

**SERVICE RULES - SCHEDULE SRVC-1**

Disconnection and Refusal of Service

Gas service may be disconnected or refused by the Company subject to the restrictions and requirements specified in Wis. Admin. Code PSC 134.062 (residential), 134.0622 (commercial and farm) and 134.0624 (cold weather disconnections).

Dispute Procedure

For dispute procedures, see Wis. Admin. Code 134.064. Reconnection of Service.

Reconnection Charges

Reconnection of service shall be made in compliance with § PSC 134.0623, Wis. Adm. Code.

Reconnection charges apply:

- For reconnection of gas service following disconnection for nonpayment of a required deposit or bills for gas utility service.
- For reconnection of gas service for the same customer upon the same premises within one year when disconnection was for reasons other than nonpayment.

	<u>During Normal Business Hours</u>	<u>After Normal Business Hours</u>
Reconnection Charge:	\$35.00	\$65.00

Normal business hours are from 8 a.m. to 4:30 p.m., Monday through Friday, except holidays.

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Disconnection Notice Form

Date  
Customer Name  
Address  
City, State Zip Code

Pay by:  
Customer #  
Property #

FOR SERVICE AT  
Service Address

Dear Customer,

A review of our accounts indicates that your account is in a past due status. All accounts are payable on the due date, and subject to termination of service after that date.

Current Amount  
Past Due Amount  
Total Amount

You have eight days from the date of this letter to pay the Company its service arrears in the amount shown below, or your service is subject to disconnection.

PLEASE CALL THIS TELEPHONE NUMBER - 425-6177 - IMMEDIATELY - if you dispute the delinquency, if any resident is seriously ill, if you wish to negotiate a deferred payment agreement as an alternative to disconnection, or if there are other extenuating circumstances such as: infants, young children, aged, or handicapped residents, residents on life support systems or equipment, residents who have mental retardation or other developmental or mental disabilities.

PLEASE SEE INSERT FOR ADDITIONAL INFORMATION

May we please have your prompt cooperation?

**\*\*FINAL DISCONNECTION NOTICE\*\***

Disconnection Notice Insert

Residential service will be continued or restored for 21 days if you submit a statement from a licensed Wisconsin physician or notice from a public health, social service official, or law enforcement agency identifying the serious illness or protective services emergency of a resident and the period of time during which disconnection would aggravate the circumstances.

If you fail to pay the service arrears, or fail to contact us within the eight days allowed to make reasonable time payment arrangements, we will proceed with disconnection action. Customers whose service has been disconnected may be required to make a deposit or provide other guarantee of future payments.

To avoid the inconvenience of service interruption, and an additional charge of \$35.00 for reconnection, if made during our regular office hours of 8:00 a.m. through 5:00 p.m., Monday through Friday (except for Holidays), and \$50.00 for other than regular office hours, we urge you to pay the full arrears immediately at our office at 212 N. Main Street, River Falls, Wisconsin.

PLEASE CALL THIS TELEPHONE NUMBER - 425-6177 - IMMEDIATELY if you dispute the delinquency, if you wish to negotiate a deferred payment agreement as an alternative to disconnection, or if there are other extenuating circumstances. In the event that the reason or amount of any disagreement remains in dispute after all remedies have been pursued, you may appeal to the Public Service Commission of Wisconsin.