

**PUGET SOUND ENERGY
Electric Tariff G**

**SCHEDULE 80
GENERAL RULES AND PROVISIONS (Continued)**

Deposits plus accrued interest shall be refunded when the Customer has for twelve consecutive months paid for services when due in a prompt and satisfactory manner. Deposits (including the transfer of deposits, the extended payment of deposits, alternative to deposits, and method of refund of deposits) shall be subject to applicable provision of WAC 480-100-113 or WAC 480-100-118, as amended hereafter from time to time. Upon termination of service, for any cause whatsoever, the Company shall refund to the Customer the amount then on deposit plus accrued interest less any amount as then shall be due the Company by the Customer.

17. DISCONTINUANCE OF SERVICE:

a. By Customer – When a discontinuance of service occurs at Premises served by the Company, notice of such discontinuance must be given at the office of the Company prior to the date of such change, and such notice shall be effective to terminate any obligation of the Company to render service to that Customer after the date of such change. The outgoing Customer shall be held responsible for all service supplied at that Premises until such notice has been received by the Company, except that service which is the responsibility of a subsequent Customer.

A Customer may designate a third party to receive notice of termination or other matters affecting the provision of service. When the Company discovers that a Customer appears to be unable to comprehend the impact of a termination of service, the Company shall consider an appropriate social agency to be the third party. In either case, the Company will not effect termination of service until five business days after provision of notice to the third party.

b. By Company – Service may be discontinued by the Company for any of the following reasons, as described in WAC 480-100-128, as hereafter amended from time to time:

(1) For non-payment of bills or any proper charges including deposit, as provided in the tariff of the Company. 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)

(2) For the use of energy for purposes or properties other than that specified in the application. (N)

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- (3) For willful waste of energy through improper or imperfect wiring, equipment, or otherwise.
- (4) When Customer's wiring or equipment does not meet the Company's standards or fails to comply with applicable codes and regulations.
- (5) For tampering with the Company's property.
- (6) In case of vacation of Premises by Customer.
- (7) For refusal of reasonable access to Premises by the agents or employees of the Company, or the Company is otherwise unable to obtain access, for the purpose of reading meters, performance of necessary maintenance, testing, installation, or removal of its facilities. (C)
(C)
- (8) For violation of the rules of the Washington Utilities and Transportation Commission or the Company's service agreements or filed tariffs.
- (9) For use of equipment which adversely affects the Company's service to its other Customers, or may result in detrimental impacts to the safety of those Customers or other persons, Customers' equipment or property, or utility service. (C)
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- (10) For fraudulent obtaining or use of service.
- (11) For placement, construction, or maintenance of any structure, vegetation, or other object upon the Customer's premises which, in the Company's judgment unreasonably endangers the safe and reliable operation or maintenance of the Company's overhead or underground electrical facilities.

The right to discontinue service for any of the above reasons may be exercised whenever and as other as such default shall occur, and neither delay or omission on the part of the Company to enforce these rules at any one or more times shall be deemed a waiver of its right to enforce the same at any time, except as provided below, so long as default continues.

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17. DISCONTINUANCE OF SERVICE: (Continued) (T)

Discontinuance of service shall be subject to applicable provisions of WAC 480-100-028, as (C)
 hereafter amended from time to time. Such conditions include a requirement that, except in the
 case of danger to life or property, fraudulent use, impairment of service or violation of law, in which
 case the Company may discontinue service without notice, (1) the Company provide at least two (C)
 separate disconnection notices to the Customer to advise the Customer of the pending (C)
 disconnection and the reasons therefor and (2) written notice of disconnection be served on the
 Customer as a first notice. Such written notice shall be served on the Customer by mail (in which (C)
 case the notice shall be deemed received three calendar days after deposit of the notice in the mail (T)
 to the Customer's last known address) or at the Company's option by personal delivery. Such
 personal delivery shall be deemed served on the Customer upon handing of the notice to a person
 of apparent competence in the residence or, if a business account, to a person employed at the
 Customer's place of business. If no person is present to receive such written notice, such personal
 delivery shall be deemed served on the Customer upon attachment of the notice to the primary door
 of the residence unit or business office at which service is provided. In addition, the Company will (N)
 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, and (3) 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. (N)
 Service shall not be disconnected, in the case of notice by mail, prior to the eighth business day
 following deposit of the notice in the mail or, in the case of notice by personal delivery, prior to 5:00
 p.m. of the first business day following delivery or service of such written notice.


Where telephone contact is elected, at least two attempts to reach the Customer will be made during the Company's regular business hours. Where the Customer does not have a telephone or the Company has been unable to reach the Customer by telephone, a written notice will be mailed a minimum of three business days prior to the intended date of disconnection.

If service is not disconnected within ten working days of the first day on which disconnection may be (K)(T)
 effected and in the absence of other mutually acceptable arrangements, that disconnection notice
 shall become void and a new notice shall be required prior to disconnection of service. (I)
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(K) Transferred to Sheet No. 80-R (K)

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**SCHEDULE 80
GENERAL RULES AND PROVISIONS (Continued)**

17. DISCONTINUANCE OF SERVICE: (Continued)

If the Company initiates discontinuance of service and the service address is different from the billing address, the Company shall also provide prior notice of such discontinuance to the service address unless the Company determines the Customer of record and the service user are the same party. Discontinuance of service shall not occur earlier than five business days after provision of notice to the serving address.

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If a Customer of record initiates discontinuance of service where the service address is different from the billing address and the Company discovers that the service user has no prior notice of discontinuance, the Company shall delay discontinuance at least one complete business day following notice to the actual service user.

The Company will postpone termination of service for thirty days, or will reinstate service for thirty days if already terminated, upon receipt by the Company of a certificate by a licensed physician, nurse practitioner or physician's assistant, which states that termination of service will aggravate an existing medical condition or will create a medical emergency for a permanent occupant of the premises affected. The certificate of medical emergency must be in writing, either electronic or paper, and show clearly the name of the person affected and the nature of the medical emergency.

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The Company shall restore service where the causes for discontinuance have been removed and payment has been made of all proper charges due including proper deposit and including the reconnection charge. The Company shall not be required to provide service and may interrupt or discontinue service if all or any portion of its facilities or operating rights necessary to provide service are taken through the exercise of the power of eminent domain or are taken under threat thereof or are otherwise lost, terminated, or canceled.


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(M) Transferred from Sheet No. 80-Q
(K) Transferred to Sheet No. 80-R.1

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GENERAL RULES AND PROVISIONS (Continued)**

18. **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 a visit by a Company representative to the Customer's service address for the purpose of 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 Schedule 85. 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 \$24.00 and for reconnection shall be \$37.00. If such payment 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 \$61.00 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 \$24.00 and for reconnection will 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 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 Point of Delivery is the cause of the service call.

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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.

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