

N. Discontinuance of Service - Non residential: (Cont'd.)

- (iii) the address and phone number of the office of the Company that the customer may contact in reference to customer's account;
 - (iv) that the Company procedures are available for considering customer complaints prior to discontinuance;
 - (v) that Commission procedures are available for considering customer complaints when a customer is not satisfied with the Company's handling of the complaint, including the address and phone number of the appropriate Commission office;
 - (vi) that it is a termination notice which should be brought to the attention of the Company when the bill is paid;
 - (vii) the payment of the charges with a check that is subsequently dishonored may result in immediate termination of service without further notice, if applicable; and
 - (viii) that at the time the Company goes to the premises to terminate service, it may require any payment to be made with cash, certified check, or money order if the customer has, within the last 24 months, paid with a check that was dishonored.
- (2) A final notice of termination may contain any additional information not inconsistent with this rule.
 - (3) A final notice of termination may not be issued or sent unless at least 20 calendar days have elapsed from the date payment was due, or the date given in a written notice to cure a tariff violation, or, as provided in Rule 1.2(f)(3)(iii), where the reason for the notice is the failure to provide access, except that a final notice of termination for non-payment may be issued or sent on or after the date payment was due in the following