

GENERAL SERVICE PROVISIONS (continued)

11. DISCONTINUANCE OF SERVICE (continued)

- (2) Failure, after five days' written notice, to make or increase a deposit as required under DEPOSITS TO GUARANTEE PAYMENT OF BILLS AND TERMS OF CREDIT, Section 3.
 - (3) Failure to pay any bill for gas service after the Company has made a reasonable attempt to effect collection and has given the customer written notice that he has 5 days, excluding Sundays and holidays, in which to make settlement on his account or have his service denied.
 - (4) After five days' written notice for refusal of, or inability of the Company to obtain, reasonable access to premises.
 - (5) Tampering with, damage to or loss of property of the Company on the customer's premises for which the customer is liable as provided under METERING, Section 5, or improper character, condition or use of customer's piping or appliances according to requirements under CUSTOMER'S PIPING AND APPLIANCES, Section 9. The Company may discontinue service without notice for reason (5).
- c. When it becomes necessary for the Company to discontinue gas service to a customer for any of the foregoing reasons, service will be reinstated only after all bills for service then due have been paid and satisfactory arrangement made for the extension of credit and after a reconnection fee shall have been paid to reimburse the Company for its attendant expenses as follows:

Reconnection Charges

Multi- family

Per Dwelling unit

<u>Period</u>	<u>(4 or More Units)</u>	<u>Other</u>
Week Day and Saturday		
7 a.m. - 5 p.m.	\$ 14.50*	\$ 44.98
After 5 p.m.	\$ 21.75 **	\$ 69.16
Sunday and Holidays	\$ 21.75**	\$ 69.16

Pursuant to Order No. 15134 issued on December 9, 2008, for the months of January, February and March 2009, security deposits will be assessed, but over a three month period, and not be required to be paid before reconnection. The reconnection charge will be assessed the month following the reconnection, rather than at the time of reconnection. An installment plan for the reconnection charge will be considered on a case-by-case basis. Customers are expected to pay their arrearage as a condition for reconnection. For customers who cannot afford to pay their full balance, but can make a substantial up front payment toward their arrearage, either on their own or through assistance grants such as the Washington Area Fuel Fund (WAFF) or fuel assistance, the Company will review the customer's prior payment history and attempt, in good faith, to reach a negotiated payment plan on the difference. If the customer honors the terms of the payment plan, late payment charges and other collection actions will be suspended during the payment plan period. By Commission Order No. 15134, the Company's interim measures apply only during the 2008-2009 winter heating season and shall expire on March 31, 2009. In addition, Order No. 15134 provides that as of April 1, 2009, the Company's approved tariff in effect prior to the Order shall apply to all customers without further notice.

However, should the customer make a payment to a Company representative at the customer's premises to avoid discontinuance of service, the customer shall be subject to a \$7.49 charge.

* Not less than \$58.00 in the aggregate.

** Not less than \$87.00 in the aggregate.

ISSUED: December 16, 2008

Effective for service rendered on and after January 15, 2009

Adrian P. Chapman -Vice President, Operations, Regulatory Affairs & Energy Acquisition