

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, unless otherwise prohibited as described below. The applicable charge will be billed with the first regular bill. The Service Connection Charge applies to all service connections, except for remote service connections, for both metered and unmetered service. The Remote Service Connection Charge applies only to those service connections where remote capability of reconnection is available and when service is connected remotely. (C)
 - a. Severe Weather or Air Quality Reconnection. Upon request from a Customer who has been disconnected for nonpayment within the previous 72 hours of a severe weather or air quality condition, the Company will make best efforts to reconnect service. The Company may apply reconnection fees authorized in OAR 860-021-0330 to any reconnection. (N)
 2. Service Connection Charge Waivers. The Company's practices relating to Service Connection Charge waivers are defined in OAR 860-021-0330 and will be applied as follows: (N)
 - a. The Remote Service Connection Charge for the first two remote reconnections will be waived for Residential Customers who qualify as an eligible Low-Income Residential Customer as defined in OAR 860-021-0180. (C)
 - b. The Service Connection Charge for the first non-remote reconnection in a calendar year occurring Monday through Friday 7:30 am to 6:00 pm will be waived for Residential Customers who qualify as an eligible Low-Income Residential Customer as defined in OAR 860-021-0180. (C)
 - c. The Remote Service Connection Charge or the Service Connection Charge will be waived for Residential Customers enrolled in Tier 1 of Schedule 63, Bill Discount for Qualified Customers Program. (N)
 3. Service Discontinuance. At the Customer's request, the Company will disconnect service during normal working hours. There is no charge for discontinuing service. (C)
 - 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.
 4. Termination Practices. The Company's practices relating to Termination of Service are governed by the Oregon Administrative Rules (OARs) of the Public Utility Commission of Oregon, in effect at the time the event occurred which required application of the OARs. If the Company's Rules and Regulations on file with the Public Utility Commission of Oregon contain provisions which conflict with the OARs, the provisions of the respective OARs supersede those included in the Company's Rules and Regulations. Pursuant to OAR 860-021-0407, termination of Service will not occur if a Residential customer qualifies for the Winter Protection Program. (C)
 - 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 March.
- Eligibility: Residential customers that declare they are unable to pay their bill and whose household is enrolled in Schedule 63, Bill Discount for Qualified Customers Program or includes children, elderly, or infirm residents are eligible for the Winter Protection Program. Children refers to persons eighteen years of age or younger. Customers who are emancipated minors are not considered children. Elderly refers to persons sixty-two years of age or older. Infirm refers to persons whose

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(continued)

Termination Practices. (Continued)

physical health or safety would be seriously impaired by Termination of Service. Customers with a medical certificate are eligible for the Winter Protection Program. (C)

Monthly Payment Requirements: Customers who qualify for the Winter Protection Program are not required to make a payment during the Moratorium Period, however partial payments will be accepted. (C)

d. Termination of Service will not occur when:

i. 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. (C)

ii. A local heat advisory is issued by the applicable weather reporting service. (N)

iii. The air quality index is at or above 100 as issued by the applicable weather reporting service for Residential and Small Commercial Customers. (N)

5. Field Visit. A Field Visit Charge, as specified in Schedule 66, will be assessed, unless otherwise prohibited, 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. Examples of Customer action include, but are not limited to, a) the Customer making a payment at the door, or b) obstructing the Company's access to the Customer's meter or threatening to cause or causing physical harm to the Company representative.

The first Field Visit Charge within a 12-month window will be waived for Low-Income Residential Customers as defined in OAR 860-021-0180.

6. Unauthorized Reconnection. Where damage to the Company's facilities has occurred due to tampering or where reconnection of service has been made by someone 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.