

PUBLIC SERVICE COMPANY OF COLORADO

P.O. Box 840
Denver, CO 80201-0840

Sheet No. 4

Cancels

Sheet No.

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Sheet No. 99
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Sheet No.

ELECTRIC RATES

ELECTRIC AFFORDABILITY PROGRAM ("EAP")

Availability

The Electric Affordability Program (Program) is available to residential customers who have been qualified for and receive assistance from the Low-Income Energy Assistance Program (LEAP) during the federal fiscal year (Program Year). Further, such customers must agree to be placed on the Company's Average Monthly Payment Plan (AMPP) and must also agree to a payment schedule as described below to be considered a Qualified Customer. Only customers receiving a financial benefit as set forth herein shall be considered a Qualified Customer.

Program Description and Bill Impact for Qualified Customers

The Program has two components: 1) Affordability and, 2) Arrearage Forgiveness. The Company will review a customer's billing and consumption information for the most recent twelve-month period, or estimate usage for Qualified Customers with no usage history, approved LEAP benefits and household income information as submitted to the Company to determine a Qualified Customer's financial benefit and payment schedule amount under the AMPP. A Qualified Customer's payment schedule shall include both payment of their current month's bill after inclusion of the affordability bill credit, and payment of a portion of the Qualified Customer's pre-Program arrears, if any.

Affordability Options

- a) The Percentage of Income Payment Plan (PIPP) Affordability option consists of a bill credit determined as one-twelfth of the difference between the Company's estimate of the Qualified Customer's annual electric bill and three percent (3%) of the Qualified Customer's annual household income as provided by the Colorado Department of Human Services, Division of Low Income Energy Assistance to Company. This bill credit is a Program cost that will be included in the Tracker Account. Any LEAP benefit shall not be considered in the calculation of the PIPP affordability credit. Any LEAP benefit shall be applied to that portion of the Qualified Customer's full annual bill that exceeds the Qualified Customer's affordable percentage of income payment. Any LEAP benefit not applied to the Qualified Customer's current bill will be applied to a Qualified Customer's arrears. No portion of any LEAP benefit provided to a Qualified Customer may be applied to the account of a customer other than the Qualified Customer to whom the LEAP benefit was rendered.

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ELECTRIC RATES

ELECTRIC AFFORDABILITY PROGRAM ("EAP")

N

Program Description and Bill Impact for Qualified Customers - Cont'd

Affordability Options - Cont'd

b) The Step Bill Discount (SBD) Affordability option discounts the Qualified Customer's bill at standard residential rates at twenty percent (20%) or twenty-five percent (25%). The SBD Affordability component is available to Qualified Customers whose bills as a percentage of income are less than the three percent (3%) of income required by the PIPP Affordability option. The SBD option is offered to two groups of customers:

- 1) Customers with income at or below one-hundred percent (100%) of the Federal Poverty Level receive a bill credit based on a twenty five percent (25%) rate discount based on their most recent twelve-months of billed consumption, or estimated usage for Qualified Customers with no usage history.
- 2) Customers with income above one-hundred percent (100%) but at or below one-hundred and fifty percent (150%) of the Federal Poverty Level receive a bill credit based on a twenty percent (20%) rate discount based on the their most recent twelve-months of billed consumption, or estimate usage for Qualified Customers with no usage history.

LEAP Benefits may not be considered in the calculation of the SBD affordability credit. Any LEAP benefit not applied to a Qualified Customer's current bill will be applied to a Qualified Customer's arrears. This SBD bill credit is a Program cost that will be included in the Tracker Account.

c) Qualified Customers who report a monthly income of zero dollars (\$0.00) shall pay ten dollars (\$10.00) each month towards their current bill and must re-verify their income every four months to continue in the Program. In the event that a Qualified Customer fails to re-verify their income they shall be suspended from the Program until the earlier of the date that the Company receives a re-verification or the expiration of the Program Year. If a re-verification is not received before the expiration of the Program Year the Qualified Customer will be removed from the Program.

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ELECTRIC RATES

ELECTRIC AFFORDABILITY PROGRAM ("EAP")

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Program Description and Bill Impact for Qualified Customers - Cont'd

Affordability Options - Cont'd

- d) The minimum benefit under each of these options shall not be less than five dollars (\$5.00) per month.

Arrearage Forgiveness Component

- a) The PIPP Arrearage Forgiveness Component consists of a monthly credit that will be applied each month after receipt of the Qualified Customer's payment. Payments under the PIPP Arrearage Forgiveness Component shall not exceed one percent (1%) of the Qualified Customer's annual income. The credit will be designed to retire pre-Program arrears over a period of twelve (12) months for Qualified Customers with arrears of five hundred dollars (\$500.00) or less and twenty-four (24) months for Qualified Customers with arrears of more than five hundred dollars (\$500.00). This PIPP arrearage forgiveness credit is a Program cost that will be included in the Tracker Account.
- b) The SBD Arrearage Forgiveness component consists of a one-time credit of up to two hundred dollars (\$200.00) that will be applied to the Qualified Customer's arrears. SBD participants are not required to repay this SBD arrearage credit. This SBD arrearage forgiveness credit is a Program cost that will be included in the Tracker Account.

Conditions of Service

- a) There is no specific Enrollment Period. Qualified Customers may submit an application to participate in the Program at any time.
- b) Enrollment participation is limited to a first-come, first-served basis until the Company determines that the annual Hard Budget Cap is reached.
- c) Qualified Customers approved to receive a PIPP or SBD benefit must agree to have their dwelling weatherized if contacted by a state-authorized weatherization agency. Failure to permit or complete weatherization may result in the denial of PIPP or SBD benefits for the following year, subject to the following exceptions:

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ELECTRIC RATES

ELECTRIC AFFORDABILITY PROGRAM ("EAP")

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Conditions of Service - Cont'd

- 1) Households containing a member(s) whose mental or physical health could be jeopardized because of weatherization shall be exempt from this requirement. Such participants must provide a certificate of medical hardship, which shall be in writing, sent to the utility from the office of a licensed physician and show clearly the name of the participant or individual whose health is at issue; the Colorado medical identification number, phone number, name, and signature of the physician or health care practitioner acting under a physician's authority certifying the medical hardship.
- 2) A household whose landlord refuses to allow weatherization shall not have benefits denied.
- 3) A household shall not have benefits denied for failure to provide matching funds for weatherization.
- d) Regardless of arrears balances, the Company agrees to maintain service and suspend collection activities under the Discontinuance of Service by Company section to Qualified Customers if they maintain their payment schedule hereunder.
- e) With respect to payment default provisions, a single missed, partial or late payment within any Program Year shall not result in the automatic removal of a Qualified Customer from the Program. However, two or more missed, partial or late payments within any Program Year will result in the Company initiating its regular collection and Discontinuance of Service process.
- f) Qualified Customers must maintain an active Company account for electric service in said customer's name at their permanent primary residence only to be eligible for the Program. In the event the Qualified Customer resides at a primary residence, wherein such Qualified Customer is not the customer of record, and conditioned upon the residence being qualified under LEAP, the Company will allow such a customer to be eligible for the Program.

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ELECTRIC RATES

ELECTRIC AFFORDABILITY PROGRAM ("EAP")

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Conditions of Service - Cont'd

- g) Qualified Customers agree to notify the Company of any change of address. Such a change may result in revisions to the Qualified Customer's payment amounts and schedules or removal from the Program, as determined by Company. Additionally, Qualified Customers who do not continue to qualify under the provisions herein may be removed from the Program by the Company.

Customer Request for Removal from Program

In the event a Qualified Customer desires to be removed from the Program, the Qualified Customer must make such request to the Company in writing. Upon receipt of a written request from a Qualified Customer, the Company will remove the customer as of the date of the request. Once a customer is removed from the Program, such customer may not re-enter the Program for one year after the date of the removal request.

Company Program Funding

- a) Program costs shall not exceed the annual Hard Budget Cap. However, if there is an over-recovered balance in the Tracker Account at the end of a year, the over-recovered balance may be rolled over to the subsequent year and can be used to supplement benefits in the subsequent year unless the Commission orders otherwise.
- b) Company shall recover Program costs as part of the Service and Facilities Charge applicable to all customers receiving service under all electric rate schedules. Said amount shall be sufficient to recover the costs associated with the Program and will be approved by the Commission.
- c) A permanent tracking mechanism (Tracker Account) will be established to provide for tracking the amounts recovered to fund the program as compared to the actual program expenditures. The Tracker Account balance (positive or negative) shall be provided to the Commission on an annual basis. The Company may petition the Commission to adjust its Service and Facilities Charges in order to adjust the Tracker Account balance as part of a Phase II rate case proceeding or by filing a verified application.

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GENERALDISCONTINUANCE OF SERVICE BY COMPANY - RESIDENTIAL AND SMALL COMMERCIAL -
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year's total billing to the customer's premises, modified as necessary for increases in base rates or cost adjustments, and the resulting total shall be divided into equal monthly installments to be billed in eleven equal monthly payments followed by a settlement billing in the twelfth month. Installment payments will be due monthly in addition to the amount of the new monthly billing by the due date of each new bill. The modified averaged monthly payment will be payable when due. Failure to make agreed installment payments may result in service being terminated upon fifteen days' written notice and failure to make payment of current amounts due may result in service being terminated 30 days after the due date of the current bill upon written notice of broken arrangements.

A customer whose monthly installment payment is not in default and whose new bill is not past due may renegotiate an installment payment plan arrangement, provided that the original arrangement amount will be paid in no more than six months from the date the original installment payment plan arrangement was entered into.

Discontinuance of service in accordance with (1) above shall also not occur if a customer is a Qualifying Customer under the Electric Affordability Program section of this tariff.

A customer who receives a Notice of Discontinuance is entitled, at customer's request, to a hearing in person before a managerial representative of the Company at a reasonable time and place within fifteen days of the date of such notice.

Service shall not be discontinued for a period of 60 days in situations where termination of service would be especially dangerous to the health or safety of a residential customer or a permanent resident of the customer's household where such health hazard is certified by a physician licensed by the State of Colorado or a health practitioner licensed by the State of Colorado and acting under a physician's authority. Such health hazard certification may initially be presented to Company by phone but must be followed within 10 days by written confirmation by the physician or health practitioner. Service will not be discontinued for an additional 30 day period upon receipt by Company of a second medical health hazard certification prior to the expiration of the initial 60 day period. Requests for delays in termination of service for health and safety purposes cannot be more frequent than once in any 12 consecutive month period beginning with the date of the first medical certification.

Any residential customer having provided Company a valid medical certificate, or extension thereof, may request an installment payment plan arrangement on or before the last day covered by the medical certificate or extension thereof. Any residential customer who had already entered into an installment

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NATURAL GAS RATES

GAS AFFORDABILITY PROGRAM ("GAP")

N

Availability

The Gas Affordability Program (Program) is available to residential customers who have been qualified for and receive assistance from the Low-Income Energy Assistance Program (LEAP) during the federal fiscal year (Program Year). Further, such customers must agree to be placed on the Company's Average Monthly Payment Plan (AMPP) and must also agree to a payment schedule as described below to be considered a Qualified Customer. Only customers receiving a financial benefit as set forth herein shall be considered a Qualified Customer.

Program Description and Bill Impact for Qualified Customers

The Program has two components: 1) Affordability and, 2) Arrearage Forgiveness. The Company will review a customer's billing and consumption information for the most recent twelve-month period, or estimate usage for Qualified Customers with no usage history, approved LEAP benefits and household income information as submitted to the Company to determine a Qualified Customer's financial benefit and payment schedule amount under the AMPP. A Qualified Customer's payment schedule shall include both payment of their current month's bill after inclusion of the affordability bill credit, and payment of a portion of the Qualified Customer's pre-Program arrears, if any.

Affordability Options

- a) The Percentage of Income Payment Plan (PIPP) Affordability option consists of a bill credit determined as one-twelfth of the difference between the Company's estimate of the Qualified Customer's annual gas bill and three percent (3%) of the Qualified Customer's annual household income as provided by the Colorado Department of Human Services, Division of Low Income Energy Assistance to Company. This bill credit is a Program cost that will be included in the Tracker Account. Any LEAP benefit shall not be considered in the calculation of the PIPP affordability credit. Any LEAP benefit shall be applied to that portion of the Qualified Customer's full annual bill that exceeds the Qualified Customer's affordable percentage of income payment. Any LEAP benefit not applied to the Qualified Customer's current bill will be applied to a Qualified Customer's arrears. No portion of any LEAP benefit provided to a Qualified Customer may be applied to the account of a customer other than the Qualified Customer to whom the LEAP benefit was rendered.

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NATURAL GAS RATES

GAS AFFORDABILITY PROGRAM ("GAP")

Program Description and Bill Impact for Qualified Customers - Cont'dAffordability Options - Cont'd

b) The Step Bill Discount (SBD) Affordability option discounts the Qualified Customer's bill at standard residential rates at twenty percent (20%) or twenty-five percent (25%). The SBD Affordability component is available to Qualified Customers whose bills as a percentage of income are less than the three percent (3%) of income required by the PIPP Affordability option. The SBD option is offered to two groups of customers:

- 1) Customers with income at or below one-hundred percent (100%) of the Federal Poverty Level receive a bill credit based on a twenty five percent (25%) rate discount based on their most recent twelve-months of billed consumption, or estimated usage for Qualified Customers with no usage history.
- 2) Customers with income above one-hundred percent (100%) but at or below one-hundred and fifty percent (150%) of the Federal Poverty Level receive a bill credit based on a twenty percent (20%) rate discount based on the their most recent twelve-months of billed consumption, or estimate usage for Qualified Customers with no usage history.

LEAP Benefits may not be considered in the calculation of the SBD affordability credit. Any LEAP benefit not applied to a Qualified Customer's current bill will be applied to a Qualified Customer's arrears. This SBD bill credit is a Program cost that will be included in the Tracker Account.

c) Qualified Customers who report a monthly income of zero dollars (\$0.00) shall pay ten dollars (\$10.00) each month towards their current bill and must re-verify their income every four months to continue in the Program. In the event that a Qualified Customer fails to re-verify their income they shall be suspended from the Program until the earlier of the date that the Company receives a re-verification or the expiration of the Program Year. If a re-verification is not received before the expiration of the Program Year the Qualified Customer will be removed from the Program.

d) The minimum benefit under each of these options shall not be less than five dollars (\$5.00) per month.

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NATURAL GAS RATES

GAS AFFORDABILITY PROGRAM ("GAP")

Program Description and Bill Impact for Qualified Customers - Cont'd

Arrearage Forgiveness Component

- a) The PIPP Arrearage Forgiveness Component consists of a monthly credit that will be applied each month after receipt of the Qualified Customer's payment. Payments under the PIPP Arrearage Forgiveness Component shall not exceed one percent (1%) of the Qualified Customer's annual income. The credit will be designed to retire pre-Program arrears over a period of twelve (12) months for a Qualified Customers with arrears of five hundred dollars (\$500.00) or less and twenty-four (24) months for Qualified Customers with arrears of more than five hundred dollars (\$500.00). This PIPP arrearage forgiveness credit is a Program cost that will be included in the Tracker Account.
- b) The SBD Arrearage Forgiveness component consists of a one-time credit of up to two hundred dollars (\$200.00) that will be applied to the Qualified Customer's arrears. SBD participants are not required to repay this SBD arrearage credit. This SBD arrearage forgiveness credit is a Program cost that will be included in the Tracker Account.

Conditions of Service

- a) There is no specific Enrollment Period. Qualified Customers may submit an application to participate in the Program at any time.
- b) Enrollment participation is limited to a first-come, first-served basis until the Company determines that the annual Hard Budget Cap is reached.
- c) Qualified Customers approved to receive a PIPP or SBD benefit must agree to have their dwelling weatherized if contacted by a state-authorized weatherization agency. Failure to permit or complete weatherization may result in the denial of PIPP or SBD benefits for the following year, subject to the following exceptions:

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NATURAL GAS RATES

GAS AFFORDABILITY PROGRAM ("GAP")

Conditions of Service - Cont'd

- 1) Households containing a member(s) whose mental or physical health could be jeopardized because of weatherization shall be exempt from this requirement. Such participants must provide a certificate of medical hardship which shall be in writing sent to the utility from the office of a licensed physician and show clearly the name of the participant or individual whose health is at issue; the Colorado medical identification number, phone number, name, and signature of the physician or health care practitioner acting under a physician's authority certifying the medical hardship.
- 2) A household whose landlord refuses to allow weatherization shall not have benefits denied.
- 3) A household shall not have benefits denied for failure to provide matching funds for weatherization.
- d) Regardless of arrears balances, the Company agrees to maintain service and suspend collection activities under the Discontinuance of Service by Company section to Qualified Customers if they maintain their payment schedule hereunder.
- e) With respect to payment default provisions, a single missed, partial or late payment within any Program Year shall not result in the automatic removal of a Qualified Customer from the Program. However, two or more missed, partial or late payments within any Program Year will result in the Company initiating its regular collection and Discontinuance of Service process.
- f) Qualified Customers must maintain an active Company account for gas service in said customer's name at their permanent primary residence only to be eligible for the Program. In the event the Qualified Customer resides at a primary residence, wherein such Qualified Customer is not the customer of record, and conditioned upon the residence being qualified under LEAP, the Company will allow such a customer to be eligible for the Program.
- g) Qualified Customers agree to notify the Company of any change of address. Such a change may result in revisions to the Qualified Customer's payment amounts and schedules or removal from the Program, as determined by Company. Additionally, Qualified Customers who do not continue to qualify under the provisions herein may be removed from the Program by the Company.

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NATURAL GAS RATES

GAS AFFORDABILITY PROGRAM ("GAP")

Customer Request for Removal from Program

In the event a Qualified Customer desires to be removed from the Program, the Qualified Customer must make such request to the Company in writing. Upon receipt of a written request from a Qualified Customer, the Company will remove the customer as of the date of the request. Once a customer is removed from the Program, such customer may not re-enter the Program for one year after the date of the removal request.

Company Program Funding

- a) Program costs shall not exceed the annual Hard Budget Cap. However, if there is an over-recovered balance in the Tracker Account at the end of a year, the over-recovered balance may be rolled over to the subsequent year and can be used to supplement benefits in the subsequent year unless the Commission orders otherwise.
- b) Company shall recover Program costs as part of the Service and Facilities Charge applicable to all customers receiving service under the following natural gas sales schedules, including: Residential Sales Service, Schedule RG; Small Commercial Sales Service, Schedule CSG; Large Firm Commercial Sales Service, Schedule CLG; and Interruptible Industrial Sales Service, Schedule IG. Said amount shall be sufficient to recover the costs associated with the Program and will be approved by the Commission.
- c) A permanent tracking mechanism (Tracker Account) will be established to provide for tracking the amounts recovered to fund the program as compared to the actual program expenditures. The Tracker Account balance (positive or negative) shall be provided to the Commission on an annual basis. The Company may petition the Commission to adjust its Service and Facilities Charges in order to adjust the Tracker Account balance as part of a Phase II rate case proceeding or by filing a verified application.

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GENERAL TERMS AND CONDITIONS

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DISCONTINUANCE OF SERVICE BY COMPANY - RESIDENTIAL - Cont'd

Discontinuance of service in accordance with (1) above shall also not occur if: customer makes full payment of outstanding bill, such payment to be made by cash or bona fide check to a Company representative or field employee unless customer has twice previously tendered payment with check which was returned to the Company by the banking institution unpaid, and the second such check was returned within the most recent twelve month period, in which cases payment by cash or certified check is required to avoid termination; or, customer prior to termination pays at least one-tenth of the amount shown on the notice of termination and enters into an installment payment plan arrangement to pay the remaining account balance in equal monthly installments over a period of time not to exceed six months. As an alternative payment arrangement, the customer may choose a modified "averaged monthly payment" arrangement, under which the remaining account balance shall be added to the preceding year's total billing to the customer's premises, modified as necessary for increases in base rates or cost adjustments, and the resulting total shall be divided into equal monthly installments to be billed in eleven equal monthly payments followed by a settlement billing in the twelfth month. Installment payments will be due monthly in addition to the amount of the new monthly billing by the due date of each new bill. The modified averaged monthly payment will be payable when due. Failure to make agreed installment payments may result in service being terminated upon fifteen (15) days' written notice and failure to make payment of current amounts due may result in service being terminated thirty (30) days after the due date of the current bill upon written notice of broken arrangements.

A customer whose monthly installment payment is not in default and whose new bill is not past due may renegotiate an installment payment plan arrangement, provided that the original arrangement amount will be paid in no more than six months from the date the original installment payment plan arrangement was entered into.

Discontinuance of service in accordance with (1) above shall also not occur if a customer is a Qualifying Customer under the Electric Affordability Program section of this tariff.

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DISCONTINUANCE OF SERVICE BY COMPANY - RESIDENTIAL - Cont'd

A customer who receives a notice of discontinuance is entitled, at customer's request, to a hearing in person before a managerial representative of the Company at a reasonable time and place within ten days of the date of such notice.

Service shall not be discontinued for a period of sixty (60) days in situations where termination of service would be especially dangerous to the health or safety of a residential customer or a permanent resident of the customer's household where such health hazard is certified by a physician licensed by the State of Colorado or a health practitioner licensed by the State of Colorado and acting under a physician's authority. Such health hazard certification may initially be presented to Company by phone but must be followed within ten (10) days by written confirmation by the physician or health practitioner. Service will not be discontinued for an additional thirty (30) day period upon receipt by Company of a second medical health hazard certification prior to the expiration of the initial sixty (60) day period. Requests for delays in termination of service for health and safety purposes cannot be more frequent than once in any twelve (12) consecutive month period beginning with the date of the first medical certification.

Any customer having provided Company a valid medical certificate, or extension thereof, may request an installment payment plan arrangement on or before the last day covered by the medical certificate or extension thereof. Any customer who had already entered into an installment payment plan arrangement and who had not broken arrangements prior to invoking medical certification provisions may renegotiate the installment payment plan arrangement on or before the last day covered by the medical certification or extension thereof. Any customer who defaulted on said prior arrangements must pay, on or before the last day covered by the medical certification or extension thereof, all amounts that would have been paid up to that date had arrangements not been broken, and resume the installment payment plan arrangement, in order to avoid discontinuance of service.

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DISCONTINUANCE OF SERVICE BY COMPANY - RESIDENTIAL - Cont'd

If discontinuance of service involves individual permanent residents of multi-unit dwellings where service for the entire multi-unit dwelling is supplied through one meter and Company is aware of such condition, discontinuance of service shall occur only after Company has given thirty (30) days notice of intent to terminate to the party responsible for payment of utility bills for the dwelling and to individual occupants of each unit within the dwelling. Notice to such individual occupants shall be delivered to each dwelling unit or mailed to the addressee or occupant of each unit. In addition, a copy of said notice shall be posted, to the extent possible, in at least one of the common areas of the multi-unit dwelling. A copy of the notice also shall be mailed or delivered to the Public Utilities Commission together with an affidavit setting forth how the utility has delivered, mailed or posted notices or attempted to do so to the individual dwelling unit occupant. Occupants of a multi-unit dwelling may avoid termination by agreeing to pay each new bill within 30 days of issuance. Occupants so agreeing shall not be entitled to installment payments or any other payment plan and may be discontinued without further notice or attempt at personal contact for failure to pay each new bill within thirty (30) days of issuance.

Discontinuance of service shall not occur between 12:00 noon on Friday and 8:00 A.M. the following Monday or between 12:00 noon on the day prior to and 8:00 A.M. on the day following any federal holiday or Company observed holiday.

Company may discontinue service without notice:

- (1) If the condition or installation of any part of the customers' gas piping apparatus, or appliances is found to be dangerous to life, health, or safety of any person. The Company does not assume responsibility and will not be held responsible for ascertaining such condition.
- (2) If the customer or anyone connected with customer or anyone with customer's knowledge or consent has violated any of the ordinances, statutes, or other lawful regulation of properly constituted authority applicable to customer's natural gas service. The Company does not assume responsibility and will not be held responsible for ascertaining such condition.
- (3) If service is found to have been restored by someone other than Company and the original cause for the discontinuance has not been cured.

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