

CASCADE NATURAL GAS CORPORATION

RULES AND REGULATIONS

RULE 5 - NOTIFICATION OF AND DISCONTINUANCE OF SERVICE

The Company may or shall discontinue service for any of the following reasons and if service is discontinued for any reason listed herein below, a charge of \$24.00 during regular business hours or \$60.00 during non-business hours may be made against the customer for reconnection. (I)

- a. At the request, written or verbal, by the Customer.
- b. Non-payment of gas bill after first giving customer either eight (8) business days written notice after the delinquent date, which is fifteen (15) days following date of bill, or the discontinuance notice may be personally delivered by an employee of the utility, in which case service may not be discontinued prior to 5 p.m. of the first business day following delivery. If the delivered notice is for non-payment of a deposit, disconnection shall not be permitted prior to 5 p.m. of the sixth (6th) day following delivery. The time of discontinuance notice may be extended, at the option of the Company, depending upon the credit record of the individual customers.
- c. For use of gas for any other property or purpose than that described in the application.
- d. For willful waste of gas through improper or imperfect piping, appliances, or otherwise.
- e. For tampering with any part of any service line or meter or any other apparatus of Company. A meter tampering charge for the actual costs of damages, repairs or any additional or unusual costs or services directly related to the interference, plus the amount of unbilled gas determined to have been lost plus the applicable reconnect charges will be applied to the customers account. (N) (I)
(N)
(N)
- f. In case of vacation of premises by customer.
- g. For refusal of reasonable access to property to employees of the Company for the purpose of inspection of service lines or appliances, or for reading, maintaining or removal of meters.
- h. For use of gas in violation of any city ordinance, or state or federal statute applicable to the area served, or violation of rules and regulations.
- i. For resale of gas to others.
- j. For non-payment of any proper charges, including deposits.
- k. For fraudulent obtaining or use of service.
- l. For use of equipment which adversely affects the utility's service to its other customers.
- m. Under flat rate service, for increasing use of gas without approval of the utility.
- n. For failure of customer to eliminate any hazardous condition found to exist in his facilities (i.e. piping, venting, appliances, etc.)
- o. For payment of a delinquent balance with a check that is dishonored by a bank or financial institution.
- p. For failure to keep any agreed upon payment plan.

If the Company dispatches an employee to discontinue service, an \$10.00 service charge may be assessed by the Company to cover expenses incurred. (I)

A utility representative dispatched to disconnect service will accept payment of a delinquent account at the service address, providing the payment is in the form of a check or money order.

Except in case of danger to life or property, no disconnection shall be accomplished on Saturday, Sunday, legal holiday, or on any other day on which service cannot be reestablished on the same or following day.

BY AUTHORITY OF WASH. UTILITIES & TRANSPORTATION COMM. EXEC. SECRETARY LETTER, DATED 1/18/07, DOCKET UG-060256

By Authority of the Commission's Order 05 in Docket No. UG-060256

ISSUED January 16, 2007

EFFECTIVE January 19, 2007

BY


John T. Stoltz

ISSUED BY CASCADE NATURAL GAS CORPORATION

TITLE Senior Vice President
Regulatory & Gas Supply

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WASH. UT. & TRANS. COMM.

RULES AND REGULATIONS
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Service may not be disconnected while a customer is pursuing any remedy or appeal through the Commission, or utility supervisor, providing any amounts not in dispute are paid when due.

Service shall be restored within twenty-four (24) hours, or other mutually agreed upon time, of the cause of discontinuance being removed and when all charges due from the customer, including any deposit has been paid, or payment arrangement made. The Commission may order service restored pending resolution of any bona fide dispute.

(T)

Any complaints or disputes are to be handled in accordance with WAC 480-90-173.

(T)

CNG/W01-05-01

ISSUED May 31, 2001

EFFECTIVE July 1, 2001

ISSUED BY **CASCADE NATURAL GAS CORPORATION**

BY 

TITLE Senior Vice President