

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

Leaf: 66
Revision: 0
Superseding Revision:

Rule 22 - Discontinuance of Service (continued)

B. Non-Residential Customers

The Company, after providing advance final notice of termination and fulfilling all other requirements under 16 NYCRR, Part 13, § 13.3, Termination of Service, may discontinue service when the Non-Residential Customer fails to pay any tariff charge due on his account for which a written bill itemizing the charge has been sent, except for charges that reflect service used more than six (6) years prior to the time the bill first containing these charges was rendered, fails to pay amounts due under a Deferred Payment Agreement, fails to pay a required security deposit, fails to provide reasonable access to the premises for rendering of the Company's service, or fails to comply with provisions of the Tariff which permits the Company to refuse to supply or terminate electric service.

The Company may terminate electric service to a Customer without providing advance notice of the termination when it finds electric service being supplied through tampered Company equipment and has evidence that the Customer opened the account and used the service prior to the creation of the condition or that the Customer knew, or reasonably should have known, that service was not being fully billed; and has rendered a written unmetered service bill, and has made reasonable efforts to provide to a person in charge of the premises the written unmetered service bill, and oral notice of the conditions, if any, under which the Company shall continue service, which may include the payment by cash, certified check, or money order within two (2) hours, of some portion of the bill up to, but not exceeding, fifty percent (50%), and has not received the required payment.

A final notice of termination shall state the reason(s) for termination including (i) the total amount required to be paid, if any; (ii) the manner in which termination may be avoided; (iii) the earliest date on which termination may occur; (iv) the address and telephone number of the office of the Company that the Customer may contact in reference to his account; (v) Company procedures that are available for considering Customer complaints prior to discontinuance; (vi) Commission procedures that are available for considering Customer complaints when a Customer is not satisfied with the Company's handling of the complaint, including the address and telephone