

Form for filing Rate Schedules

FOR Entire Territory Served
Community, Town or City
P.S.C. No. 5
Original SHEET No. 11B
CANCELLING P.S.C. No. 5
Original SHEET No. 11

Owen Electric Cooperative
Name of Issuing Corporation

RULES AND REGULATIONS

20. REFUSAL OR TERMINATION OF SERVICE

1. The Cooperative may refuse or terminate service to a member only under the following conditions, except as provided in 807 KAR 5:006:
 - A. For noncompliance with the Cooperative's tariffed rules or commission regulations. The Cooperative may terminate service for failure to comply with applicable tariffed rules or commission regulations pertaining to that service. However, the Cooperative shall not terminate or refuse service to any member for noncompliance with its tariffed rules or commission regulations without first having made a reasonable effort to obtain member compliance. After such effort by the Cooperative, service may be terminated or refused only after the member has been given at least ten (10) days' written termination notice pursuant to 807 KAR 5:006.
 - B. For dangerous conditions. If a dangerous condition relating to the Cooperative's service which could subject any person to imminent harm or result in substantial damage to the property of the Cooperative or others, is found to exist on the member's premises, the service shall be refused or terminated without advance notice. The Cooperative shall notify the member immediately in writing and, if possible, orally of the reasons for the termination or refusal. Such notice shall be recorded by the Cooperative and shall include the corrective action to be taken by the member or Cooperative before service can be restored or provided. However, if the dangerous condition can be effectively isolated or secured from the rest of the system, the Cooperative need discontinue service only to the affected member.
 - C. For refusal of access. When a member refuses or neglects to provide reasonable access to the premises for installation, operation, meter reading, maintenance or removal of Cooperative property, the Cooperative may terminate or refuse service. Such action shall be taken

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Issued by authority of an Order of the Public Service Commission of Kentucky in Case No. _____ Dated: _____

SECTION 9 (1)
BY: _____
PUBLIC SERVICE COMMISSION MANAGER

0897

Form for filing Rate Schedules

FOR Entire Territory Served
Community, Town or City
P.S.C. No. 5
2nd Revised SHEET No. 12
CANCELLING P.S.C. No. 5
1st Revised SHEET No. 12

Owen Electric Cooperative
Name of Issuing Corporation

RULES AND REGULATIONS

20. REFUSAL OR TERMINATION OF SERVICE

C. (Continued)

only when corrective action negotiated between the Cooperative and member has failed to resolve the situation and after the member has been given at least ten (10) days' written notice of termination pursuant to 807 KAR 5:006.

D. For outstanding indebtedness. Except as provided in 807 KAR 5:006, the Cooperative shall not be required to furnish new service to any member who is indebted to the Cooperative for service furnished or other tariffed charges until that member has paid his indebtedness.

E. For noncompliance with state, local or other codes. The Cooperative may refuse or terminate service to a member if the member does not comply with state, municipal or other codes, rules and regulations applying to such service. The Cooperative may terminate service pursuant to 807 KAR 5:006 only after ten (10) days' written notice is provided, unless ordered to terminate immediately by a governmental official.

F. For nonpayment of bills. The Cooperative may terminate service at a point of delivery for nonpayment of charges incurred for Cooperative service at that point of delivery; however, the Cooperative shall not terminate service to any member for nonpayment of bills for any tariffed charge without first having mailed or otherwise delivered an advance termination notice which complies with the requirements of 807 KAR 5:006.

1. Termination notice requirements for electric service. The Cooperative shall mail or otherwise deliver that member ten (10) days' written notice of intent to terminate. Under no circumstances shall service be terminated before twenty-seven (27) days after the mailing date of the original unpaid bill. The termination notice to residential members shall include written notification to the member of local, state and federal programs providing for the payment of Cooperative bills under certain conditions,

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CS/m

Owen Electric Cooperative
Name of Issuing Corporation

RULES AND REGULATIONS

20. REFUSAL OR TERMINATION OF SERVICE (Continued)

and of the address and telephone number of the Department for Social Insurance of the Cabinet for Human Resources to contact for possible assistance.

- 2. The termination notice requirements of this subsection shall not apply if termination notice requirements to a particular member or members are otherwise dictated by the terms of a special contract between the utility and member which has been approved by the Commission.
- G. For illegal use or theft of service. The Cooperative may terminate service to a member without advance notice if it has evidence that a member has obtained unauthorized service by illegal use or theft. Within twenty-four (24) hours after such termination, the Cooperative shall send written notification to the member of the reasons for termination or refusal of service upon which the Cooperative relies and of the member's right to challenge the termination by filing a formal complaint with the commission. This right of termination is separate from and in addition to any other legal remedies which the Cooperative may pursue for illegal use or theft of service. The Cooperative shall not be required to restore service until the customer has complied with all tariffed rules of the Cooperative and laws and regulations of the commission.
- 2. The Cooperative shall not terminate service to a member if the following conditions exist:
 - A. If payment for service is made. If following receipt of a termination notice for nonpayment but prior to the actual termination of service there is delivered to the Cooperative office payment of the amount in arrears, service shall not be terminated.
 - B. If a payment agreement is in effect. Service shall not be terminated for nonpayment if the member and the Cooperative have entered into a partial payment plan in accordance with 807 KAR 5:006 and the member is meeting the requirements of the plan.

PUBLIC SERVICE COMMISSION

OF KENTUCKY
EFFECTIVE

NOV 6 1992

PURSUANT TO 807 KAR 5:011

DATE OF ISSUE July 24, 1992 DATE EFFECTIVE August 24, 1992
 ISSUED BY Frank K. Downing TITLE General Manager
 BY: [Signature]
 Issued by authority of an Order of the Public Service Commission of Kentucky in Case No. _____ Dated _____

08/97

Form for filing Rate Schedules

FOR Entire Territory Served
Community, Town or City
P.S.C. No. 5
Original SHEET No. 12B
CANCELLING P.S.C. No. 5
1st Revised SHEET No. 12

Owen Electric Cooperative
Name of Issuing Corporation

RULES AND REGULATIONS

20. REFUSAL OR TERMINATION OF SERVICE (Continued)

C. If a medical certificate is presented. Service shall not be terminated for thirty (30) days beyond the termination date if a physician, registered nurse or public health officer certifies in writing that termination of service will aggravate a debilitating illness or infirmity on the affected premises. The Cooperative may refuse to grant consecutive extensions for medical certificates past the original thirty (30) days unless the certificate is accompanied by an agreed partial payment plan in accordance with 807 KAR 5:006. The Cooperative shall not require a new deposit from the member to avoid termination of service for a thirty (30) day period who presents to the Cooperative a medical certificate certified in writing by a physician, registered nurse or public health officer.

D. The Cooperative shall not terminate service for thirty (30) days beyond the termination date if the Kentucky Cabinet for Human Resources (or its designee) certifies in writing that the member is eligible for the Cabinet's Energy Assistance Program or household income is at or below 130 percent of the poverty level, and the member presents such certificate to the Cooperative. Members eligible for such certification from the Cabinet for Human Resources shall have been issued a termination notice between November 1 and March 31. Certificates shall be presented to the Cooperative during the initial ten (10) day termination notice period. As a condition of the thirty (30) day extension, the member shall exhibit good faith in paying his indebtedness by making a present payment in accordance with his ability to do so. In addition, the member shall agree to a repayment plan in accordance with 807 KAR:5006, which will permit the member to become current in the payment of his bill as soon as possible but not later than October 15. The Cooperative shall not require a new deposit from a member to avoid termination of service for a thirty (30) day period who presents a certificate to the Cooperative certified by the Kentucky Cabinet for Human Resources (or its designee) that the member is eligible for the Cabinet's Energy Assistance Program or whose household income is at or below 130 percent of the poverty level.

PUBLIC SERVICE COMMISSION
BY: [Signature]
EFFECTIVE
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DATE EFFECTIVE NOV 6 1992

ISSUED BY [Signature]
Name of Officer

TITLE General Record (1)

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