



WN U-76

First Revision of Sheet No. R11A.1
Canceling Original Sheet No. R11A.1

Rule 11A
GENERAL RULES AND REGULATIONS—DISCONTINUANCE OF
SERVICE FOR NONPAYMENT

Upon a customer's failure to pay, when due, all bills rendered, or failure to comply with any of Company's rules and regulations, Company may, in addition to all other rights and remedies at law or in equity, cancel or terminate the contract under which service is being supplied or discontinue the furnishing of service, with or without cancellation or termination of such contract; provided, however, that except in case of danger to life or property, fraudulent use, impairment of service, or violation of law Company will:

- A. Provide the customer with written notice of disconnection.
1. Delivered notice. The Company must deliver a second notice to the service premises and attach it to the customer's primary door. The notice must state a scheduled disconnection date that is not earlier than 5:00 p.m. of the second business day after the date of delivery; or
 2. Mailed notice. The Company must mail a second notice which must include a scheduled disconnection date that is not earlier than 5:00 p.m. of the third business day after the date of mailing, if mailed from within the states of Washington, Oregon, or Idaho; or the sixth business day, if mailed from outside the states of Washington, Oregon, and Idaho; or a new disconnect notice will be provided in the event Company does not disconnect service within ten working days following the first day on which disconnection may be effected, unless other mutually acceptable arrangements have been made; and
- B. Attempt in good faith to contact customer by mail or in person to present a final notice to the customer or an adult at the residence at least five business days prior to disconnection of service, or make two attempts by telephone to advise the customer of the pending disconnection and the reasons therefore, and again immediately before termination of service.
- C. Residential service shall not be discontinued because of nonpayment of bills for other classes of service.
- D. Residential service shall not be discontinued when the following weather conditions are forecasted in the Company's service territory:
1. From November through March on any day the temperature is either 27 degrees Fahrenheit or below or the average of the high and low temperature is 33 degrees Fahrenheit or below;
 2. When a local Heat Advisory has been issued; or
 3. When the Air Quality Index (AQI) is at or above 100.

The weather forecast and advisories will be obtained prior to 8:00 a.m. of each business day from a weather reporting and air quality service designated by the Company. The Company will apply the moratorium on disconnection for nonpayment to the geographic area that meets the moratorium criteria in sections (1), (2), or (3) of this rule. The Company will resume disconnection for nonpayment during the next available business day as operational conditions allow.

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