

call.

(d) When the service address is different from the billing address, the ~~company must~~ utility will determine if the customer of record and the service user are the same party. If not, the company ~~will~~ must notice the service user as described in (a) of this subsection prior to disconnection of service.

(e) Except in case of danger to life or property, ~~companies~~ service may not ~~be~~ disconnected ~~service~~ on Saturdays, Sundays, legal holidays, or on any other day on which the ~~company~~ utility cannot reestablish service on the same or following day.

(f) ~~A company employee~~ The utility representative dispatched to disconnect service ~~must~~ shall be able to accept payment of a delinquent account at the service address if tendered in cash, but ~~is~~ will not ~~be~~ required to give change for cash tendered in excess of the amount due and owing. The utility company ~~must~~ shall credit any excess payment to the customer's account. When disconnection does not take place due to payment ~~or~~ arrangements made by the customer ~~with the utility~~, the utility company may assess a fee for the disconnection visit to the service address as provided in ~~it's~~ the company's tariff. ~~The disconnection notice must describe the disconnection visit charge, the amount, and the circumstances under which the charge will be made.~~

[COMMENT ON (f); The person dispatched may not necessarily be "an employee", but could be a contract party that the utility has designated as its representative. Also, the last sentence should be included in section (a) as it is a notice requirement.

NW Natural requests clarification regarding the delinquency notices and how they pertain to the establishment of credit and deposits rule. Specifically, what constitutes customer's receipt of a delinquency notice – is it the first notice or the second notice? If it is the second notice, then we would assume that any customer that receives the first notice, and then pays before the second notice is issued, has not received a delinquency notice as it applies for establishment of credit and deposits.

Also, we note that the revised language does not include the language currently found under (2)(a)(ii) about discontinuance within ten days of the first day of scheduled disconnection. Was that intentional?]

(g) When service is provided through a master meter, or when the utility has reasonable grounds to believe service is to other than the customer of record, the utility shall ~~company must~~ undertake reasonable efforts to inform occupants of the service address of the impending disconnection. Upon request of one or more service users, where service is to other than the customer of record, the utility shall ~~company must~~ allow five days past the original disconnect date to permit the service users to arrange for continued service.

(h) When service is provided to a hospital, medical clinic with resident patients, or nursing home, notice of pending disconnection must be provided to the secretary of the Washington department of social and health services, and to the customer. Upon request ~~to the company from~~ of the Washington department of social and health services secretary or designee, the utility shall ~~a delay of service disconnection for five business days past the original disconnect date must be allowed before disconnecting service to~~ allow the department to take whatever steps are necessary to protect the interests of resident patients who are the responsibility of the Washington department of social and