

P.S.C. No. 7 Electricity
PENNSYLVANIA ELECTRIC COMPANY
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Rule 24 - Deferred Payment Agreement (continued)

Before making a written offer, the Company shall make a reasonable effort to contact eligible Customers or Applicants in order to negotiate agreement terms that are fair and equitable considering the Customer's financial circumstances. The Company may, at its discretion, require the Customer to complete a form showing his or her assets, income and expenses and provide reasonable substantiation of such information, and if it does so, shall treat all such information confidentially. The Company also may postpone a scheduled termination for up to (ten) 10 days for the purpose of negotiating an agreement.

If the Company and the Customer or Applicant are unable to agree upon specific terms, the Company shall offer an agreement with the following terms: (i) a down payment up to fifteen percent (15%) of the amount covered by the payment agreement or the cost of one-half of one month's average usage, whichever is greater, or if the amount covered by the agreement is less than one-half of one month's average usage, fifty percent (50%) of such amount and (ii) monthly installments up to the cost of one-half of one month's average use or one-tenth of the balance, whichever is greater.

A copy of the written agreement must be signed by the Customer and returned to the Company in order to be valid and enforceable. In the case of Customers who are subject to a final notice of termination, the signed agreement must be returned to the Company by the day before the earliest day on which termination may occur in order to avoid termination. If the agreement is not signed and returned as required, the Company may terminate service on or after the date specified on the final notice of termination.

If a Customer or Applicant demonstrates that his or her financial circumstances have changed significantly because of circumstances beyond his or her control, the Company shall amend the terms of the agreement to reflect such changes.

If a Customer fails to make timely payment of installments in accordance with a Deferred Payment Agreement, the Company shall send a reminder notice before sending a final notice of termination. If a Customer fails to pay an installment by the 20th day after payment was due and has not negotiated a new agreement, the