

11.00 DISCONTINUANCE OR REFUSAL OF GAS SERVICE

CenterPoint Energy policies and procedures are consistent with Minnesota Rules 7820.1000 - 7820.3000 on Disconnection of Service.

11.01 Refusal or Discontinuance of Gas Service for Non-Payment

- 1) CenterPoint Energy, with notice, may refuse gas service under the following conditions:
 - a) To a customer who owes a past due and unpaid balance for utility service at a former address;
 - b) To an applicant requesting service to be implemented at an address where the current resident, who has accumulated a past due and unpaid balance, continues to reside.
 - c) To a customer who fails to meet the utility's deposit and credit requirements;
 - d) To a customer who fails to make proper application for service;
 - e) To a customer who fails to furnish such service, equipment, and/or rights-of-way necessary to serve the customer as shall have been specified by the utility as a condition of obtaining service;

11.01 Refusal or Discontinuance of Gas Service for Non-Payment- (Continued)

- 2) CenterPoint Energy, with notice, may discontinue gas service under the following conditions:
 - a) To a customer who owes a past due and unpaid balance exceeding the deposit, if one was made, for gas supplied at the same address;
 - b) To a customer who owes a past due and unpaid balance for utility service at a former address
 - c) To premises which are occupied by a person owing a past due and unpaid balance for gas supplied to the same premises
 - d) To a customer who fails to provide CenterPoint Energy reasonable access to its equipment and property;
 - e) To a customer who violates any of CenterPoint Energy's rules on file with the Public Utilities Commission;
 - f) For a breach of the contract for service between CenterPoint Energy and the customer;
 - g) When necessary for CenterPoint Energy to comply with any order or request of any governmental authority having jurisdiction;

11.01 Refusal or Discontinuance of Gas Service for Non-Payment- (Continued)

3) Notice of Discontinuance

Notice of discontinuance shall be sent to the address where service is rendered and to the address where the bill is sent, if different from the service address, by first class mail.

All final notices of discontinuance will precede the action to be taken by at least five (5) days excluding Sundays and legal holidays. The notice will contain the date on or after discontinuance will occur, the reason for discontinuance and the method of avoiding the shut-off.

4) Gas Service Subsequent to Final Notice of Discontinuance

Continued gas service by CenterPoint Energy, after the date of discontinuance specified in the notice to the customer, shall not prevent or stop CenterPoint Energy from discontinuing gas service at a subsequent date.

5) Customer Liability for Gas Service

The customer shall be liable for payment to CenterPoint Energy for all gas supplied to the time of discontinuance of gas service.

6) Method of Discontinuing Gas Service

In discontinuing gas service for non-payment, CenterPoint Energy may lock or remove the gas meter, plug the gas service line, sever or disconnect the gas service outside the premises, or use any other method to discontinue gas service to the customer.

11.01 Refusal or Discontinuance of Gas Service for Non-Payment - (Continued)

7) Reconnection Charge

A charge of \$22.50 will be made by CenterPoint Energy to reinstate gas service when the gas meter has been locked for non-payment.

Where any other method of discontinuing gas service for non-payment has been used by CenterPoint Energy, the customer shall pay all costs of disconnection and reconnection incurred by CenterPoint Energy before gas service is resumed to that customer.

A charge of \$100, plus the cost of disconnection and reconnection incurred by CenterPoint Energy to reinstate gas service when the gas meter has been locked or removed for meter tampering.

The Reconnection Charge may be waived for a customer who enters into a payment arrangement under Minn. Stat. 325E.028, Utility Payment Arrangements for Military Service Personnel.

8) Payment of Unpaid and Past Due Balance

Gas service refused to any applicant, or discontinued to any customer, under this rule will not be provided or restored until the past due and unpaid balance and reconnection charge has been paid in full or satisfactory credit arrangements for the payment of this amount are agreed upon.

9) Medically necessary equipment – The Company shall reconnect or continue service to a residential customer's residence where a medical emergency exists. The Utility must receive from a medical doctor written certification, or initial certification by telephone and written certification within 5 business days, that failure to reconnect or continue service will impair or threaten the health or safety of a resident of the customer's household. The customer must enter into a payment agreement.

11.02 Discontinuance or Refusal of Gas Service Without Notice

CenterPoint Energy may refuse or discontinue gas service, without notice, to any applicant or customer who:

- 1) Attempts to defraud CenterPoint Energy;
- 2) In the event of an unauthorized use of or tampering with CenterPoint Energy's equipment;
- 3) If a situation is determined to be hazardous to the customer, to other customers of CenterPoint Energy, to CenterPoint Energy's equipment, or to the public.

11.03 Refusal to Supply on Reasonable Grounds Other Than Non-Payment

CenterPoint Energy may refuse or discontinue gas service to any applicant or customer upon reasonable grounds, including but not limited to the following reasons:

- 1) For the purpose of making permanent or temporary repairs, changes, or improvements in any part of CenterPoint Energy's system;
- 2) If CenterPoint Energy is notified by a public authority having appropriate jurisdiction that continued gas service to a customer is in violation of applicable laws, ordinances, rules or regulations of public authorities;
- 3) For the following acts or omissions on the part of the customer:
 - a) Tampering with any facility of CenterPoint Energy
 - b) Providing service to others without CenterPoint Energy approval
 - c) Breach of the contract for service where such contract is required between CenterPoint Energy and the customer
 - d) Failure to comply with these Rules and Regulations
 - e) Refusal of reasonable access to customer's premises for any necessary purpose
 - f) If the customer connects to another natural gas supplier

11.03 Refusal to Supply on Reasonable Grounds Other Than Non-Payment-(Continued)

- 4) If any part of the customer's facilities, appliances, or other equipment for the utilization of gas service, or the use thereof, is determined by CenterPoint Energy to be unsafe.
- 5) If any condition existing upon the customer's premises is determined by CenterPoint Energy to endanger the facilities of CenterPoint Energy or its personnel.

11.04 Termination of Gas Service by Customer

CenterPoint Energy requires forty-eight (48) hours notice if the customer intends to discontinue gas service. Failure to give this notice shall make the customer liable for payment for all gas supplied to the premises until gas service has been discontinued by CenterPoint Energy.

When gas service has been ordered off and is ordered turned back on by the same party, at the same address, a reconnection charge, based upon the estimated current time and material costs to be incurred, will be made by CenterPoint Energy at the time the gas service is resumed.

11.05 Removal of Gas Meter

CenterPoint Energy reserves the right to remove any gas meter upon which no gas consumption has been registered for twelve (12) consecutive months.