

PUGET SOUND ENERGY
Natural Gas Tariff

RULES AND REGULATIONS (Continued)
RULE NO. 9: Bills and Payment for Service (Continued)


4. **DISCONNECTION OF SERVICE:** The Company may disconnect gas service to the Customer for past due accounts and applicable provisions of WAC 480-90-128. However, the Company will cease discontinuance for past due accounts, in areas with inclement weather events, which are days characterized by extreme cold and the average daily temperature is forecasted to be at or below 32 degrees Fahrenheit. The Company will use the prior day's forecast as received from the National Weather Service. The Company will give the Customer at least two separate disconnection notices. A written notice either delivered by mail or, at the Company's option, by personal delivery to the Customer's address will be served on the Customer as a first notice. In addition, the Company will provide an electronic copy of the notice, if the Company has such contact information for the Customer and the Customer has consented to electronic delivery of notices, at the time the Company mails or delivers the paper copy of the notice. Disconnection shall not be made prior to the eighth business day following mailing of the notice or not prior to 5:00 p.m. of the first business day following personal delivery of the notice. The Company will provide the second disconnection notice electronically if the Company has such contact information and Customer consent to electronic delivery of notices, at least two business days before the disconnection date, and by either (a) personal delivery, (b) mailed notice, or (c) telephone contact. When additional written notice is elected, disconnection will not be made prior to 5:00 p.m. of the third business day following mailing of such notice. In any event, no disconnection will be accomplished on Saturdays, Sundays, or legal holidays.

5. **UNAUTHORIZED USE CHARGE:** In case of tampering or unauthorized use, a bill will be rendered for all statutorily authorized costs, fees, or damages. In cases where the time period and/or amount of unauthorized use can be determined, this amount will be included in the bill. If the actual amount and/or time period of unauthorized use cannot be established, probable consumption will be determined for inclusion in the bill by the maximum quantity of gas estimated to have been consumed by the Customer for a period encompassing six months prior to the detection of such abuse and/or disconnection for cause.

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PUGET SOUND ENERGY
Natural Gas Tariff

RULES AND REGULATIONS (Continued)
RULE NO. 9: Bills and Payment for Service (Continued)

- 6. **BILLING INITIATION CHARGE:** A service charge of \$6.10 shall be made for each new service location established, change of responsibility at a service location, or request for or restoration of seasonal service at a given service location. Where separate new connections or changes are required for service billed on different statements at the same address, the Billing Initiation Charge shall be applied to each statement, unless service has been separated for the Company's convenience. Billing Initiation Charges shall not apply to the following:
 - a. When an additional service or meter is added at the same service location and billed on an existing statement.
 - b. When an owner or agent has agreed through written application to the Company to assume temporary responsibility for service to vacated premises and does so prior to disconnection due to vacancy.
 - c. When a name change is requested following the death of a spouse.
 - d. Existing service locations that are part of an existing service territory of a municipality, other natural gas distribution company, or master meter system that is acquired by PSE.

Where a Customer premises receives electric and natural gas service from the Company, the Billing Initiation Charge shall be \$7.50 for coincidentally establishing service for both electricity and natural gas.

- 7. **CONNECTION AND RECONNECTION CHARGES:** The Company shall collect a charge for a visit by a Company representative to the Customer's service address for the purpose of reconnection of service whenever (1) service has been discontinued for failure of a Customer to comply with these Rules or the Washington Administrative Code, or (2) service has been discontinued for one year or less due to vacancy or any other reason (including seasonal service), and the former Customer or a former tenant (who was a tenant at the time of disconnection) requests reconnection. The Company shall collect a charge for connection of service whenever service is connected at the request of a Customer that is new to the location. The connection or reconnection charge does not apply to connection of new service lines constructed under the provisions of Rule Nos. 6, 7 and 7A. If satisfactory arrangements for payment of all proper charges are made with the Company during normal service hours (7:30 a.m. through 6:30 p.m. Monday through Friday, except holidays), the charge for connection shall be \$32.00 and for reconnection shall be \$37.00.

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PUGET SOUND ENERGY
Natural Gas Tariff**RULES AND REGULATIONS (Continued)****RULE NO. 9: Bills and Payment for Service (Continued)**

7. **CONNECTION AND RECONNECTION CHARGES:** (Continued) If such payment (T) (M) (K)
arrangements are made with the Company other than during normal service hours and the | |
Company agrees that service will be connected or reconnected other than during normal service | |
hours due to Customer request, the charge shall be \$69.00 for connection and \$74.00 for | |
reconnection, except if service is to be connected or reconnected during normal service hours, | |
the charge for connection shall be \$32.00 and for reconnection shall be \$37.00. In addition, if | |
such arrangements for payment are made between the hours of 6:30 p.m. and 7:30 a.m. (the (C) | |
following day), the connection or reconnection shall be completed during normal service hours | |
except where the Company determines that conditions warrant otherwise. If such payment | |
arrangements include an employee picking up payment at the Customer's premise, such | |
payment shall be in the form of a check or money order unless the Company determines that | |
conditions warrant otherwise. Conditions that warrant Company review include medical | |
emergencies and a Customer disconnected in error. The amounts charged for connection or | |
reconnection shall also apply to non-safety-related service calls for the Customer's convenience | |
such as (1) when the Customer does not provide access, or (2) fails to cancel a service call, or | |
(3) when the Customer's equipment beyond the meter is the cause of the service call. | |
| |
COVID-19 Pandemic Exception: The Company shall suspend its collection of the reconnection | |
charge until 180 days after the resumption date of disconnections allowed under Governor Jay | |
Inslee's Proclamation 20-23.16. | |
| |
8. **RETURNED ITEM CHARGE:** For each item a bank returns to the Company unpaid, the | |
Company will charge \$16.00 plus the amount of the item to the account(s) where the item (such | |
as a check, AFT transaction, debit or credit card payment) was originally credited. Where a | |
Customer receives electric and natural gas service from the Company or has multiple electric or | |
natural gas accounts and pays with one check or item, only one service charge will be applied. | |
Upon adequate justification, such as a bank error, the Company may waive or reverse a (M) | |
returned item charge. (K)

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**PUGET SOUND ENERGY
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**RULES AND REGULATIONS (Continued)
RULE NO. 9: Bills and Payment for Service (Continued)**

9. **LATE PAYMENT FEE:** A late payment fee of 1% per month may be assessed on all balances which remain unpaid more than 10 business days after the statement due date and will be added to the Customer's billing statement at the next subsequent billing date, provided that a late payment fee will not be assessed sooner than 30 calendar days after the bill mailing date. Imposition of the late payment fee will be delayed 30 days for Customers with delinquent balances who have demonstrated that they have made application to an agency for financial aid. Customers who participate in the Budget Payment Plan will be exempt from the late payment fee as long as they remain of the Budget Payment Plan. Customers who make payment arrangements with the Company for an unpaid amount or Customers with delinquent balances which would otherwise be assessed a late payment fee during a period in which the Company voluntarily elects not to perform disconnections for nonpayment will be exempt from the late payment fee, assessed on this amount. (M)
10. **DISCONNECTION VISIT CHARGE:** When a visit by a Company representative to the Customer's service address for the purpose of disconnection of service does not result in disconnection of service, a service fee of \$13.00 will be charged for each visit when the visit does not result in disconnection of service due to:
- a. collection of payment from the Customer; or,
 - b. representation regarding payment by the Customer; or,
 - c. upon the Company and Customer agreeing to payment arrangements satisfactory to the Company; or,
 - d. the Customer has corrected a violation of rules that prompted the disconnection visit.
- Where a Customer premises receives both natural gas and electric service, only one charge will be made for each disconnection visit. Disconnection visits will only be made following the required notice to the Customer.
- COVID-19 Pandemic Exception: The Company shall suspend its collection of the disconnection visit charge until 180 days after the resumption date of disconnections allowed under Governor Jay Inslee's Proclamation 20-23.16. (M)

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RULES AND REGULATIONS (Continued)
RULE NO. 15: Discontinuance of Service

- 1. **DISCONTINUANCE BY THE CUSTOMER:** An agreement between the Customer and the Company is created by the Company's acceptance of the Customer's application or request for service, or by the Customer's use of gas prior to such application or request. Where no contract for a facilities extension or term of service is involved, the agreement will continue in full force and effect until terminated by the Customer giving at least one day's notice to a Company business office relative to the intent to discontinue service. The Customer shall make provisions for the Company to close the account on the designated day or be held responsible for the continued use of gas service and custody of Company property until service is terminated. (T) (T) (T) (T) (T) (T)
- 2. **DISCONTINUANCE BY THE COMPANY:** (T)
 - 1. The Company reserves the right to shut off the supply of gas and discontinue service in the event the Customer fails to comply with the rules and regulations contained in this tariff and/or the provisions of any applicable contract or service agreement, as described in WAC 480-90-128, as hereafter amended from time to time. (T) (T) (C) (C)
 - 2. Disconnection for nonpayment of past due accounts will be accomplished in accordance with Section 4 of Rule No. 9. However, the Company will cease discontinuance in areas with inclement weather events, which are days characterized by extreme cold and the average daily temperature is forecasted to be at or below 32 degrees Fahrenheit. The Company will use the prior day's forecast as received from the National Weather Service. (N) | | (N)
 - 3. Service may be discontinued by the Company at any time or to protect life or its property. (T) (C)
 - 4. The Company further reserves the right, upon discovery of any condition of Customer's equipment or piping which is, in the opinion of the Company, hazardous to life or property, to discontinue gas service until such time as the hazardous condition is remedied. The Company does not, however, assume an obligation to inspect the Customer's equipment and piping nor shall the Company be held liable for incidents occurring as the result of such hazardous condition. (T) | | (T)

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