

GENERAL RULES AND REGULATIONS

(continued)

Rule 10. Emergency Medical Certificates – Residential Customers.

Customer must notify Company if a medical emergency exists. A medical emergency does not excuse a Customer from paying delinquent and ongoing charges.

The Company will not disconnect Residential Service for nonpayment if the Customer submits an emergency medical certificate from a qualified medical professional stating that disconnection would significantly endanger the physical health of the Customer or a member of the Customer's household.

A qualified medical professional is defined as a licensed physician, nurse practitioner, or a physician's assistant authorized to diagnose and treat the medical condition described without direct supervision by a physician.

Customer shall enter into a Time Payment Agreement as described in **Rule 9** of this Tariff, or on such other terms as the Company deems reasonable, within twenty (20) days of filing the medical certificate with the Company. If the Customer fails to enter into a Time Payment Agreement, or if the Customer fails to abide by the terms of a Time Payment Agreement, service may be disconnected in accordance with **Rule 11**, following notice to the Commission's Consumer Services Section.

An emergency medical certificate will be valid only for the length of time the health endangerment is certified to exist, but no longer than six (6) months for non-chronic illnesses and no longer than twelve (12) months for chronic illnesses, without renewal.

A medical certification given to Company verbally must be confirmed in writing within fourteen (14) calendar days by the qualified medical professional prescribing medical care. **

(N)

The Company may verify the accuracy of any emergency medical certificate submitted under this Rule.

The Company will provide written notice to Customer of the upcoming expiration of a medical certificate at least fifteen (15) days prior to the expiration date, unless the medical certificate is renewed with the Company before that day arrives. **

(N)

**** Effective with the approval date indicated below, the asterisked terms in this Rule 10 are temporarily suspended in response to the COVID-19 public health emergency.**

(N)

(N)

(continue to Sheet RR-11)