

Rule No. 3
APPLICATION FOR SERVICE

A. Application for Service. Each Applicant for electric service may be required to sign an application on a form provided by Utility and, upon request, will be required to furnish the following information:

1. Name of Applicant.
2. Date and place of application.
3. Location of premises to be served.
4. Date Applicant will be ready for service.
5. Whether the premises have been heretofore supplied.
6. Purpose for which service is to be used.
7. Customer's mailing address.
8. Whether Applicant is owner or tenant of, or agent for, the premises.
9. Rate schedule desired if optional rate is available.
10. Information to establish credit of Applicant.
11. Such other information as Utility may reasonably require.

The application is a request for service and does not in itself bind Utility to serve except under reasonable conditions, nor does it bind Customer to take service for a longer period than the minimum requirements of the rate. The Utility may disconnect or refuse to provide service to the Applicant if the acts of the Applicant or the conditions upon his/her premises indicate that false, incomplete, or inaccurate information was provided to the Utility. The Utility shall provide the Applicant the reason for such refusal.

B. Individual Liability for Joint Service. Two or more persons who join in one application or contract for service shall be jointly and severally liable thereunder and shall be billed by means of a single periodic bill mailed to the person designated on the application to receive the bill.

C. Change in Customer's Equipment or Operations. Customers shall give Utility written notice of the extent and nature of any material change in the size, character, or extent of the utilizing equipment or operations for which Utility is supplying electric service before making any such change.

D. Connection of Service.

1. Utility will endeavor to connect electric service as soon as possible after an application for service has been received; however, it will not be required to connect a service on the day the application is received if the connection cannot be scheduled during regular working hours for that day. At Customer's request, such connection may be made during a period other than regular working hours.
2. The charges for connection of service and for change of account are set forth in Schedule No. SE.

(Continued)

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E. Refusal of Service

1. In order to trigger an investigation that would require the residential customer to verify that they were not previously benefiting from the utility service, the utility must identify any of the following: address returned from Experian Identity Validation tool, matching telephone number; landlord or homeowner confirms that the occupant is not new or has been residing at the address; the account is transferred to the name of a spouse or roommate; the account is transferred to someone with the same email address as the previous customer; or the account is transferred to someone with the same banking information as the previous customer.
2. If the utility determines that the residential customer benefited from the previous service, the utility must provide the customer with 30 days to submit additional evidence to dispute the determination.
3. After the residential customer submits any additional documentation, the utility shall within 30 days provide both verbal and written notice to the customers of the outcome and what documentation was used in making the determination.
4. The utility shall document all reasonable efforts to contact the residential customer either by telephone or in writing.
5. The utility must provide verbal and written notification on the outcome of the residential benefit of service investigation which must include the contact information for the Commission's Consumer Affairs Branch and any internal appeal process that may be available to dispute the determination.
6. No residential customer who was under the age of 18 shall be required to absorb a benefit of service charge.

(N)

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