

Rule 11D
GENERAL RULES AND REGULATIONS—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 reconnection may be collected by Company before service is restored. Customers may be charged for reconnections made from 8:00 A.M. to 7:00 P.M. as specified in Schedule 300. Except for medical emergencies or customers disconnected in error, requests for reconnection made after 7:00 P.M. will be completed on the following day.
- B. FIELD VISIT CHARGE:
The Company may assess the Customer the Field Visit Charge shown on Schedule 300 when payment is collected at the service address or when the employee, without receiving payment, does not disconnect at the Customer's request. The employee accepting payment for a delinquent account at the service address 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.
- C. UNAUTHORIZED RECONNECTION/TAMPERING CHARGE:
Where damage to Company's facilities has occurred due to tampering or where reconnection of service has been made by other than Company, the Unauthorized Reconnection/Tampering 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.

(continued)

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