

**(Include All Company information)  
Name, Address, Contact information**

**SUMMARY OF RULES AND REGULATIONS OF THE IDAHO PUBLIC UTILITIES COMMISSION (IPUC) GOVERNING CUSTOMER  
RELATIONS OF NATURAL GAS, ELECTRIC AND WATER PUBLIC UTILITIES  
These rules cover the rights and responsibilities of the customer and the utility.**

**A utility may terminate service to a customer without his/her permission after adequate notice for the following reasons:**

1. Failure to pay an undisputed past due bill, or when payment is made with a dishonored check or electronic payment.
2. Failure to make security deposit where it is required.
3. Failure to abide by terms of a payment arrangement.
4. Customer or applicant misrepresented their identity for the purpose of obtaining utility service.
5. Customer or applicant denied or prevented the utility's access to the meter.
6. Willful waste of service through improper equipment or otherwise.
7. Customer or applicant is a minor not competent to contract as defined by Idaho Code.
8. Customer or applicant owes money on an existing account or from a previous account for service provided within the past four years.

**A utility may deny or terminate service without prior notice to the customer or applicant and without his/her permission for one or more of the following reasons:**

1. A situation exists that is immediately dangerous to life, physical safety, or property.
2. The utility is ordered to terminate service by any court, the Commission or other duly authorized public authority.
3. The service is obtained, diverted, or used without the authorization or knowledge of the utility.
4. The utility has made a diligent attempt to notify the customer of termination, but has been unable to make contact.

**NOTIFICATION**

1. A billing may be considered past due **fifteen (15)** days after the billing date. A written notice of termination must be mailed at least seven (7) days before the proposed termination date. (Initial Notice)
2. At least twenty-four (24) hours before the service is terminated, another attempt shall be made to contact the customer in person or by telephone. (Final Notice)
3. If service is not terminated within twenty-one (21) calendar days after the proposed termination date, another initial and final notice are required.
4. No additional notice is required if, upon receipt of a termination notice, the customer makes a payment arrangement and fails to keep it, or when payment is made with a dishonored check or electronic payment.

**WHEN TERMINATION IS NOT ALLOWED**

1. The unpaid bill totals less than fifty dollars (\$50) or two (2) months service, whichever is less.
2. The unpaid bill is for service to another customer.
3. The unpaid bill results from the purchase of non-utility goods or services.
4. Terminations are not allowed on Friday, Saturday, Sunday, legal holidays recognized by the State of Idaho, the day preceding legal holidays, or at any time when the company is not open for business.

**MEDICAL EMERGENCY**

If the customer or a member of the customer's family is seriously ill or has a medical emergency, the utility will postpone termination of service for thirty (30) days if a written certificate signed by a licensed physician or public health official is received.

**PAYMENT ARRANGEMENT**

The Company may assist you by making payment arrangements not requiring immediate payment in full. Please contact us prior to the Final Date to arrange such a payment plan.

**COMPLAINT PROCEDURE**

An informal or formal complaint concerning the termination of service, policies and practices, or any other matter may be filed directly with the utility. If the customer is dissatisfied with the proposed resolution of the complaint, they may contact the Consumer Assistance staff at:

**Idaho Public Utilities Commission**

**PO Box 83720**

**Boise, ID 83720-0074**

**800-432-0369 (toll free) or 208-334-0369 <http://www.puc.idaho.gov>**

Termination of service is prohibited while a complaint is pending with the Commission or with a court in the State of Idaho.

The Commission's Utility Customer Relation Rules are available on the IPUC's website.

**DEPOSIT**

The IPUC rules allow utilities to ask for deposits or payment guarantees under specific conditions. **At this time, the Company does not require deposits or payment guarantees.**