

RULES AND REGULATIONS GOVERNING THE SUPPLY OF ELECTRIC SERVICE

General Rules (Continued)

rate schedules, or where Company's operating convenience requires the installation of two or more meters upon the customer's premises instead of one meter.

22. Company's Right to Refuse or Discontinue Service. In accordance with and subject to the rules and regulations of the Public Service Commission of Kentucky, the Company shall have the right to refuse or discontinue to serve an applicant or customer under the following conditions:

- A. When Company's or Commission's rules and regulations have not been complied with. However, service may be discontinued or refused only after Company has made a reasonable effort to induce the customer to comply with its rules and then only after the customer has been given at least 10 days written notice of such intention, mailed to his last known address.
- B. When a dangerous condition is found to exist on the customer's or applicant's premises. In such case service will be discontinued without notice or refused, as the case might be. Company will notify the customer or applicant immediately of the reason for the discontinuance or refusal and the corrective action to be taken before service can be restored or initiated.
- C. When a customer or applicant refuses or neglects to provide reasonable access and/or easements to and on his premises for the purposes of installation, operation, meter reading, maintenance, or removal of Company's property. Customer shall be given 15 days written notice of Company's intention to discontinue or refuse service.
- D. When Applicant is indebted to Company for service furnished. Company may refuse to serve until indebtedness is paid.
- E. When customer or applicant does not comply with state, municipal or other codes, rules and regulations applying to such service.
- F. When directed to do so by governmental authority.
- G. For non-payment of bills. The Company shall have the right to discontinue service for non-payment of bills after the customer has been given at least ten days written notice, separate from his original bill. Cut-off may be effected not less than 27 days after the mailing date of original bills unless, prior to discontinuance, a residential customer presents to Company a written certificate, signed by a physician, registered nurse, or public health officer, that such discontinuance will aggravate an existing illness or infirmity on the affected premises, in which case discontinuance may be effected not less than 30 days from the original date of discontinuance. The Company shall notify the customer, in writing, of state and federal programs which may be available to aid in payment of bills and the office to contact for such possible assistance.

PUBLIC SERVICE COMMISSION
OF KENTUCKY
EFFECTIVE

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PURSUANT TO 807 KAR 5:011,
SECTION 9 (1)

BY: Stephan O. Bell
PUBLIC SERVICE COMMISSION

C1102

RULES AND REGULATIONS GOVERNING THE SUPPLY OF ELECTRIC SERVICE

General Rules (Continued)

- H. For fraudulent or illegal use of service. When Company discovers evidence that by fraudulent or illegal means a customer has obtained unauthorized service or has diverted the service for unauthorized use or has obtained service without same being properly measured, the service to the customer may be discontinued without notice. Within twenty-four (24) hours after such termination, the Company shall send written notification to the customer of the reasons for such discontinuance of service and of the customer's right to challenge the termination by filing a formal complaint with the Public Service Commission of Kentucky. The Company's right of termination is separate from and in addition to any other legal remedies which the utility may pursue for illegal use or theft of service. The Company shall not be required to restore service until the customer has complied with all rules of the Company and regulations of the Commission and the Company has been reimbursed for the estimated amount of the service rendered and the cost to the Company incurred by reason of the fraudulent use.

23. Temporary and Short Term Service. The customer shall pay the cost of all material, labor and expense incurred by the Company in supplying electric service for any temporary or short term use, in addition to the regular rates for service without prorating of rate blocks or minimum bills for service of less than thirty days in a regular meter reading period.

24. Charge for Disconnecting and Reconnecting Service. A charge of \$18.50 will be made to cover disconnection and reconnection of electric service when discontinued for non-payment of bills or for violation of the Company's rules and regulations, such charge to be made before reconnection is effected. If both gas and electric services are reconnected at the same time, the total charge for both services shall be \$18.50. No charge will be made under this rule 24 for customers qualifying for service reconnection pursuant to 807 KAR 5:006, Section 15, Winter Hardship Reconnection.

Residential and general service customers may request and be granted a temporary suspension of electric service. In the event of such temporary suspension, Company will make a charge of \$18.50 to cover disconnection and reconnection of electric service, such charge to be made before reconnection is effected. If both gas and electric services are reconnected at the same time, the total charge for both services shall be \$18.50.

25. Choice of Optional Rates. When two or more rate schedules are available for the same class of service and the customer is undecided as to which schedule will result in the lowest annual cost, the Company will assist the customer in the choice of the most favorable schedule, the customer then to designate the schedule he desires. In those cases in which the most favorable schedule is difficult to pre-determine, the customer will be given the opportunity to change to another schedule after trial of the schedule originally designated; provided, however, that, after the first such change, the Company may not be required to make a change in schedule more often than once in twelve months.

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R. M. Hewett, Group Executive
Louisville, Kentucky

Date Effective: September 27, 2000

BY *[Signature]*
SECRETARY OF THE COMMISSION

C1102

RULES AND REGULATIONS GOVERNING THE SUPPLY OF ELECTRIC SERVICE

General Rules (Continued)

While the Company will endeavor to assist customers in the choice of the most advantageous schedule, it does not guarantee that customers will at all times be served under the most favorable rate, nor will the Company make refunds representing the difference in charges between the rate under which service has actually been billed and another rate applicable to the same class of service.


26. Charge for Returned Check. When any customer's check tendered in payment of a bill for service is returned by a bank as unpaid, the customer will be charged a fee of \$7.50 to cover the cost of further processing of the account.

PUBLIC SERVICE COMMISSION
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