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**II. Charges for Collection Activity****A. Reconnection Charge**

Whenever service has been discontinued by Company because of any default by the Customer, as provided in these rules, a charge to cover the cost of a remote or a non-remote reconnection may be collected by Company before service is restored. If the Customer whose service was discontinued for non-payment is verified as a Low-Income Customer, the Company will waive the first two reconnections in a calendar year. See Schedule 300.

**B. Field Visit Charge**

The Company may assess the Customer the Field Visit Charge shown on Schedule 300 whenever the Company visits a service address intending to reconnect or disconnect service, but due to the Customer's action the Company is unable to complete the reconnection or disconnection at the time of the visit. If a payment is collected at the service address, the Company employee accepting payment will not dispense change for payment tendered in excess of the amount due or owing. Any excess payment shall be credited to the Customer's account. The Company will waive the first field visit charge within a 12-month window to verified Low-Income Customers.

**C. Tampering/Unauthorized Reconnection Charge**

Where damage to Company's facilities has occurred due to tampering or where reconnection of service has been made by other than Company Personnel a Tampering / Unauthorized reconnection charge may be collected as specified in Schedule 300. This charge is not a waiver by Company of the rights to recover losses due to tampering. In addition to the above mentioned charge, person receiving service shall be liable for any damage to Company property.

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