



SECTION NO. 11
TERMINATION OF SERVICE

A. Non-Permissible Reasons to Disconnect Service

1. The Company may not disconnect service for any of the reasons stated below:

- a. Delinquency in payment for services rendered to a prior Customer at the premises where service is being provided, except in the instance where the prior Customer continues to reside on the premises.
- b. Failure of the Customer to pay for services or equipment that are not regulated by the ACC.
- c. Nonpayment of a bill related to another class of service.
- d. Failure to pay a bill to correct a previous under-billing due to an inaccurate meter or meter failure, if the Customer agrees to pay over a reasonable period of time.
- e. The Company may not terminate residential service where the Customer has an inability to pay and:
 - i. The Customer can establish through medical documentation that, in the opinion of a licensed medical physician, termination of service would be especially dangerous to the health of the Customer or to the health of a permanent resident residing on the Customer's premises;
 - ii. Life supporting equipment is used in the home that is dependent on Company service for operation of such apparatus; or
 - iii. Where weather will be especially dangerous to health as defined herein or as determined by the ACC.
- f. Residential service to persons who have an inability to pay and who have an illness, are elderly, or who are handicapped will not be terminated until all of the following have been attempted:
 - i. The Customer has been informed of the availability of funds from various government and social assistance agencies; and
 - ii. A third party previously designated by the Customer has been notified and has not made arrangement to pay the outstanding Company bill.

A Customer utilizing the provisions of Subsection A.1.e or A.1.f above may be required to enter into a deferred payment agreement with the Company within ten (10) days after the scheduled service termination date.
- g. Failure to pay the bill of another Customer as guarantor thereof.
- h. Disputed bills where the Customer has complied with the ACC's rules on Customer bill disputes.



**UNS Gas, Inc.
Rules & Regulations**

Original Sheet No.: 911-1
Superseding: _____

**SECTION NO. 11
TERMINATION OF SERVICE
(continued)**

B. Termination of Service Without Notice

1. The Company may disconnect service without advance written notice under the following conditions:
 - a. The existence of an obvious hazard to the safety or health of the Customer, the general population or which imperils service to other Customers;
 - b. The Company has evidence of tampering or fraud;
 - c. There is an unauthorized resale or use of gas services that is not in accordance with the ACC's rules and/or these Rules and Regulations or other Company Rates; or
 - d. Customer makes payment to avoid/stop disconnection for non-payment with a dishonored or fraudulent payment. The Company will not be required to restore service until the repayment of those funds and all other delinquent amounts are paid by cash, money order, cashier's check, certified funds or verified electronic payment; or
 - e. Customer makes payment to reconnect service with a dishonored or fraudulent payment. The Company will not be required to restore service until the repayment of those funds and all other delinquent amounts are paid by cash, money order, cashier's check, certified funds or verified electronic payment; or
 - f. The Customer has failed to comply with the curtailment procedures imposed by the Company in accordance with the Company's Rates.
2. The Company will not be required to restore service until the conditions which resulted in the termination have been corrected to the satisfaction of the Company.
3. The Company will maintain a record of all terminations of service without notice. This record will be maintained for a minimum of one (1) year and will be available for inspection by the ACC.

C. Termination of Service With Notice

1. The Company may disconnect service to any Customer for any reason stated below, provided that the Company has met the notice requirements described in Subsection 11.D below:
 - a. Customer violation of any of the Company's Rates;
 - b. Failure of the Customer to pay a delinquent bill for gas service;
 - c. Failure of a prior Customer to pay a delinquent bill for gas service where the prior Customer continues to reside on the premise;

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Rules and Regulations



**UNS Gas, Inc.
Rules & Regulations**

Original Sheet No.: 911-2
Superseding: _____

**SECTION NO. 11
TERMINATION OF SERVICE
(continued)**

- d. Failure of the Customer to meet agreed upon deferred payment arrangements;
 - e. Failure to meet or maintain the Company's deposit requirements;
 - f. Failure of the Customer to provide the Company reasonable safe access to its equipment and property;
 - g. Returned or invalid payments;
 - h. Customer breach of a written contract for service between the Company and Customer; or
 - i. When necessary for the Company to comply with an order of any governmental agency having such jurisdiction
 - j. When a hazard exists that is not imminent, but in the Company's opinion, may cause property damage;
 - k. Customer facilities that do not comply with Company requirements or specifications;
 - l. Failure to provide or retain rights-of-way or easements necessary to serve the Customer; or
 - m. The Company learns of the existence of any condition in Section 3.C., Ground for Refusal of Service.
2. The Company will maintain a record of all terminations of service with notice. This record will be maintained for one (1) year and will be available for ACC inspection.
- D. The Company will not be obligated to renotify the Customer of the termination of service, even if the Customer – after receiving the required termination of service notification – has made payment, yet the payment is returned within three (3) to five (5) business days of receipt for any reason. The original notification will apply.
- E. Termination Notice Requirements
- 1. The Company may not terminate service to any of its Customers without providing advance written notice to the Customer of the Company's intent to disconnect service, except under those conditions specified where advance written notice is not required.
 - 2. Such advance written notice will contain, at a minimum the following information:
 - a. The name of the person whose service is to be terminated and the address where service is being rendered;
 - b. The Rate that was violated and explanation of the violation or the amount of the bill, which the Customer has failed to pay in accordance with the payment policy of the Company, if applicable;
 - c. The date on or after which service may be terminated;

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Original Sheet No.: 911-3
Superseding: _____

**SECTION NO. 11
TERMINATION OF SERVICE
(continued)**

- d. A statement advising the Customer to contact the Company at a specific phone number for information regarding any deferred payment or other procedures that the Company may offer or to work out some mutually agreeable solution to avoid termination of the Customer's service; and
 - e. A statement advising the Customer that the Company's stated reason for the termination of services may be disputed by contacting the Company at a specific address or phone number, advising the Company of the dispute and making arrangements to discuss the cause for termination with a responsible employee of the Company in advance of the scheduled date of termination. The responsible employee will be empowered to resolve the dispute and the Company will retain the option to terminate service after affording this opportunity for a meeting, concluding that the reason of terminating is just, and advising the Customer of his right to file a complaint with the ACC.
3. Where applicable, a copy of the termination notice will be simultaneously forwarded to designated third parties.

F. Timing of Terminations With Notice

- 1. The Company will be required to give at least five (5) days advance written notice prior to the termination date. For Customers under the jurisdiction of a bankruptcy court, a shorter notice may be provided, if permitted by that court.
- 2. Such notice will be considered to be given to the Customer when a copy of the notice is left with the Customer or posted first class in the United States mail, and addressed to the Customer's last known address.
- 3. If, after the period of time allowed by the notice has elapsed, the delinquent account has not been paid nor arrangements made with the Company for the payment of the bill, or in the case of a violation of the Company's rules the Customer has not satisfied the Company that such violation has ceased, the Company may terminate service on or after the day specified in the notice without giving further notice.
- 4. Service may only be disconnected in conjunction with a personal visit to the premises by an authorized representative of the Company.
- 5. The Company will have the right, but not the obligation, to remove any or all of its property installed on the Customer's premises upon the termination of service.

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**SECTION NO. 11
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(continued)**

G. Landlord/Tenant Rule

1. In situations where service is rendered at an address different from the mailing address of the bill or where the Company knows that a landlord/tenant relationship exists and that the landlord is the Customer of the Company, and where the landlord as Customer would otherwise be subject to disconnection of service, the Company may not disconnect service until the following actions have been taken:
 - a. Where it is feasible to provide service, the Company, after providing notice as required in these rules, will offer the occupant the opportunity to subscribe for service in the occupant's own name. If the occupant then declines to subscribe, the Company may disconnect service pursuant to the rules.
 - b. The Company will not attempt to recover payment of any outstanding bills or other charges due on the outstanding account of the landlord from a tenant. The Company will not condition service to a tenant based on the payment of any outstanding bills or other charges due upon the outstanding account of the landlord.

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