

**Rule 11C  
GENERAL RULES AND REGULATIONS – DISCONTINUANCE OF SERVICE  
FOR OTHER CAUSES**

---

A. FRAUD:

After conducting a thorough investigation, the Company determines that the customer has tampered with or stolen the Company's property, has used service through an illegal connection, or has fraudulently obtained service. The Company has the burden of proving that fraud occurred. For the purpose of this section, a nonsufficient funds check or dishonored electronic payment alone will not be considered fraud.

1. First offense. The Company may disconnect service without notice when it discovers theft, tampering, or fraud, unless the customer immediately pays all of the following:

- (a) The tariffed rate for service that the Company estimates was used as a result of the theft, tampering, or fraud;
- (b) All Company costs resulting from such theft, tampering, or fraud; and
- (c) Any required deposit.

2. Second offense. The Company may disconnect service without notice when it discovers further theft, tampering, or fraud. The Company may refuse to reconnect service to a customer who has been twice disconnected for theft, tampering, or fraud, subject to appeal to the commission.

B. IMPAIRMENT OF SERVICE:

Company will not provide service to utilizing equipment, the operation of which will be detrimental to the service of its other customers, and may without further notice discontinue electric service to any customer who shall continue to operate such equipment after having been directed by Company to cease such operation.

C. UNSAFE WIRING OR EQUIPMENT:

Company shall have the right to refuse or discontinue electric service if any part of the customer's wiring or equipment, or the use thereof shall be found to be unsafe by Company or in violation of applicable laws, ordinances, rules or regulations of public authorities until it shall have been put in a safe condition or the violation remedied. Company does not assume the duty of inspecting or repairing the customer's lines or appliances or apparatus or any part thereof and assumes no liability therefore.

D. ACCESS TO FACILITIES:

Company shall have the right to discontinue service when a customer refuses to provide the Company's representatives with access to Company's facilities on the customer's premises.

(continued)