

P.S.C. No. 7 Electricity
PENNSYLVANIA ELECTRIC COMPANY
Initial Effective Date: 10/06/2019

Leaf: 76
Revision: 0
Superseding Revision:

Rule 24 - Deferred Payment Agreement (continued)

on any account in excess of 40 kW, or a Customer who the Company can demonstrate has the resources to pay the bill, provided that the Company notifies the Customer of its reasons and of the Customer's right to contest this determination through the Commission's complaint procedures.

The Commission or its authorized designee may order the Company to offer a Deferred Payment Agreement - Non-Residential to a Customer when an agreement is necessary for a fair and equitable resolution of an individual complaint.

Every offer of a Deferred Payment Agreement - Non-Residential shall inform the Customer of the availability of a Deferred Payment Agreement - Non-Residential for eligible Customers, set forth generally the minimum terms to which such Customer is entitled, explain that more generous terms may be possible, and specify the telephone number and the times to call in order to discuss an agreement.

An offer shall also state the date by which the Customer must contact the Company in order to avoid termination, and explain that the Company has the right to a larger down payment if the Deferred Payment Agreement - Non-Residential is not entered into until after a field visit to physically terminate service has been made.

The Customer shall be obligated to make timely payments of all current charges.

Prior to a field visit to physically terminate service, the Customer may be required to make a down payment of up to thirty percent (30%) of the arrears on which an outstanding termination notice is based, or the cost of twice the Customer's average monthly usage, whichever is greater, plus the full amount of any charges billed after the issuance of the termination notice which are in arrears at the time the agreement is entered into, or if the offer is made at the time of a field visit to physically terminate service, the Customer may be required to make a down payment of up to fifty percent (50%) of the arrears on which an outstanding termination notice is based or the cost of four (4) times the Customer's average monthly usage, whichever is greater, plus the full amount of any charges billed after the issuance of the termination notice which are in arrears at the time the agreement is entered into, and to pay the balance in monthly installments of up to the cost of the Customer's average monthly usage or