

RULE NO. 3

APPLICATION FOR SERVICE

A. APPLICATION FOR SERVICE

The application is merely a request for service and shall not be accepted until the Applicant provides identification to support their identity s described below and establishes credit as described in Rule No. 6.

1. Name of applicant.
2. Date 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 premises.
9. Rate schedule desired, if optional rate schedule is available.
10. Information to establish credit of applicant.
11. Such other information as the Company may reasonably require.

B. SERVICE CONNECTION FOR APPLICANT

For Applicants requesting service connection during normal business hours no charge will be imposed. For Applicants requesting service connection outside of normal business hours, no charge will be imposed for connections to meters that support remote connections, and a charge may be collected as described in Schedule No. 300 for connections to meters that do not support remote connections.

(Continued)

Issued by

Advice Letter No.	<u>603-E</u>	<u>Etta Lockey</u>	Date Filed	<u>February 26, 2020</u>
Decision No.	_____	VP, Regulation	Effective	<u>February 6, 2020</u>
		Title		
TF6 R3-1.E			Resolution No.	_____

RULE NO. 3 (Continued)

APPLICATION FOR SERVICE

C. REFUSAL OF SERVICE

1. In order to refuse service to a residential Applicant or Customer, the Company shall identify one of the following: address returned from Experian Identity Validation tool, matching telephone number, landlord or homeowner confirmation 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 Company determines that the residential Applicant or Customer benefited from the previous service, the Company shall provide the applicant or customer with 30 days to submit additional evidence to dispute the determination.
3. After the residential Applicant or Customer submits any additional documentation, the Company shall within 30 days provide both verbal and written notice to the applicant or customer of the outcome and what documentation was used in making the determination.
4. The Company shall document all reasonable efforts to contact the residential Applicant or Customer either by telephone or in writing.
5. The Company shall 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 years of age shall be required to absorb a benefit of service charge.
7. The Company reserves the right to refuse service to loads of a character that may seriously impair service to any other Customers. In the case of hoist or elevator motors, welders, furnaces, compressors and other installations of like character, where the use of electricity is intermittent or subject to violent fluctuations, the Company may require the Customer to provide at their own expense suitable equipment to reasonably limit such fluctuations.

D. CHANGE OF OCCUPANCY

When a change of occupancy occurs, notice of such change must be provided to the Company at least 5 business days prior to the date of such change. The outgoing Customer will be held responsible for all service furnished at the premises until such notice is received by the Company or until the date of termination specified in the notice, whichever date is later. The incoming Customer must make application, qualify as a Customer and agree to assume responsibility for the service billing, including contract minimums, from the date of their occupancy forward.

E. INDIVIDUAL LIABILITY FOR JOINT SERVICE

Where two or more persons join in one application or contract for service, they 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. Whether or not the Company obtained a joint application, where two or more responsible individuals occupy the same premises, they shall be jointly and severally liable for bills for energy supplied.

Issued by

Advice Letter No.	<u>695-E</u>	<u>Matthew McVee</u>	Date Filed	<u>September 26, 2022</u>
		Name		
Decision No.	<u>D.22-05-0347</u>	<u>VP, Regulation</u>	Effective	<u>September 26, 2022</u>
		Title		