

Rule No. 3
APPLICATION FOR SERVICE

A. Application

An application for service is required. Each application for service may be required to sign an application on a form provided by the utility. However, at the option of the utility, a verbal request for service may be accepted. The application forms may vary depending upon the type of service requested by the applicant. Applicant desiring special rates and/or services may be required to complete additional forms and/or contracts in accordance with the utility's applicable tariffs.

The application is merely a request for service and it does not bind the utility to serve except under its filed tariffs and under reasonable conditions, nor does it bind the applicant to take service for a longer period than the minimum requirements of the utility's tariffs. These tariffs constitute the terms and conditions of the agreement between the utility and the customer for service rendered, unless otherwise agreed to in writing.

B. Information Required on Application

In addition to the information the utility may require from applicants in order to establish credit in accordance with Rule No. 6, all applicants shall provide such other information as the utility may reasonably require for service. This information includes, but is not limited to, the legal name of the applicant(s), the name of the applicant's spouse or other adults residing at the premises, the service address, billing address, date service is wanted, whether water service has previously been supplied to the premises, whether applicant is the owner, agent or tenant of the premises, and the rate schedule desired (if optional schedules are available). In addition, the applicant may be required to provide information necessary to the design, installation, maintenance and operation of the utility's facilities, including the proposed end use(s), the connected load, the number of residential dwelling units/spaces, the size or character of the appliances or apparatus to be installed, and other information required by the utility's applicable tariffs.

(T)

C. Changes in Load or Operation

It is the customer's responsibility to notify the utility in writing within 15 days if the customer makes any change in the connected load, in the number of residential dwelling units/spaces, or in the size or character of the appliances or apparatus. Such change(s) may require a new application for service and/or a change in the utility's service facilities and may result in the customer being transferred to a different tariff schedule.

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Advice Letter No. 454-E-A
Decision No. 22-08-037

Issued By
Paul Marconi
President

Date Filed December 28, 2022
Effective September 28, 2022
Resolution No. _____

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D. Joint and Several Liability for Service/Beneficial Use

Where two or more applicants join in one application or contract for utility service, they shall be jointly and severally liable under the terms of the application/contract and shall be billed by means of a single periodic bill mailed to the "customer" designated to receive the bill.

Whether or not the utility obtained a joint application or contract for residential service, where there is evidence that an adult(s) other than the applicant resided at the premises and benefited from the utility service, the other adult(s) and the applicant shall be jointly and severally liable for service rendered while such other adults resided at the premises.

E. False or Inaccurate Information

The utility may refuse to provide service or may discontinue or disconnect service and/or may rebill the account when there is evidence that:

1. The information provided to the utility on the application is false, incomplete, or inaccurate; or (T)
2. The applicant has applied for service under a fictitious name or under the name of another to avoid payment of any utility bill or that the applicant has requested service in his/her legal name to assist another in avoiding payment of any utility bill; or, (T)
3. The applicant and/or other adults residing with the applicant have received the benefit of service without paying for it and are attempting to change the name on the account to avoid payment of any utility bill. (T)

In the event of a rebill, the utility shall provide the customer with the reason for such rebill.

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F. Refusal to Provide Service

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1. In order to trigger an investigation that would require the residential customer to verify that they were not previously benefiting from the utility service, the utility must identify any of the following: address returned from Experian Identity Validation tool, matching telephone number; landlord or homeowner confirms that the occupant is not new or has been residing at the address; the account is transferred to the name of a spouse or roommate; the account is transferred to someone with the same email address as the previous customer; or the account is transferred to someone with the same banking information as the previous customer. (N)
2. If the utility determines that the residential customer benefited from the previous service, the utility must provide the customer with 30 days to submit additional evidence to dispute the determination.
3. After the residential customer submits any additional documentation, the utility shall within 30 days provide both verbal and written notice to the customers of the outcome and what documentation was used in making the determination.
4. The utility shall document all reasonable efforts to contact the residential customer either by telephone or in writing.
5. The utility must provide verbal and written notification on the outcome of the residential benefit of service investigation which must include the contact information for the Commission's Consumer Affairs Branch and any internal appeal process that may be available to dispute the determination.
6. No residential customer who was under the age of 18 shall be required to absorb a benefit of service charge. (N)

If the utility refuses to provide or discontinues service for any of the reasons stated in this rule, the utility shall incur no liability whatsoever to the applicant or to any other person. The utility shall provide the applicant with the reason for such refusal or discontinuance. (L)
(L)
(L)