

**RULES FOR ELECTRIC SERVICE**

**RULE 10 – DISCONNECTION AND RECONNECTION OF SERVICE**

**A. CONTRACT CANCELLATION**

(1) Contracts are canceled by Company in accordance with the terms and conditions thereof, or upon notification from the customer, as provided in the contract, that service is no longer required at the premises being supplied.

(2) Customers are relieved of their contractual obligations for contract that are terminated prior to the expiration of the initial term when the customer does either of the following:

- (a) Satisfies all the remaining obligations under the contract for the initial term; or
- (b) Paid all charges for service to the date of discontinuance as calculated under the tariff provisions applicable for the period of service actually supplied less the sum of payments already made. This includes any remaining obligations under Line Extension Guarantee or Service Extension Guarantees. This option applies only when the customer completely ceases operations. Commercial and industrial customers agree that if operations are resumed before the date when the initial term expires, then the initial obligation of contract is considered still in force.

**B. TERMINATION**

(1) Termination of service does not constitute cancellation of any contract during the initial term thereof except by Company consent.

(2) The Company may terminate the supply of service and remove Company's equipment from customer's premises, upon notice to customer when appropriate, under any of the following conditions:

- (a) Nonpayment of an undisputed delinquent account associated with service provided by the Company.
- (b) The customer's installation, in Company's judgment, has become dangerous or defective or Company has received notice of such a condition, or the customer's equipment or use thereof may impair the equipment of Company or the service to the other customers.
- (c) The Company's property on customer's premises has been interfered with, or evidence is found that the wires, meters, entrance switch or other appurtenances up to and including the point of measurement have been tampered with.
- (d) Energy has been used that has not been registered on the meter.
- (e) A writ of execution is issued against customer, or the premises at which service is supplied is levied upon, or there is an assignment or act of bankruptcy on the part of customer, and Company has not received any written acceptance of responsibility for continuance of service.

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(CONTINUED)**

- (f) The customer violates any of these rules or any of the terms and conditions of the contract or has made misrepresentations to Company with respect to the use of electric service and customer refuses to correct the situation or execute a contract appropriate for such service.
  - (g) The Company's authorized representatives cannot gain admittance or are refused admittance to the premises for the purpose of reading meters, making repairs, making inspections, or removing Company property, or the customer interferes with Company representatives in the performance of their duties, or the meters or other equipment of the Company are not accessible.
  - (h) The customer neglects or refuses to reimburse Company for repairs to or loss of Company's property when such repairs are necessitated, or loss occasioned, caused by the customer.
  - (i) Failure to post a deposit, provide a guarantee, or establish credit associated with service provided by the Company.
  - (j) Failure to comply with the material terms of a settlement or amortization agreement.
  - (k) Fraud or material misrepresentation of identity for the purpose of obtaining utility service.
  - (l) Unauthorized use of the utility service delivered on or about the affected dwelling or other service location.
  - (m) When ordered by a governmental entity having jurisdiction over housing, building, and/or land use codes or ordinances.
- (3) Except in emergencies, service to residential customers will not be terminated: on Saturday or Sunday; on a bank holiday or the day preceding a bank holiday; on a day, or a day preceding a day, when the Company's business offices are closed, excluding Saturdays; or on a holiday or the day preceding a holiday observed by the Pennsylvania Public Utility Commission.
- (4) The customer may avoid termination under the above conditions by eliminating the cause for termination and fulfilling the appropriate conditions for reconnection under Rule 10.C hereof prior to termination.

**C. RECONNECTION**

Whenever a service has been terminated under any of the above provisions, Company will require payment of a \$14 disconnection and reconnection charge and will, before reconnection, require customer to eliminate the cause of disconnection and fulfill any of the following conditions associated with service provided by the Company that are reasonably applicable:

- (1) Establish credit, make a security deposit, or provide a written guarantee acceptable to Company.
- (2) Correct any unsafe or non-standard conditions in customer's service entrance facilities.

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(3) Make full payment of, or arrange time payments for the charges for energy used but not metered and, all costs of Company’s investigation and property damage associated therewith, plus the cost of measures considered necessary by the Company to prevent recurrence. These include but are not limited to: cost of tampering investigations, inspections, billing, and corrective action on unsafe equipment.

(4) Make payment of, or arrange for the payment of, all amounts currently due for services provided by the Company.

(5) Beginning July 1, 2027, the Company will waive reconnection charges for all customers who have household income at or below 150% of the Federal Poverty Level.

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(C) Indicates Change

(D) Indicates Increase

(I) Indicates Increase