

CASCADE NATURAL GAS CORPORATION

Twelfth Revision of Sheet No. 9

Canceling

WN U-3

Eleventh Revision of Sheet 9

RULE 5

DISCONNECTION AND RECONNECTION OF SERVICE

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DISCONNECTION OF SERVICE

The Company may or shall discontinue service for any of the following reasons:

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- a. At the customer's request. The customer must give the Company three days' notice;
- b. For non-payment of any gas or other tarified charges, including deposits;
- c. If Company has found that the customer has tampered with or stolen the Company's property, stolen gas service, or has committed fraud;
- d. For use of gas for any other property or purpose than that described in the application;
- e. For willful waste of gas through improper or imperfect piping, appliances, or otherwise;
- f. 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 customer's account;
- g. For refusing to grant Company employees or agents reasonable access to the property to inspect service lines, appliances or Company facilities, or to read, maintain or remove 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 fraudulently obtaining or using service;
- j. For use of equipment which adversely affects the utility's service to its other customers;
- k. For failure of customer to eliminate any hazardous condition found to exist in his/her facilities (i.e. piping, venting, appliances, etc.);
- l. For payment of a delinquent balance with a check that is dishonored by a bank or financial institution; or
- m. For failure to stay current on an agreed upon payment plan.

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(K) refers to language previously on Sheet 9 that is now found on Sheet 9-A

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CNG/W17-12-01

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By: 

Michael Parvinen

Director, Regulatory Affairs

SUB 02/09/22

CASCADE NATURAL GAS CORPORATION

Substitute Third Revision of Sheet No. 9-A

Canceling

WN U-3

Second Revision of Sheet No. 9-A

RULE 5

DISCONNECTION AND RECONNECTION OF SERVICE

DISCONNECTION OF SERVICE (continued)

Except in case of danger to life or property, service will not be disconnected on a Saturday, Sunday, legal holiday, or on any other day on which service cannot be reestablished on the same or following day.

The Company will not disconnect service to a residential customer for non-payment when the daily high temperature forecast in the customer's zip code and city are forecasted by the Company's approved weather reporting service to be less than 32 degrees Fahrenheit. The initial decision to hold disconnection of service will be made by 8:00 a.m. each morning and will apply only to the specific geographic area(s) that meet the temperature threshold. The Company may hold disconnection of service to additional geographic areas as weather conditions evolve. Any disconnection of service placed on hold due to this provision shall be rescheduled for completion on the next available business day as weather and operational conditions allow, subject to the restrictions and limitations identified in this Rule 5.

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

NOTIFICATION OF DISCONNECTION OF SERVICE FOR NONPAYMENT

Except as otherwise allowed per WAC 480-90-128(1) and (2), the Company will provide the customer with no less than two notices prior to involuntary disconnection for nonpayment. The first will be a mailed written notice with a stated disconnection date that is no less than eight business days after the date of mailing. The second notice will be mailed no less than five calendar days prior to the disconnection date.

Advance notice of disconnection is not required when disconnection is for meter tampering, diverting service, other theft of service, or for hazardous or unsafe conditions.

When a customer makes a payment subsequent to the issuance of a notice to disconnect service due to nonpayment, whether payment is made to prevent a disconnection of service or to reactivate service that was disconnected, and the payment is not honored by the bank or other financial institution, the account will be deemed unpaid. The Company will attempt to notify the customer in person, by telephone, or by written notice of the payment failure and the Customer will have one business day to correct the failure. If a valid payment is not received, service to the customer may be disconnected after the due date of the previously issued five-day notice and without further written notice. This process may proceed separately from the normal notice process described herein.

DISCONNECT VISIT CHARGE

A Disconnect Visit Charge as established in Schedule 200 may be charged whenever Cascade is required to visit a customer's address for the purpose of disconnecting or reconnecting service, and due to the customer's action, is unable to complete the disconnection or reconnection.

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By:  Lori Blattner

Director, Regulatory Affairs

CASCADE NATURAL GAS CORPORATION

WN U-3

Original Sheet No. 9-B

**RULE 5
DISCONNECTION AND RECONNECTION OF SERVICE**

MEDICAL CERTIFICATE

A customer may notify the Company of a medical emergency and receive five days grace on a disconnection for nonpayment. If the gas service was disconnected for nonpayment before the notice was given to the Company, the Company will restore service on the same day, unless notification occurs after hours at which point reconnection will occur before 12:00 p.m. the next business day. Service will remain on for five days during which time the customer is expected to provide the Company with a certificate signed by a qualified medical professional and enter into a time payment agreement. The certificate must be in writing and indicate the resident's location, an explanation of how the medical condition would be aggravated by disconnection, the length of time the condition is expected to last, and the signature, printed name, title, and phone number of the qualified medical professional. A medical certificate does not excuse a customer from paying delinquent or ongoing charges. A medical certificate is valid no longer than 60 days and a customer is entitled to the benefits of a medical certificate no more than twice in a 120-day period.

SERVICE RECONNECTION

Service shall be restored either within 24 hours or a mutually agreed upon time after the cause of service disconnection is removed, including the customer has paid in full all charges due including any deposit. The Commission may order service restored pending resolution of any bona fide dispute.

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(M) refers to language on Sheet No. 9-B that was previously found on Sheet No. 9-A

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