

RULE F
SERVICE CONNECTION AND
DISCONTINUANCE

- 1. Service Connection. Where service at the specified Point of Delivery is currently disconnected from the Company's system, a Service Connection Charge or Remote Service Connection Charge as specified in Schedule 66 will be assessed at the time service is connected.
2. Service Discontinuance. At the Customer's request, the Company will disconnect service during normal working hours. There is no charge for discontinuing service.
a. When a Customer requests service be discontinued, service will not be disconnected if another party has agreed to accept responsibility for service at the Point of Delivery.
3. Termination Practices. The Company's practices relating to Termination of Service are governed by the Oregon Administrative Rules (OAR) of the Oregon Public Utility Commission, in effect at the time the event occurred which required application of the OAR.
a. Winter Protection Program. The Winter Protection Program protects eligible residential customers from Termination of Service during the Moratorium Period due to non-payment.
Moratorium Period: December 1 through the last day of February.
Eligibility: Residential customers that declare they are unable to pay their bill and whose household includes children, elderly, or infirm residents are eligible for the Winter Protection Plan.
Monthly Payment Requirements: Customers who qualify for the Winter Protection Plan are not required to make a payment during the Moratorium Period, however partial payments will be accepted.
b. Termination of Service will not occur when the forecasted daytime highs do not exceed 25 degrees Fahrenheit on any day or when the forecasted nighttime low falls below 10 degrees Fahrenheit on any day.
4. Field Visit. A Field Visit Charge, as specified in Schedule 66 will be assessed when a Company representative visits a service address intending to disconnect or connect service, but due to Customer action, the Company representative is unable to complete the disconnection or connection at the time of the visit.

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5. Unauthorized Reconnection. Where damage to the Company's facilities has occurred due to tampering or where reconnection of service has been made by other than the Company, an Unauthorized Reconnection Charge may be collected as specified in Schedule 66. 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 Customer receiving service shall be liable for any damage to Company property.