

ELECTRIC RULE 11—DISCONTINUANCE AND RESTORATION OF SERVICE

If IPUC terminates or refuses to restore service to a customer or any other person for any of the reasons or upon any of the grounds stated herein, IPUC shall incur no liability whatsoever to said customer or person or to any other customers or persons.

A. CUSTOMER REQUEST TO TERMINATE LIABILITY FOR PAYMENT FOR SERVICE

When a customer wants to terminate liability for payment for service, the customer shall give IPUC not less than two days notice and state the date on which the termination is to become effective. The customer may be held responsible for all service furnished at the premises until two days after receipt of such notice by IPUC, or until the date of termination specified in the notice, whichever date is later.

B. TERMINATION OF SERVICE FOR NONPAYMENT—WEEKENDS AND HOLIDAYS

Service will not be terminated for nonpayment of bills or credit deposit requests on Saturdays, Sundays, legal holidays or on days when the offices of IPUC are closed to the public.

C. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS OR CREDIT DEPOSIT REQUESTS

Monthly bills are due and payable upon presentation and will be considered past due if payment is not received by IPUC within 15 days after the bill is mailed to the customer. Credit deposit requests are due and payable upon presentation and will be considered past due if payment is not received by IPUC within 15 days after the credit deposit request is mailed to the customer. Customers who fail to pay their bills within this time period are subject to service disconnection.

D. FAILURE TO ESTABLISH OR REESTABLISH CREDIT

When IPUC provides service to an Applicant before credit is established or continues service to a customer pending reestablishment of credit, and the Applicant/customer fails to establish or reestablish credit, any and all services the customer is receiving may be terminated after notice has been given. IPUC will not restore the customer's service until the customer has complied with the requirements to establish or reestablish credit.

E. TERMINATION OF SERVICE FOR NONPAYMENT OF BILLS AT OTHER LOCATIONS

Any and all services the customer is receiving may be terminated for nonpayment of a bill for service previously supplied by IPUC to the same customer at another location after the customer has been given notices of termination, except that residential service shall not be terminated for nonpayment of a bill for any other class of service. Nonresidential service may be for nonpayment of a bill for any class of service. Service shall not be terminated for nonpayment within 15 days after establishment of service at the new location. If the customer is receiving service at more than one location, any or all services may be terminated with proper notice for nonpayment of any bill at any location for IPUC service.

F. TERMINATION OF SERVICE—RETURNED CHECKS

When the customer has received notice of termination and a check tendered in payment of the past due bill or credit deposit request for service is returned unpaid, IPUC may terminate service in accordance with the following:

When the customer has received a 15-day notice of termination, the notice will remain in effect, and collection action will continue. When the customer has received a 48-hour notice of termination, the notice will remain in effect, and service may be terminated without further notice.

G. UNSAFE APPARATUS OR CONDITION

1. IPUC may deny or terminate service to the customer immediately and without notice when:
 - a. IPUC determines that the premises wiring, or other electrical equipment, or the use of either, is unsafe, or endangers IPUC's service facilities; or
 - b. The customer threatens to create a hazardous condition; or
 - c. Any governmental agency, authorized to enforce laws, ordinances or regulations involving electric facilities and/or the use of electricity, notifies IPUC in writing that the customer's facilities and/or use of electricity is unsafe or not in compliance with applicable laws, ordinances, or regulations. IPUC does not assume the responsibility of inspecting or repairing the customer's facilities, appliances or other equipment for receiving or using service, or any part thereof. In the event the customer has knowledge that the service is in any way defective, it is the customer's responsibility to notify IPUC at once. IPUC shall not be liable or responsible for any plumbing, appliances, facilities, or apparatus beyond the point of delivery, which it does not own or maintain in accordance with these rules.

H. SERVICE DETRIMENTAL TO OTHER CUSTOMERS

IPUC will not supply service to a customer operating equipment, which is considered by IPUC to be detrimental to either the service of other IPUC customers or to IPUC. IPUC will terminate service and refuse to restore service to any customer who continues to operate such equipment after receiving notification from IPUC to cease.

I. UNAUTHORIZED USE

1. IPUC may terminate service without notice for unauthorized use of service as defined in Rule 13. When the customer's service has been terminated under this section, IPUC may refuse to restore service until:
 - a. the unauthorized use has ceased, and
 - b. IPUC has received full compensation for all charges authorized in Rule 13.
2. IPUC may terminate and refuse to restore service if the acts of the customer or conditions on the premises indicate an intent to deny IPUC full compensation for services rendered, including, but not limited to, any act which may result in a denial of service. IPUC shall provide the customer with the reasons for such termination and/or refusal to restore service. When the customer's service has been terminated under this section, IPUC may refuse to restore service until:
 - a. the acts and/or the conditions described above have ceased or have been corrected to IPUC's satisfaction, and
 - b. IPUC has received full compensation for all charges resulting from the customer's acts or the conditions on the premises.

J. NONCOMPLIANCE WITH IPUC'S RATES

Unless otherwise specifically provided, IPUC may terminate service to a customer for noncompliance with any of IPUC's tariffs if the customer fails to comply within five days after the presentation of written notification. The customer shall comply with IPUC's tariffs before service will be restored.

K. REVOCATION OF PERMISSION TO USE PROPERTY

If IPUC's service facilities and/or a customer's wiring to the meter are installed on property other than the customer's property and the owner of such property revokes permission to use it, IPUC will have the right to terminate service upon the date of such revocation. If service is terminated under these conditions, the

customer may have service restored under the provisions of IPUC's line and service extension rules.

L. CHARGES FOR TERMINATION AND/OR RESTORATION OF SERVICE

1. IPUC may require payment of the entire amount due, including the past due amount and current charges, payment of a deposit in accordance with Rule 7, and payment of other charges indicated herein, prior to restoring service to accounts which have been terminated for nonpayment.
2. IPUC will require a \$20.00 returned check charge for processing a check, which is returned to IPUC unpaid.
3. IPUC will require payment of a field collection charge of \$30.00 when a IPUC representative makes a field call to a customer's premises to terminate service for nonpayment of bills or credit deposit requests.
4. IPUC will require payment of a reconnection charge per connection before restoring service that has been terminated for nonpayment of bills, to prevent fraud, or for failure to comply with IPUC's tariffs. If the customer requests that service be restored outside of regular business hours, an additional charge per connection may be made. See the following chart:

<u>Method of Reconnect</u>	<u>Next Day</u>	<u>Same Day during Working Hours</u>	<u>Weekends and After Hours</u>
<i>Meter Panel</i>	<i>\$20.00</i>	<i>\$30.00</i>	<i>\$50.00</i>
<i>Pole / Service Structure</i>	<i>\$60.00</i>	<i>\$75.00</i>	<i>\$90.00</i>

5. In addition, IPUC may charge and collect any unusual costs incidental to the termination or restoration of service, which have resulted from the customer's action or negligence.
6. Service wrongfully terminated will be restored without charge.