

## Disconnection of Service Rule 10

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### I. Disconnection of Service for Nonpayment

#### A. General

The Company may disconnect service if a Customer fails to pay bills when due, violates a Company rule, or defaults on a contract as provided below.

#### B. Written Notices

Before disconnecting service, the Company will provide seven days written notice to residential Customers and three days written notice to commercial and industrial Customers. The notice will include the following:

1. The name of the customer and the address where service will be disconnected.
2. The rule that was violated or the amount of the unpaid bill.
3. The date the Company mailed the notice and the date on, or after which, the Company will disconnect service.
4. Contact information for the Customer to contact the Company for additional information or to make mutually agreeable arrangements with the Company.
5. The names of any organizations or government agencies that help persons pay their bills. These organizations must ask the Company to provide Customers their name, address and phone numbers. The Company may provide this information on a separate sheet included with the disconnect notice.
6. A statement advising the Customer that they may contact the Commission if they wish to dispute the disconnection of service.

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**B. Written Notices (continued)**

If the Customer fails to make satisfactory payment arrangements with the Company, the Company may disconnect service without further notice, on or after the day specified in the notice.

**C. Personal Contact**

From November 1 to April 30 the Company will try to personally contact the Customer before disconnecting service. This contact is in addition to the written notice provided above.

**D. Medical Conditions**

If a residential Customer provides health care documentation that a member of the household is handicapped or seriously ill, the Company will allow 15 additional days to pay the past due bill. This is in addition to the seven day notice.

The Company will allow an additional 30 days to pay the past due bill if the Customer provides a Medical Doctor's statement that a member of the household is dependent on life supporting equipment. This is in addition to the seven day notice. The Customer must enter into and keep deferred payment agreement.

**E. Conditions Where the Company Will Not Disconnect**

1. For non-utility services or appliances or merchandise provided, or sold by the Company, to the Customer.
2. From December 24 through January 2, inclusive.

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### E. Conditions Where the Company Will Not Disconnect (continued)

4. Between Thursday 4:00 P.M. and Monday 8:00 A.M. or on legal holidays recognized by the State of Wyoming, or at any time when the Company's business offices are not open for business.
5. When the Customer has a deferred payment agreement and is keeping that agreement.
6. On any day that the Company knows it cannot reconnect service.
7. For bills owed at a previous address, if the Company started service without a written payment agreement and the Customer is paying the bills on time at the new address.
8. For bills owed by someone, other than the Customer, living in the Customer's residence, as long as the Customer is paying the bills on time.

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**E. Conditions Where the Company Will Not Disconnect (continued)**

- 9. For billings legitimately in dispute.
- 10. To Customers documenting an inability to pay:
  - a. During the period November 1 through April 30; and,
  - b. Are actively seeking, or have exhausted available government assistance; or,
  - c. Can pay for service only in installments.

The Company will help elderly and handicapped persons to find available government assistance and will not require them to provide documentation.

**F. Restoration of Service**

The Company will restore service when the cause of the disconnection has been corrected. This includes payments, or satisfactory arrangements for payment, of all charges due from the Customer.

**G. Notification**

**1. Third Party Notification**

Upon written request from the Customer or their representative, the Company will notify a third party of all past due bills and notices of disconnection. The third party must consent in writing to receive such notification and is not liable for the Customer's account.

**2. Tenant Notification**

When a landlord is the Customer but the Company knows that there is a tenant or tenants, the Company will notify the tenants, in writing, of the impending disconnect. The Company will not include the amount owing in this notice. Where facilities allow, the tenants will have 15 days to apply for service directly. The tenants will not be responsible for the landlord's bills.

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**G. Notification (continued)**

**3. Landlord Notification**

Landlords may request, in writing, that the Company notify them if a tenant is to be disconnected for non-payment of service. The Company will notify the landlord, prior to disconnecting service. The Company will not include the dollar amount owing in this notice. The landlord may request the Company to continue service in the landlord's name. The landlord will not be responsible for the tenant's bills.

**H. Charges for Collections**

**1. Disconnection Visit Charge**

The Company may impose a disconnection visit charge when:

- a. The Company disconnects service because of a default by the Customer; or,
- b. The Company collects payment at the service address while making the disconnection visit. Schedule 300 specifies the charge.

**2. Reconnection Charge**

When the Company disconnects service because of a default by the Customer, the Company may impose a charge to cover the costs of reconnection before service is restored. Schedule 300 specifies the charge.

**3. Field Payments**

Employees making disconnection visits will accept cash payment at the service address. However, they will not give change. The Company will credit any excess payment to the Customer's account.

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### H. Charges for Collections (continued)

#### 4. Tampering/Unauthorized Reconnection Charge:

Where damage to Company's facilities has occurred due to tampering or where reconnection of service has been made by other than the Company personnel a Tampering/Unauthorized Reconnection Charge may be collected as specified in Schedule No. 300. This charge is not a waiver by Company of the rights to recover losses due to tampering.

In addition to the above mentioned charge, person receiving service will be responsible for paying for any damages to Company's equipment as a result of tampering.

### II. Disconnection of Service for Other Causes

#### A. Disconnect With Notice

The Company may disconnect service, after notice, for any of the following Customer actions:

1. Using electricity for a property or purpose other than that described in the application for service; or,
2. Failing to maintain, in good order, their service entrance facilities or equipment; or,
3. Tampering with the Company's service wires, meter, seal, or other facilities; or,
4. Vacating permanently, with or without notice to the Company, or temporarily, with notice to the Company; or,

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### II. Disconnection of Service for Other Causes (continued)

#### A. Disconnect With Notice (continued)

5. Using equipment which adversely affects service to other Customers;  
or,
6. Refusing the Company reasonable access for inspecting the facilities  
or for testing, reading, maintaining or removing meters.

The Company may disconnect service for any of the above reasons whenever, and as often, as such reasons may occur. A delay by the Company in disconnecting, or failing to disconnect, does not waive the Company's right to do so.

#### B. Disconnect Without Notice

The Company may disconnect without notice for reasons of safety, health, cooperation with civil authorities, fraudulent use, or any other reason granted in the Commission's Rules or the Wyoming Statutes.

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