

ROCKY MOUNTAIN POWER

Original Sheet No. R10-1

P.S.C. Wyoming No. 17

Disconnection of Service Rule 10

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.

If a Customer or legally authorized person requests to terminate service, the Company shall make reasonable efforts to terminate the Customer's service as requested. Before terminating service, the Company will inform the Customer of any additional charges outlined within the Company's tariff for after-hours service discontinuation.

The Company will assist elderly and handicapped persons to find available government assistance.

B. Notices

Before disconnecting service, the Company will provide seven days' notice to residential Customers and three days written notice to commercial and industrial Customers. Notice may be provided in writing (by U.S. mail), in person, or by telephone after Customer Verification. 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 notified the Customer 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.

(continued)

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B. Notices (continued)

5. The names of any organizations or government agencies that help persons pay their bills. These organizations or government agencies must ask the Company to provide their name, address and phone numbers to Customers.
6. A statement advising the Customer how to contact the Commission if they wish to dispute the disconnection of service.

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 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 a deferred payment agreement.

E. Conditions Where the Company Will Not Disconnect For Non-Payment

1. For non-utility services or appliances or merchandise provided, or sold by the Company, to the Customer.

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E. Conditions Where the Company Will Not Disconnect For Non-Payment
(continued)

2. From December 24 through January 2, inclusive.
3. Between Thursday 4:00 P.M. and Monday 8:00 A.M. or at any time when the Company's business offices are not open for business.
4. On legal holidays recognized by the State of Wyoming or the day before.
5. When the Customer has a deferred payment agreement and is current on paying the agreement.
6. On any day that the Company knows it cannot reconnect service.
7. At a previous address for a different class of service.
8. For bills owed by someone, other than the Customer, living in the Customer's residence or conducting business at the same address, as long as the Customer is paying the bills on time.
9. For billings or portions of billings in dispute and the Customer duly pays the utility bill or portion of the bill that is not in dispute.
10. If the temperature is forecasted to be below 32 degrees Fahrenheit in the impending 48 hours or if conditions are otherwise especially dangerous to health and the Customer is a Residential customer or a nonresidential customer providing service essential for the protection of public health, safety or welfare and is:
 - a. Unable to pay for service in accordance with billing requirements and is actively seeking, or has exhausted available government assistance; or
 - b. Able to pay for service only in installments.

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Disconnection of Service Rule 10

F. Reconnection of Service

Upon payment of all charges due, satisfactory arrangement for payment, or when the cause of disconnection has been corrected, the Company will reconnect service. Charges due may include: electric service billings, line extension contract charges, Disconnection Visit Charge, Reconnection Charge, and any applicable Deposit in accordance with Rule 9

G. Notification

1. Third Party Notification

Upon 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 to receive such notification and is not liable for the Customer's account.

2. 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 continue service in the landlord's name. The landlord will not be responsible for the tenant's bill.

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H. Charges for Collections

1. **Disconnection Visit Charge**

The Company may impose a disconnection visit charge when the Company is required to visit the service address intending to disconnect service because of a default by the Customer. Schedule 300 specifies the charge. Employees making disconnection visits will not accept payment at the service address.

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. **Tampering/Unauthorized Reconnection Charge:**

Where damage to Company's facilities has occurred due to tampering or where reconnection of service has been made by someone other than Company personnel, a Tampering/Unauthorized Reconnection Charge may be collected as specified in Schedule 300. This charge is not a waiver by the Company of the rights to recover losses due to tampering. In addition to the above mentioned charge, the person receiving service will be responsible for paying for any damages to the Company's equipment as a result of tampering.

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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;
2. Failing to maintain, in good order, their service entrance facilities or equipment;
3. Tampering with the Company's service wires, meter, seal, or other facilities;
4. Vacating permanently, with or without notice to the Company, or temporarily, with notice to the Company;
5. Using equipment which adversely affects service to other Customers; or
6. Refusing the Company reasonable access for inspecting Company 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 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, tampering with or destroying the Company's facilities, violation of applicable Wyoming statutes or government agency rules, or any other reason granted in the Commission's rules.

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