

P.S.C. No. 7 Electricity
PENNSYLVANIA ELECTRIC COMPANY
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Rule 23 - Reconnection of Service (continued)

The Company shall reconnect electric service that has been terminated within twenty-four (24) hours after the direction of the Commission or its designee, which direction may occur only where the termination was in error, or the Customer has filed a complaint with the Commission and has either paid in full the undisputed amount, or has entered into a Deferred Payment Agreement - Non-Residential for such amount and has paid the required down payment.

Whenever circumstances beyond the Company's control prevent reconnection of electric service within twenty-four (24) hours of any of the events specified above, electric service shall be reconnected within twenty-four (24) hours after those circumstances cease to exist.

24. Deferred Payment Agreement

A. Residential Customers

Generally the Company shall offer any eligible Residential Customer or Applicant a Deferred Payment Agreement - Residential with specified terms as required by 16 NYCRR, § 11.10, Deferred Payment Agreements, which sets forth in detail the procedures summarized here. The agreement offer shall be made in duplicate on the Deferred Payment Agreement - Residential as shown in Rule 31, Form #8.

All Residential Customers and Applicants are eligible for an agreement unless the Customer has broken an existing payment agreement which required payment over a period at least as long as the standard agreement described below, or the Commission determines that the Customer or Applicant has the resources to pay the bill.

A specific written offer shall be made to eligible Customers before any date of threatened termination of service, where payment of outstanding charges is a requirement for reconnection or acceptance of an application for service, and when a Customer has broken an agreement that was for a shorter period than the standard agreement.