

**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, and days characterized by extreme heat and the high daily temperature is forecasted to be at or above 90 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.

Prior to implementing changes to its credit and collections practices as allowed in Order 32 in Docket UG-220067, the Company shall conduct targeted outreach in the form of telephone or written (email) communication provided to any current Customer who has a current arrearage balance above \$250 and is currently more than ninety (90) days overdue. Such targeted outreach shall include the Customer's past-due balance as of the date of the outreach and shall inform the Customer of all bill assistance options available to them, and shall identify Community Action Agencies in the Customer's area.

(N)
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(N) |
(K)

(K) Transferred to Sheet No. 21-A.1

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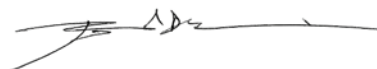
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By Authority of Order 32 of the Washington Utilities and Transportation Commission in Dockets UE-220066 & UG-220067

Issued By Puget Sound Energy

By:



Birud D. Jhaveri

Title: Director, Regulatory Affairs

**PUGET SOUND ENERGY
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RULES AND REGULATIONS (Continued)

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

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

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