



SERVICE RULES AND REGULATIONS FOR GAS SERVICE

11. Refusal to Render Service

The Company may refuse to render service to any customer indebted to the Company for service rendered at a previous residence for like service until the customer has paid or made satisfactory arrangements to pay such indebtedness and has complied with other requirements for service.

The Company will not reconnect or continue service to a single family dwelling or separately metered apartment if a person responsible for a delinquent bill owns, occupies, or receives the benefit of the gas service provided to the single family dwelling or separately metered apartment. If satisfactory arrangements are made for payment of the delinquent bill, service will be provided.

Insufficient Reasons for Denying Service. The following shall not constitute sufficient cause for refusal of service to a present or prospective customer:

- A. Delinquency in payment for service by a previous occupant of the premises to be served, except as noted above.
- B. Failure to pay for merchandise purchased from the Company.
- C. Failure to pay for a different type or class of public utility service.
- D. Failure to pay the bill of another customer as guarantor thereof.
- E. Failure to pay a back bill rendered due to under-registration.
- F. Failure of a residential customer to pay a deposit during the period November 1 through April 1 for the location at which he or she has been receiving service.
- G. Failure of a disconnected residential customer to pay the full amount due for past service if financial difficulty is confirmed and the residential customer is willing to enter into a reasonable agreement to pay the delinquent amount.