

P.U.C.O. No. 17
ELECTRIC DISTRIBUTION SERVICE
RULES AND REGULATIONS
DISCONNECTION/RECONNECTION OF SERVICE

A. Discontinuance of Service Because of Fraud, Loss or Damage

In the event the Customer uses any fraudulent practice in obtaining or determining the amount of electric service for which the Customer must pay, or is the beneficiary of any such fraudulent practice, or the Company's meter, metering equipment, or other property used to supply the service has been damaged or tampered with by the Customer, Customer's agents, employees or any person acting in concert with the Customer to avoid paying for all or part of the electric service provided to the Customer or otherwise, the Company shall have the authority to disconnect the service provided in accordance with the procedures set forth herein.

Service will not be restored until the Customer has given satisfactory assurance that such fraudulent or damaging practice will be discontinued, and has paid to the Company an amount estimated by the Company to be reasonable compensation for service fraudulently obtained and not paid for and for any damage to property of the Company including any cost to repair the damage and including a Reconnection Charge, any defaulted amount and other costs as contained on Miscellaneous Service Charges Tariff Sheet No. D26 of this Schedule.

The procedures applicable to the Company's resolution of claims of fraudulent or damaging practices are:

1. No Investigation Charge shall be assessed against any Customer, and no Customer shall have service disconnected as a result of any fraudulent or damaging practice except in accordance with the procedure set forth in paragraphs 2 through 6 of this section.
2. At least three (3) business days prior to assessing an Investigation Charge against any Customer, the Company shall deliver to the Customer's address a written notification of the fact that the Company suspects the Customer of having engaged in a fraudulent or damaging practice. If the Customer is not at home, the Company shall deliver the notice to any adult who is present at the residence. If, to the Company's belief, no adult is present, the Company shall either deliver the notice to any person at the residence or firmly affix the notice to a prominent spot on the outside of the residence.
3. The written notification referred to in paragraph 2 of this section shall contain, at a minimum, the following information:
 - a. That a fraudulent or damaging practice is suspected of the Customer;

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Issued by
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- b. The basis for the Company's suspicion;
- c. The fact that the Customer has the right to contest the Company's allegations in accordance with the procedures set forth in paragraph 4;
- d. The fact that, should disconnection of service occur, the Customer's service will not be reconnected until the Customer:
 - 1) Pays or makes arrangements which are satisfactory to the Company to pay:
 - a) An amount reasonably estimated by the Company to be reasonable compensation for any electricity fraudulently obtained and not paid for; and
 - b) The Company's reconnection charge; and
 - c) The actual cost of repair or replacement of the Company's damaged equipment, if any; and
 - d) Any defaulted amount; and
 - e) Makes arrangements to pay the Investigation Charge as contained on Miscellaneous Service Charges Tariff Sheet No. D26 of this Schedule.
- e. One of the following statements, as appropriate:
 - 1) If you do not avail yourself of the opportunity to meet with the Company or contest the allegations in the next three (3) business days, or if you are unable to provide a satisfactory explanation for the circumstances discovered by the Company, your service may be disconnected; or
 - 2) Your service has been disconnected because continuation of service would create a risk of injury to persons or damage to property; or
 - 3) Your service has been disconnected because, following an earlier disconnection, it was reconnected by someone acting without the Company's authority; or
 - 4) Your service has been disconnected because your service has been tampered with or otherwise physically altered to prohibit the correct metering of service.

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4. After three (3) business days from the receipt of the written notification referred to in paragraph 2 of this section, the Company shall have the right to disconnect the Service unless the Customer contacts the Company and requests a meeting with a representative of the Company in accordance with the procedures in subparagraph a.
 - a. At the meeting between the Company representative and the Customer, the Customer shall have the opportunity to demonstrate why the allegation of fraudulent or damaging practice is unfounded, including, but not limited to:
 - 1) The opportunity to make a written statement;
 - 2) The opportunity to present documents;
 - 3) The opportunity to be accompanied by persons with knowledge of relevant facts; and
 - 4) The opportunity to be given a full explanation of the evidence which led the Company to suspect the Customer of fraudulent or damaging behavior.
 - 5) At the meeting between the Customer and the Company representative the Customer will be informed he may contact the Public Utilities Commission of Ohio, with the address and toll-free number of the Commission's Public Interest Center as supplied by the Company.
 - b. If at the end of the meeting between the Company representative and the Customer, or sometime subsequent thereto, the Company concludes that the Customer has committed fraud or theft, the Company may terminate service to the Customer. However, the Company may not take such action prior to the expiration of two (2) business days after notifying the Customer of the Company's conclusion and proposed action.
5. No Customer shall have service disconnected due to any fraudulent or damaging practice, prior to having the opportunity to contest the Company's suspicions as described in paragraph 4 of this section, except in the following circumstances:

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- a. Where the Company determines that continuation of service would create a risk of injury to persons or damage to property.
 - b. Where the Customer has not contacted a Company representative within three business days after being notified in writing of the allegation of fraud and/or theft.
 - c. Where service which had been previously disconnected has been reconnected by someone not authorized by the Company.
 - d. Where the service had been tampered with or physically altered to prohibit correct metering of service.
6. The Company shall also levy an Investigation Fee against a Customer responsible for any fraudulent or damaging practice as contained on Miscellaneous Service Charges Tariff Sheet No. D26 of this Schedule.

The Investigation Fee will only be levied in those circumstances where the Company has reasonable proof of the Customer's fraudulent or damaging practice. Reasonable proof is defined as either an admission by the Customer; or documentation evidencing the fraudulent or damaging practice; or personal observation by Company personnel.

B. Discontinuance of Service Due To Danger

The authorized agents of the Company shall have free access at reasonable times to the premises in which electricity is used to determine whether the electricity is being distributed and used in a safe manner and in accordance with the Company's Electric Distribution Service Rules and Regulations.

The Company's authorized agent will, upon request, show his Company identification and state the reasons for requiring access.

The Company reserves the right to discontinue electric service without advance notice to any Customer where a dangerous condition is discovered to exist on the Customer's premises or where, because of conditions beyond the Customer's premises, such discontinuance of electric service is reasonably necessary. Service will not be restored until the dangerous condition or conditions have been corrected.

C. Disconnection-Reconnection of Service at Customer's Request

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When a Customer has previously requested a disconnect and desires to be reconnected at the same address, the Company will charge and the Customer will pay a Reconnection Charge as contained on Miscellaneous Service Charges Tariff Sheet No. D26 of this Schedule.

D. Rules, Regulations, and Practices Governing the Disconnection of Electric Service to Residential Customers

All disconnection and reconnection of service, payment plans, and security deposits involving Residential Customers, shall be governed by the rules, regulations, and practices as set forth in Chapters 4901: 1-10-14 and 4901:1-18 of the Ohio Administrative Code as each is from time to time amended and which are incorporated by reference into the Company's Electric Distribution Service Rules and Regulations.

Notice of disconnection to tenants and landlords shall be governed by the rules, regulations and practices as set forth in Chapter 4901:1-18-08 of the Ohio Administrative Code.

The Company shall make available for public inspection current copies of Chapters 4901:1-10 and 4901:1-18 of the Ohio Administrative Code in each of the Company's offices where it is required to have copies of its tariffs available to the public.

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