

RULE NO. 6

DISCONTINUANCE, TERMINATION, RESTORATION AND REFUSAL OF SERVICE

A. CUSTOMER'S REQUEST FOR DISCONTINUANCE OF SERVICE

1. Unless otherwise covered by service agreement between customer and Company, a customer may have service discontinued by giving not less than five business days' advance notice thereof to the Company. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required five business days' advance notice.
2. When such advance notice is not given to the Company, the customer may be required to pay for service until five business days after the Company has knowledge that the customer has vacated the premises or otherwise discontinued service.

B. TERMINATION OF SERVICE BY COMPANY WITH NOTICE

1. For Nonpayment of Bills

- a. A customer's service may be terminated for nonpayment of a delinquent bill, provided the Company has given the customer advance notice of such intention in accordance with Section C hereof.
- b. A customer's service may be terminated for nonpayment of a delinquent bill for service furnished at a previous location if the delinquent bill is not paid after presentation at the new location and notice of intention to terminate service is given in accordance with Section C herein.
- c. If a customer is receiving residential service at more than one location, service at any of the locations may be terminated if bills for service at any location is not paid prior to the time of the next regular billing, provided the Company has given the customer prior notice in accordance with Section C, Notice Requirements for Termination of Service herein.

<p>Issued: December 31, 2018</p> <p>Effective: January 1, 2019</p> <p>Advice Letter No.:</p>	<p>Issued by Justin Lee Brown Senior Vice President</p>	
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DISCONTINUANCE, TERMINATION, RESTORATION AND REFUSAL OF SERVICE
(Continued)

B. TERMINATION OF SERVICE BY COMPANY WITH NOTICE (Continued)

1. For Nonpayment of Bills (Continued)

- d. If the Company intends to terminate service at a location having a master meter, it must use best efforts to post notice of its intended action in a conspicuous place at the location. If the service to be terminated is at a mobile home park having a master meter or a multi-family complex, the Company must also use best efforts to provide notice to the occupants of each mobile home and each family dwelling unit. Notice to the occupants shall be effected by a written posting on the door stating (1) the arrearage amount, (2) the deadline for making payment to avoid termination of service and (3) the date of termination of service, in the event payment is not made. Advance notice of the Company's intent to terminate service shall be given in accordance with Section C herein.

2. For Noncompliance with Rules

In any case of violation of these rules not specifically covered herein, the Company may terminate service to any customer after it has given the customer notice of such intention in accordance with Section C herein.

C. NOTICE REQUIREMENTS FOR TERMINATION OF SERVICE

1. If the Company has grounds to terminate service pursuant to Section B herein, an initial 10 day notice shall be presented, either personally, by first class mail, or if requested by the customer, electronically via the Internet to the most recent electronic address provided to the Company by the customer, stating that the bill is past due and that the Company may terminate service unless the customer makes payments or contacts the Company to make arrangements for payments satisfactory to the Company.

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(Continued)

C. NOTICE REQUIREMENTS FOR TERMINATION OF SERVICE *(Continued)*

2. If the Company receives no response to the initial notice, a second notice will be presented to the customer at least 48 hours prior to the scheduled termination of service. This second notice may be:
 - a. Mailed by first class mail;
 - b. Communicated to the customer in person;
 - c. Communicated by telephone to a person who is 18 years of age or older and who is a resident at the address where the service is being provided;
 - d. Posted on the door of that residence if no one is home; or
 - e. If requested by the customer, electronically, via the Internet to the most recent electronic address provided to the Company by the customer.

3. The written notice shall include:
 - a. A termination warning in bold-faced type;
 - b. Address of proposed termination of service and identification of the account affected by the proposed termination;
 - c. Date on or after which such termination will occur;
 - d. Local address and telephone number of the Company;
 - e. The reason for the intended termination including, if the intended termination is for nonpayment, a statement designating the bill as one for actual or estimated use and specifying the total amount owed, the period over which that amount was incurred and the minimum payment required to avoid termination of service;

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(Continued)

C. NOTICE REQUIREMENTS FOR TERMINATION OF SERVICE (Continued)

3. The written notice shall include: (Continued)
- f. Procedure available to dispute the bill and the Company's willingness to promptly investigate the complaint and render its decision in writing to the customer;
 - g. Information advising the customer to contact the Consumer Division of the Commission (including the mailing address, telephone number and toll-free telephone number of the Commission) if the customer wishes to dispute any fact or interpretation of a regulation relied upon by the Company to terminate service;
 - h. Information advising the customer that service will not be terminated before the resolution of the dispute, if the customer pays the questioned portion of the bill to the Company at the time that the dispute arises and pays all subsequent bills;
 - i. An explanation of any arrangements for payment which the Company offers to customers having difficulty in paying their bills and a statement advising the customer to contact the Company for names, addresses and telephone numbers of government agencies or other organizations that have notified the Company that they will help customers who are unable to pay their bills;
 - j. An explanation of the conditions for postponing termination in accordance with Section D.1;

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DISCONTINUANCE, TERMINATION, RESTORATION AND REFUSAL OF SERVICE
(Continued)

C. NOTICE REQUIREMENTS FOR TERMINATION OF SERVICE (Continued)

3. The written notice shall include: (Continued)
- k. Information that elderly or disabled customers must notify the Company of their status as members of households which contain gas appliances essential for health; and
 - l. An explanation of the Company's reestablishment charge and procedures for reconnection.
4. When customers have notified the Company that they are elderly or disabled and require special assistance or that their household includes an elderly or disabled person, the Company shall contact such customer or another adult occupant of the service address, either in person or by telephone, at least 48 hours prior to the scheduled termination of service to explain all information as set forth in Section C.3 herein.

If the customer has given prior written notice to the Company designating a third-party to receive notification of any pending termination of service, the Company shall make a diligent effort to notify the third-party of the scheduled termination by sending the third-party a duplicate notice; however, the Company incurs no liability for failure to notify the third-party.

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DISCONTINUANCE, TERMINATION, RESTORATION AND REFUSAL OF SERVICE
(Continued)

D. CONDITIONS FOR TERMINATION POSTPONEMENT

1. Termination of service for nonpayment of a bill for service shall be postponed when termination to a residential customer or other permanent occupant would be especially dangerous to health. Service will be continued until the next regular billing if:
 - a. The Company receives a statement signed by the customer stating that said customer (1) is unable to pay for service in accordance with the Company's billing; and (2) is able to pay for service only in installments, the installment period of which shall not exceed 90 days.
 - b. A written statement from a licensed physician, public health official, or advanced practice registered nurse certifying the emergency is received within 5 days of first notification. The written statement certifying the emergency must contain:
 - (1) The service address affected;
 - (2) The name of the person whose health would be especially endangered by the proposed termination;
 - (3) A clear description of the nature of the emergency. The physician health official, or advanced practice registered nurse may consider feebleness, advanced age, physical disability, mental incapacity, serious illness or other infirmity of the person affected; and
 - (4) The name, title and signature of the person certifying the emergency.

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(Continued)

D. CONDITIONS FOR TERMINATION POSTPONEMENT *(Continued)*

1. *(Continued)*

- c. Postponement of the scheduled termination may be extended for an additional 30 days upon receipt by the Company of a renewed medical certificate prior to expiration of the original postponement. If the Company again intends to terminate service after a customer has obtained a *postponement of the scheduled termination, the Company shall give written notice of its intended action to the Consumer Relations Division of the Commission and to the customer and any other person required to receive notice in accordance with Sections C.1 and C.4 herein.*

Before expiration of the postponement, the customer must arrange with the Company to pay all bills that are due.

- 2. Termination of service for nonpayment of a bill for service will not occur when a residential customer enters into a written agreement with the Company, the terms of which are specified below, for the deferred payment of a delinquent bill.
 - a. Payment must be made within 90 days in four equal installments, with the first payment due upon the execution of the agreement; however, if the Company requires the payment of a deposit as a condition of continuing service, the delinquent bill and the deposit must be paid within 120 days in four equal payments.
 - b. All subsequent bills must be paid to the Company when due.
 - c. The Company shall consider any commitment by a governmental agency or its agent to assist customers who are unable to pay their bills.

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DISCONTINUANCE, TERMINATION, RESTORATION AND REFUSAL OF SERVICE
(Continued)

D. CONDITIONS FOR TERMINATION POSTPONEMENT (Continued)

2. (Continued)

- d. A customer may not initiate a program for deferred payment of a delinquent bill more than once during any 11 month period unless the Company otherwise agrees.
- e. The service of a customer may be terminated without notice for any failure to comply with an existing agreement for deferred payment. If such termination occurs, the Company may require that the full amount of all bills for service be paid by the customer prior to restoration of service.
- f. The agreement must specify the date on which each installment is due and contain a statement of the Company's right to terminate service should the customer fail to make payment as agreed.

- 3. Termination of service for nonpayment of a bill for service will not occur under any circumstances on the day prior to or on a national holiday or weekend.

E. RESTRICTIONS ON TERMINATION OF SERVICE

The Company may not terminate the service of a:

- 1. Residential customer because of the customer's failure to pay a delinquent bill for another class of service.
- 2. Customer because of delinquent bills which were incurred by a previous occupant of the location at which service is provided.

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DISCONTINUANCE, TERMINATION, RESTORATION AND REFUSAL OF SERVICE
(Continued)

F. TERMINATION OF SERVICE BY COMPANY WITHOUT NOTICE

1. For Unsafe Apparatus or Where Service is Detrimental or Damaging to the Facilities or Services of the Company or its Customers

- a. If an unsafe or hazardous condition is found to exist on the customer's premises, or if the use of gas thereon by any gas piping, appliances, fixtures and apparatus of any kind or character beyond the point of delivery is found to be detrimental or damaging to the facilities or services of the Company or its customers, or if the utilization of gas by means thereof is prohibited or forbidden by law, the service may be terminated without notice. The Company shall notify the customer or occupant immediately of the reasons for the termination and the corrective action to be taken by the customer before service can be restored.
- b. Except for the Company's safety inspection under Rule 16.E, the Company has no duty to inspect the customer's premises or the customer's use of gas thereon by any gas piping, appliances, fixtures or apparatus of any kind or character and assumes no liability therefore.

2. For Service Detrimental to Other Customers. The Company will not establish or continue service to any customer who will or continues to operate equipment utilizing gas if the operation of such equipment will be or is detrimental to the service of the Company's other customers. This rule is for the Company's operating convenience and may not be invoked by any customer to terminate service to any other person on the basis of limited supply.

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DISCONTINUANCE, TERMINATION, RESTORATION AND REFUSAL OF SERVICE
(Continued)

F. TERMINATION OF SERVICE BY COMPANY WITHOUT NOTICE (Continued)

3. For Fraud. The Company shall have the right to refuse or to terminate service if the acts of the customer or the conditions upon such customer's premises are such as to indicate intention to defraud the Company. When the Company has discovered that a customer has obtained service by fraudulent means, or has used the service for unauthorized purposes, the service to that customer may be terminated without notice. The Company will not restore service to such customer until that customer has complied with all filed rules and reasonable requirements of the Company and the Company has been reimbursed for the full amount of the service rendered and the actual cost to the Company incurred by reason of the fraudulent use.

4. For Failure to Meet Credit Requirements or Make an Installment Payment on a Delinquent Bill. If, for the convenience of an applicant, the Company should establish service to an applicant before credit has been established, the Company may terminate service if the customer (applicant) fails to establish credit within 10 working days thereafter. Where the customer has agreed to make installment payments on a security deposit, the Company may terminate service without notice for any failure to pay the deposit as agreed.

The service of a customer who enters into an agreement to make installment payments on a delinquent bill may also be terminated without notice for any failure to make payment as provided by the agreement.

5. For Failure of Guarantor to Assume Liability. If a guarantor is required to make any payment for a customer for whom the guarantor is acting and fails to make the required payment within a period not to exceed three months, the Company may terminate service to the guarantor without notice.

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(Continued)

F. TERMINATION OF SERVICE BY COMPANY WITHOUT NOTICE (Continued)

6. Upon an order of any court or the Commission.
7. If an event that cannot be reasonably anticipated or controlled (a force majeure) occurs which requires termination of service.
8. If the location at which service is provided has been abandoned.
9. If the Company has tried diligently to serve notice in accordance with Section C hereof but has been unable to give such a notice.

G. RESTORATION OF SERVICE

1. Reestablishment. The Company shall restore service to a customer as soon as conditions permit:
 - a. When the customer has complied with all rules pertaining to payments, deposits, safety and other requirements;
 - b. Upon the order of any court of competent jurisdiction or the Commission; or
 - c. Upon the receipt of a statement from a licensed physician, public health official, or advanced practice registered nurse certifying that termination of service has constituted an emergency affecting the health of the customer or another person who is a permanent resident of the premises where service has been terminated.
2. Natural gas service to a mobile home park having a master meter or a multi-family complex will be prioritized ahead of all other scheduled service orders, except for emergencies.

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DISCONTINUANCE, TERMINATION, RESTORATION AND REFUSAL OF SERVICE
(Continued)

G. RESTORATION OF SERVICE *(Continued)*

3. Reestablishment Charge. Where service has been terminated for violation of these rules or for nonpayment of bills, the Company will charge a reestablishment charge at the same rate as the service establishment charge as set forth in the currently effective Statement of Rates of this Nevada Gas Tariff.

H. REFUSAL TO SERVE

1. The Company may refuse to provide service to an applicant or customer under any of the following conditions:
 - a. If the applicant or customer fails to comply with any of the rules of the Company as filed with the Commission;
 - b. If the intended use of the service is of such a nature that it will be detrimental or injurious to existing customers in accordance with Sections F.1 and F.2. herein;
 - c. If, in the judgment of the Company, the applicant's installation for utilizing the service is unsafe or hazardous or of such nature that satisfactory service cannot be rendered;
 - d. Where service has been terminated for fraudulent use, in which case Section F.3 herein will apply; or
 - e. If the customer is delinquent in the payment of bills presented to the customer by the Company.
2. Notification to Applicants or Customers. When an applicant or customer is refused service or service has been terminated under the provisions of this rule, the Company will notify the applicant or customer of the reasons for the refusal to provide service and of the right of the applicant or customer to appeal the Company's decision to the Commission.

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