

PUGET SOUND ENERGY
Natural Gas Tariff

RULES AND REGULATIONS (Continued)

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

7. **CONNECTION AND RECONNECTION CHARGES:** The Company shall collect a charge for 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 (7:00 a.m. through 7:00 p.m. Monday through Friday, except holidays), the charge for connection shall be \$32.00 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 \$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 7:00 p.m. and 7:00 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 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 20-23.15. (N)
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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 returned item charge.

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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. (C)
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 20-23.15. (N)

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