 calendar days from the date mailed. Payment shall be received at the office of the Utility, or by an authorized agent of the Utility.
2. Past Due Notice
 - a. Residential. The Utility may mail to any residential customer a notice that a bill is past due after the expiration of the applicable period specified in paragraph A.1. The notice that a bill is past due shall state that if the customer is unable to pay the bill by the final date (15 calendar days after the date of mailing of said notice), the customer should contact the Utility to discuss payment arrangements to avoid discontinuance of service. If the bill is not paid, or payment arrangements have not been made by the final date, service may be discontinued for non-payment. A customer's deposit to establish credit will not be used as payment to avoid discontinuance of service. A minimum of 34 days shall elapse between the date of billing and the date of discontinuance.
 - b. Non-Residential. A non-residential customer's gas service may be discontinued for non-payment of a past due bill provided that a written notice of discontinuance has been issued and the past due amount has not been paid within seven calendar days of the issuance of the past due notice.
3. Reasonable Attempt to Contact Customers. For residential service, the Utility shall make a reasonable attempt to contact an adult person residing at the customer's residence either by telephone or by personal contact at least 24 hours prior to termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Utility shall give, either by mail or in person, a notice of termination of service at least 48 hours prior to termination. Before residential service may be discontinued for non-payment of bills for customers on medical baseline or life support, the Utility shall make a reasonable attempt to personally contact an adult on the customer's premises prior to termination of service.

For elderly (age 62 and over) and handicapped* residential customers, the Utility shall provide at least 48 hours notice by telephone or visit; however, if personal contact cannot be made by telephone or visit, notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination.
4. Third Party Notification. The Utility shall allow elderly (age 62 and over) and handicapped* customers, at their option, to designate a friend, family member, or public or private agency as a third party representative to receive a copy of the notice. The Utility shall establish procedures to ensure that third parties consent to receive such notice, and that a copy of the notice is sent directly to a third party. The Utility shall inform all customers at least once annually of the availability of this service.

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* Certification from a licensed physician, public health nurse, or a social worker may be required by the Utility.

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