



RULE NO. 6

DISCONTINUANCE, TERMINATION, RESTORATION AND REFUSAL OF SERVICE

A. Customer's Request For Discontinuance Of Service

1. Unless otherwise covered by special contract between customer and utility, a customer may have service discontinued by giving not less than five (5) days advance notice thereof to the utility. 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 (5) days advance notice.
2. When such advance notice is not given to the utility, the customer may be required to pay for service until five (5) days after the utility has knowledge that the customer has vacated the premises or otherwise has discontinued gas service.

B. Termination Of Service By Utility

1. Definitions

- a. "Adult" means being 18 years of age or older.
- b. "Commission" means the Public Service Commission of Nevada.
- c. "Elderly" means a person who is 62 years of age or older.
- d. "Especially dangerous to health" means a condition or event likely to cause serious impairment to the health of a person who appears to be unable, without assistance, to manage his own resources, carry out activities of daily living or protect himself from neglect or a hazardous situation.
- e. "Disabled" means a person who: 1) is affected by any physical or mental disability as described in NRS 615.110 or a substantial limitation to employment as defined in NRS 615.130, or 2) receives disability benefits from the Social Security Administration. (T)
- f. "Satisfactory credit" means the payment of bills for utility service for twelve (12) consecutive months, without a termination of service and with not more than three (3) payments during that period made after the date of issuance of the next monthly bill. Any history of payment that does not meet these requirements is unsatisfactory credit. (T)
- g. "Termination of service" means the intentional cessation of service by a utility to a customer which has not been requested by the customer and which occurs pursuant to the tariff of the utility.

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Issued: 11/25/92

Effective: 11/25/92

Advice No.: 177-G

Issued By:
Philip G. Seges
President

RULE NO. 6

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

B. Termination of Service by Utility (Continued)

1. Definitions (Continued)

- h. "Third person" means any natural person or public entity willing to receive notification of the pending termination of service of a residential customer and be given the opportunity to arrange to pay the customer's bill.
- i. "Utility" has the meaning ascribed to the term "public utility" in NRS 704.020, supplying electric, gas, or water service.

2. Grounds for Termination of Service:

a. Without Prior Notice

1. A utility may terminate gas service without prior notice only:

- a. If any unsafe or hazardous condition related to the service is found to exist on the customer's premises;
- b. If the use of gas service is found to be detrimental or damaging to the facilities or services of the utility or its customers;
- c. Upon the order of any court or the Commission.
- d. If the acts of the customer or the conditions upon his premises are such as to indicate to the utility his intention to defraud the utility;
- e. If the utility has tried diligently to meet the notice requirements of Sections B.3.a. and B.3.b., but has not been able to furnish notice to the customers affected;
- f. If an event that cannot be reasonably anticipated or controlled and which requires the termination of the service (force majeure);
- g. If the location at which the service is provided has been abandoned; or
- h. If the customer obtained service without the specific credit authorization of the utility.

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Issued: 8/2/89	Issued By: Austin W. Stedham President
Effective: 8/12/89	
Advice No.: 148-G	

RULE NO. 6

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

B. Termination of Service by Utility (Continued)

2. Grounds for Termination of Service

b. With Prior Notice:

1. Except as provided in Sections B.4.a. to B.4.c. inclusive, a utility may terminate gas service to a customer without his permission after adequate notice has been given pursuant to Sections B.3.a. and B.3.b. for any of the following reasons:

a. Nonpayment of a delinquent bill.

- 1. The utility shall require that bills for service be paid within a specified time, but not sooner than 15 days after issuance. Upon the expiration of the specified time without payment, the bill may be considered delinquent, except as otherwise provided in Rule No. 5.C.
- 2. The utility may terminate service at the new location of a customer for his failure to pay a delinquent bill for service which he received at a previous location.
- 3. If a customer receives residential service at more than one location, the utility may terminate service to him at any of the locations for his failure to pay a delinquent bill at any location.

b. Failure to make a security deposit, an installment payment on a delinquent bill or a security deposit, or a guarantee, when required.

c. Violation of any other rules of the utility on file with and approved by the Commission.

(Continued)

Issued: 8/12/89	Issued By: Austin W. Stedham President	
Effective: 8/12/89		
Advice No.: 148-G		

RULE NO. 6

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

B. Termination of Service by Utility (Continued)

3. Prior Notice

a. Notice of Proposed Termination

1. If the utility has grounds to terminate service pursuant to Section B.2.b. and intends to do so, the utility shall send to the customer written notice of its intended action at least 10 days before it terminates service.
2. If the utility receives no response to its initial notice of proposed termination, it shall send a second notice to the customer using a method which ensures that the notice is delivered to the customer or the customer's premises at least 48 hours before it terminates the service.
3. The initial notice of proposed termination must be personally served or mailed first class to the last known mailing address of the customer. Service of notice shall be deemed complete as of the date of mailing or personal delivery. The second notice may be mailed by first class mail to the customer at his last known address, communicated to the customer in person, or communicated by telephone to an adult resident at the address where the service is being provided, or may be posted on the door of that residence if no one is home.

(Continued)

Issued: 8/12/89

Effective: 8/12/89

Advice No.: 148-G

Issued By:
Austin W. Stedham
President

RULE NO. 6

DISCONTINUANCE, TERMINATION, RESTORATION AND REFUSAL OF SERVICE

(Continued)

B. Termination of Service by Utility (Continued)

3. Prior Notice

a. Notice of Proposed Termination (Continued)

4. The notice of proposed termination must contain the following information in clear and understandable language:

- a. An identification of the account affected by the proposed termination;
- b. The date on or after which the proposed termination will occur;
- c. The address of the location where service will be terminated;
- d. An explanation of the reasons for termination including, if the proposed 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;
- e. The procedures available to dispute or appeal the termination and specifying the address and telephone number of the utility's office which is responsible for handling complaints or inquiries;
- f. That the utility will promptly investigate the complaint or dispute and render its decision to the customer in writing;
- g. If the customer wishes to dispute any fact or interpretation of a regulation relied upon by the utility to terminate service, the customer must contact the Consumer Relations Division of the PSCN;
- h. The statement must include the mailing address, telephone number and toll-free telephone number of the Consumer Relations Division of the PSCN.
- i. That service will not be terminated before the resolution of the dispute, if the customer pays the questioned portion of the bill to the utility at the time that the dispute arises, and pays all subsequent bills;

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<p>Issued: 8/12/89</p>		
<p>Effective: 8/12/89</p>	<p>Issued By: Austin W. Stedham President</p>	
<p>Advice No.: 148-G</p>		



Westpac Utilities

a division of Sierra Pacific Power Company

Tariff No. _____ Gas No. 1

Cancelling _____

3rd Revised

2nd Revised

P.S.C.N. Sheet No. 23B

P.S.C.N. Sheet No. 23B

RULE NO. 6

DISCONTINUANCE, TERMINATION, RESTORATION AND REFUSAL OF SERVICE

(Continued)

B. Termination Of Service By Utility (Continued)

3. Prior Notice (Continued)

a. Notice of Proposed Termination (Continued)

- j. An explanation of any arrangements for payment which the utility offers to customers having difficulty in paying their bills and a list of the names, addresses, and telephone numbers of two governmental agencies or other organizations that have notified the utility that they will help customers who are unable to pay their bills;
- k. An explanation of the restrictions on termination as set forth in Section B.4.a.;
- l. That elderly or disabled customers must notify the utility of their status as members of households which contain gas appliances essential for health; and
- m. An explanation of the utility's fee schedule and procedures for reconnection.

5. If the utility intends to terminate service at a:

- 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.
- b. Mobile home park having a master meter, it must also use best efforts to provide notice of its intended action to each mobile home in the park.
- c. The requirements in a. and b. above are in addition to those of Rule No. 6, Section B.3.a.1. through 4.

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Issued: 11/25/92

Effective: 11/25/92

Advice No.: 177-G

Issued By:
Philip G. Seges
President



Westpac Utilities

a division of Sierra Pacific Power Company

Tariff No. Gas No. 1

Cancelling

3rd Revised

2nd Revised

P.S.C.N. Sheet No. 23C

P.S.C.N. Sheet No. 23C

RULE NO. 6

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

B. Termination Of Service By Utility (Continued)

3. Prior Notice (Continued)

b. Third-Person Notification

1. The utility shall, upon the written request of a residential customer, notify a third person designated by the customer of the intended termination by sending a duplicate of the notice to the third person. The third person need not pay the bill.
2. The utility shall make a diligent effort to notify the designated third person, but will incur no liability for failure to notify the third person.
3. As used in this section, "third person" includes any guarantor of the customer making the designation and any other person or public agency, other than the customer or the utility.

4. Restrictions on Termination of Residential Service

a. During an Emergency Affecting Health

1. A utility shall postpone termination of service to a residential customer thirty (30) days after the date on which it receives both of the following:
 - a. A statement from a licensed physician or public health official certifying that any termination of service would be especially dangerous to the health of the customer or any other person who is a permanent resident of the premises where service is rendered and would constitute an emergency affecting the health of the person. The physician or health official may consider the feebleness, advanced age, physical disability, mental incapacity, serious illness, or other infirmity of the person affected.

(Continued)

Issued: 11/25/92

Effective: 11/25/92

Advice No.: 177-G

Issued By:
Philip G. Seges
President

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RULE NO. 6

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

B. Termination Of Service By Utility (Continued)

4. Restrictions on Termination of Residential Service (Continued)

a. During an Emergency Affecting Health (Continued)

1. a. (Continued)

Except as otherwise provided in this paragraph, the statement certifying the emergency must be in writing and include: 1) The service address affected, 2) the name of the person whose health would be especially endangered, and 3) a clear description of the nature of the emergency, and the name, title, and signature of the person certifying the emergency. The statement may be made by telephone if a written statement is forwarded to the utility within five (5) days after the oral statement is made.

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b. A statement signed by the customer:

- 1. That he is unable to pay for service in accordance with the requirements of the utility's billing; or
- 2. That he is able to pay for service only in installments. The utility shall allow an installment period of up to ninety (90) days for a customer to pay his bills.

- 2. The postponement may be extended for an additional thirty (30) days upon receipt by the utility of a renewed medical certificate before the expiration of the original postponement.

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(Continued)

Issued: 11/25/92

Effective: 11/25/92

Advice No.: 177-G

Issued By:
Philip G. Seges
President



Westpac Utilities

a division of Sierra Pacific Power Company

Tariff No.

Gas No. 1

Cancelling

3rd Revised

2nd Revised

P.S.C.N. Sheet No. 23E

P.S.C.N. Sheet No. 23E

RULE NO. 6

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

B. Termination Of Service By Utility (Continued)

4. Restrictions on Termination of Residential Service (Continued)

a. During an Emergency Affecting Health (Continued)

3. If a utility again intends to terminate service after a customer has obtained a postponement pursuant to Subsection 1, the utility shall give written notice of its intended action:

- a. to the Consumer Relations Division of the PSCN; and
- b. to the customer and any other person required to receive notice pursuant to Section B.3.a.

4. Before expiration of the postponement, the customer must arrange with the utility to pay his bills in accordance with its applicable rules.

b. Weekends and Holidays

1. Except as provided in Paragraph a. and b. of Subsection 1 of Section B.2.a., a utility shall not terminate service on a weekend, a holiday or on the day before a weekend or a holiday.

c. For Nonpayment of a Bill for Nonresidential Service

1. A utility shall not terminate the service of a: a) residential customer because of his failure to pay a delinquent bill for another class of service; or b) customer because of delinquent bills which were incurred by the previous occupant of the location at which service is provided.

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Issued: 11/25/92

Effective: 11/25/92

Advice No.: 177-G

Issued By:
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President



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

B. Termination Of Service By Utility (Continued)

5. Elderly and Disabled Persons

a. General

1. A utility shall notify in writing: a) Each new residential customer, at the time he or she applied for service, and b) Each existing residential customer, at least once annually by bill stuffer, that special assistance is available to elderly and to disabled persons who are unable to pay their bills on a timely basis, and that such persons must contact the utility if they wish to avail themselves of such special assistance. The utility will also notify customers who are elderly or disabled of the availability of third person notification.

b. Forty-Eight Hour Personal Notice

1. A utility shall not terminate service to elderly or disabled customers, or whose household includes an elderly or disabled person, unless it has notified the affected customer or some other adult resident in person or by telephone at the address where service is provided at least 48 hours before the date upon which termination would occur.
2. The utility's representative shall explain to the customer or other adult resident all information which is required to be included in a written notice of termination by Section B.3.a.4..

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<p>Issued: 11/25/92</p> <p>Effective: 11/25/92</p> <p>Advice No.: 177-G</p>	<p>Issued By: Philip G. Seges President</p>	
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RULE NO. 6

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

C. Restoration Of Service

1. Considerations

The utility will resume service to a customer:

- a. If he has complied with the requirements of the utility set forth in the tariffs.
- b. Upon the order of any court of competent jurisdiction or the Commission.
- c. Upon the receipt of a statement from a licensed physician or public health official certifying that any termination of the service would be especially dangerous to the health of the resident. Specific requirements are described in B.4.a..

2. To Be Made During Regular Working Hours

The utility will endeavor to make reconnections during regular working hours on the day of the request, if conditions permit, otherwise reconnections will be made on the regular working day following the day the request is made.

3. To Be Made During a Period Other Than Regular Working Hours

When a customer has requested that the reconnection be made during a period other than regular working hours, the utility will reasonably endeavor to so make the reconnection if practicable under the circumstances but will be under no obligation to do so, unless, in the opinion of the utility, an emergency exists.

4. Reconnection Charge

Where service has been terminated for violation of these Rules or for nonpayment of bills, the utility may charge not more than charges set forth in Schedule SC, Service Charges.

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Issued: 11/25/92

Effective: 11/25/92

Advice No.: 177-G

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President



RULE NO. 6

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

D. Refusal To Serve

1. Conditions for Refusal

Except as otherwise provided in Subsection C., the utility may refuse to serve or refuse to resume service to a customer for service under any of the following conditions:

- a. Until the customer complies with the requirements of the Commission as set forth in the tariff of the utility;
- b. If the customer has obtained or attempted to obtain service by fraudulent means, unless the conditions constituting the fraud have been corrected; or
- c. If there exists any of the conditions described under B.2.a..

2. Notification to Customers

When an applicant is refused service or his service has been terminated under the provisions of this Rule, the utility will notify the applicant promptly of the reason for the refusal to serve and of the right of applicant to appeal the utility's decision to the Public Service Commission.

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Issued: 11/25/92

Effective: 11/25/92

Advice No.: 177-G

Issued By:
Philip G. Seges
President