

**RULE H
DISCONNECTION AND RECONNECTION**

1. Grounds for Disconnection of Electricity Service

Electricity Service may be disconnected:

- A. When a Customer/Applicant fails to pay a Company required deposit or make payments in accordance with the terms of a deposit payment arrangement with the Company (OAR 860-021-0205);
- B. When service is being received after having obtained Customer status through the provision of false identification or verification of identity;
- C. Where Customer facilities provided are unsafe or do not comply with state and municipal codes governing service or the rules and regulations of the Company (OAR 860-021-0335);
- D. Where the Customer does not cooperate in providing access to the meter (OAR 860-021-0120);
- E. When a Customer requests the Company to disconnect or close an Electricity Service account (OAR 860-021-0310);
- F. When a joint account is closed and any remaining Customer(s) fails to reapply for Electricity Service within 20 days, so long as the Company has provided a notice of pending disconnection;
- G. Where dangerous or emergency conditions exist at the Premises (OAR 860-021-0315);
- H. For failure to pay Oregon Tariff charges due for Electricity Service rendered (OAR 860-021-0405; OAR 860-021-0505);
- I. For meter tampering, diverting Electricity Service or other Theft of Service;
- J. For failure to abide by the terms of a time payment agreement [OAR 860-021-0410(6); OAR 860-021-0415(5)]; or
- K. When the Commission approves the disconnection of Electricity Service.

2. Procedures for Disconnection and Reconnection of Electricity Service

The Company will discontinue and reconnect Electricity Service in accordance with the rules of the Commission. These rules, copies of which may be obtained from the Company, are contained in OAR 860-021-0057 and OAR 860-021-0305 through 860-021-0505.

A Field Visit Charge specified in Schedule 300 may be charged whenever the Company personnel visits a service address intending to reconnect or disconnect service, but due to customer action is unable to complete the reconnection or disconnection at the time of the visit.

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A Customer who has avoided disconnection, established credit, or gained reconnection of Electricity Service by making a non-cash payment that is subsequently returned by the Customer's financial institution is subject to disconnection of such service. Prior to disconnection the Company must make a good-faith attempt to notify the Customer of the returned payment and that service will be disconnected without further notice if payment is not received within one business day. When remitting for dishonored funds, the Customer will make the payment in either cash, money order, cashier's check or verified credit card payment.

3. Credit Related Disconnection and Reconnection Charges

No charge is incurred for credit-related disconnection of Residential service. The Company may impose a charge for reconnection of Electricity Service to an Applicant to whom Electricity Service has been disconnected involuntarily. Applicants may call the Company's call center to fulfill the requirements for and request service reconnection. Regular Business Hours for the Company's call center are Monday through Friday, 7:00 a.m. to 7:00 p.m., excluding state-recognized holidays. Applicants who fulfill all the requirements for service reconnection, including making all necessary payments, incur one of the following reconnection charges as set forth in Schedule 300:

A. Standard Reconnection

The Standard Reconnection charge is incurred when a scheduled After Hours Reconnection is not requested and a qualified request for service reconnection is received. Standard reconnection requests will result in reconnection of service no later than the end of the next day following the business day on which the request for service is received or treated as received according to this rule. For the purposes of this rule, a business day is 8:00 a.m. to 5:00 p.m., Monday through Thursday, or 8:00 a.m. to 3:00 p.m. on Friday. Calls received after 5:00 p.m., Monday through Thursday* or after 3:00 p.m. on Fridays* are treated as if received at 8:00 a.m. the next business day.

* Excluding State recognized holidays.

B. **After Hours Reconnection**

An After Hours Reconnection charge is incurred when a Customer requests that service be reconnected at after 5:00 p.m. Monday through Thursday**, after 3:00 p.m. on Friday**, or when service restoration is requested outside the parameters of when the Standard Reconnection charge would apply.

** Excluding State- and utility-recognized holidays.

4. **Customer Requested Disconnection and Reconnection**

Charges for service disconnection and reconnection are as listed in Schedule 300. At the Customer's request, the Company will disconnect and reconnect Electricity Service to ensure safe working conditions. The disconnection and reconnection will be done without charge if the work can be completed on the initial trip or on a second trip scheduled during Scheduled Crew Hours. If, at the Customer's request, the disconnection and reconnection are performed during other than Scheduled Crew Hours or for reasons other than to ensure safe working conditions, Schedule 300 charges for disconnection and reconnection apply when a standard service crew (a two-person crew) can complete the work in less than 30 minutes and the work can be scheduled at Company convenience. In all other cases, the Customer will be charged the actual loaded cost for the disconnection and reconnection.

5. **Generally**

A. In cases where the disconnection is performed at the meter base, the charge for Reconnects at Meter Base will be imposed in order to reconnect service. (T)

B. Should it become necessary to disconnect the Electricity Service at other than the meter base, the Schedule 300 charge for Reconnects at Other Than Meter Base will be imposed in order to reconnect service. Should this require a second trip to the premises to perform the disconnection, the charge for reconnects at Other Than Meter Base is in addition to the normal charge under Reconnects at Meter Base. (T)

C. Should other than authorized Company personnel unlawfully reconnect the Electricity Service, an additional charge set forth in Schedule 300 is imposed. (M)(T)
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- D. No charge is imposed for a reconnection performed during Scheduled Crew Hours in order to provide Electricity Service to a new Applicant. If such a reconnection is performed outside of Scheduled Crew Hours, a charge set forth under Disconnection and Reconnection Rates of Schedule 300 is imposed.
- E. In the case where a building owner or manager requests reconnection of Electricity Service for cleaning, showing the unit, or any other purpose other than to provide Electricity Service to an occupant, a charge for reconnection as specified in Schedule 300 will be imposed.
- F. In cases where the Company has been requested to reconnect Electricity Service after it has been disconnected at the meter and the visit has not resulted in a reconnection of service due to Customer action or inaction, a Field Visit Charge is assessed as specified in Schedule 300.

6. Nonwaiver of Right to Disconnect Service

The Company has the option, but is not obligated, to seek disconnection of Electricity Service if grounds exist. Delay or failure on the Company's part to exercise the option does not constitute a waiver of its right to do so at a later time.

7. Severe Weather Disconnection Moratorium

The Company will not disconnect service for nonpayment to a Residential Customer when the weather conditions specified in OAR 860-021-0407(1) and (2) are forecasted in the Company's service territory. This provision applies to the service territory specified in Rule A of this Tariff. The Company will observe forecasted temperatures daily and by 8:00 am each morning from the National Weather Service office in Portland, Oregon. The Company will resume disconnections for nonpayment during the next available business day as operational conditions allow.

8. Other Remedies

The Company reserves the right to pursue all other legal remedies available to it if grounds for disconnection of Electricity Service exist, whether or not it exercises its right to disconnect service.

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RULE H (Concluded)