

RULE NO. 7

ESTABLISHMENT, TERMINATION, LIMITATION AND RECONNECTION OF SERVICE

A. REASONS FOR DENYING SERVICE

1. Without notice, the Company may refuse or discontinue service to a customer for any of the reasons listed below:
 - a. In the event of a condition determined by the Company to be hazardous, the Company shall have the right to refuse service to any applicant and to refuse or discontinue service to any customer whose wire, appliances, apparatus, or other equipment, or use thereof shall be determined by the Company to be unsafe or in violation of applicable laws, ordinances, rules or regulations of any public authority, or if any condition existing upon the applicant's or customer's premises shall be determined by the Company to endanger the Company's service facilities;

The Company does not assume any duty of inspecting or repairing any applicant's or customer's wire, appliances, apparatus, or other equipment or any part thereof and assumes no liability therefore;
 - b. In the event that customer use of equipment adversely affects the Company's equipment or the Company's service to others;
 - c. In the event of theft or meter tampering with the equipment furnished and owned by the Company;
 - d. In the event of unauthorized use or use in violation of applicable laws, ordinances, rules, or regulations of any public authority.
2. For violation of and/or non-compliance with the Company's tariff or rules on file with and approved by the Commission. The Company may discontinue service to a customer if after written notice of such non-compliance the customer fails to comply within 5 days after date of presentation of such notice or within such other period of time after date of presentation of such notice as may be specified in such notice.
3. For failure of the customer to fulfill his contractual obligations for service and/or facilities subject to regulation by the Commission.

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4. For failure of the customer to permit the Company reasonable access to its equipment.
5. For non-payment of bill provided that the Company has made a reasonable attempt to effect collection and has given the customer written notice that he has at least 5 days, excluding Sundays and holidays, in which to make settlement on his account or have his service denied.
6. If, for an applicant's convenience, the Company should provide service before credit is established or should continue service to a customer when credit has not been re-established in accordance with Rule No. 5 and he fails to establish or re-establish his credit within 5 days after date of presentation of written notice to do so or within such other period of time after date of presentation of such notice as may be specified in such notice, the Company may discontinue service.
7. For failure of the customer to furnish such service equipment, permits, certificates, and/or rights-of-way, as shall have been specified by the Company as a condition to obtaining service, or in the event such equipment or permissions are withdrawn or terminated.
8. For fraud against the Company.
9. No service shall be disconnected on or preceding the Company's non-working days unless arrangements are made as provided in Rule No. 7 A.1.

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B. REASONS FOR LIMITING SERVICE TO SINGLE PHASE ACCOUNTS

1. For non-payment of bill, provided that the Company has made a reasonable attempt to effect collection and has given the customer a written notice that he has at least 5 days, excluding Sundays and holidays, in which to make settlement on his account or have his service denied, the Company shall limit the service on the original termination date in lieu of termination. Such service limitation shall remain in effect for 7-8 days, depending on the routine scheduling of service status change orders in the ordinary course of business.
2. If, for an applicant's convenience, the Company should provide service before credit is established or should continue service to a customer when credit has not been re-established in accordance with Rule No. 5 and he fails to establish or re-establish his credit within 5 days after date of presentation of written notice to do so or within such other period of time after date of presentation of such notice as may be specified in such notice, the Company shall limit the service on the original termination date in lieu of termination. Such service limitation shall remain in effect for 7-8 days, depending on the routine scheduling of service status change orders in the ordinary course of business.
3. When the Company continues service by limitation in lieu of termination in accordance with Rule Nos. 7. B. 1 and 2, above, no further notice prior to termination is required. For this purpose, limitation may occur on any Company business day. However, in accordance with Rule No. 7. D. 2. b(1), termination shall not occur on the day preceding the day or days on which the Company's business office is closed.
4. When limitation is used in lieu of termination, the Company shall furnish the telephone number or numbers of Company representatives available to handle the subject of limitation as with termination Rule No. 7. D. 2. d.
5. When limitation is used in lieu of termination, the Company shall provide special consideration in the handling of elderly and handicapped customers as with termination Rule 7. D. 3. a - c (1).

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C. SERVICE CHARGE FOR ESTABLISHMENT, RE-ESTABLISHMENT OR RECONNECTION OF SERVICE

1. A service charge of \$20.00 shall be made to the customer for the establishment, re-establishment, or reconnection of service by the Company during normal working hours. A service charge of \$40.00 will be imposed for the establishment or reconnection of service by the Company after normal working hours.
2. The service charge is in addition to any charge calculated in accordance with the applicable rate schedule and will be made each time an account is opened, including a turn-on or reconnection of electric service or a change of customer name which requires a meter reading.

D. TERMINATION OF SERVICE

1. A customer shall be given reasonable written notice prior to termination of service and shall also be given an opportunity to dispute the charges on the bill in accordance with the following:
 - a. The customer shall be given at least twenty-five days to pay the bill for energy consumption after the date of presentation;
 - b. The customer may file a complaint or dispute with the Company on the charges appearing on the bill but must do so within fifteen days after the date of presentation;
 - c. The Company shall furnish a written response to the customer on its investigation of the complaint and the Company's determination as to the correctness or adjustments, if any, on the bill;
 - d. The customer shall be notified by the Company of the exact amount due and payable on the bill that is past due; and
 - e. The customer may pay the disputed bill under protest to avoid termination of service and the protest shall be submitted to the Commission for final determination.

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2. The written notice for termination of service shall state the following:
 - a. The reason or reasons for termination;
 - b. The date after which termination will occur;
 - (1) Termination shall not occur on the day preceding the day or days on which the Company's business office is closed.
 - c. The action that the customer must take to avoid termination; and
 - d. The telephone number or numbers of Company representatives available to handle the subject of termination.
3. The Company shall provide special consideration in the handling of termination of service in the case of the elderly and handicapped customers.
 - a. Customers must show proof of age that the customer is sixty-two years or older by either appearing in person at the Company office or by submission in writing verifying the date of birth;
 - b. Handicapped customers can be qualified by certification of their physical condition by a registered physician or by an appropriate State of Hawaii agency; and
 - c. In no event shall termination of service to an elderly or handicapped customer commence without a written report and investigation by the Company to the Commission.
 - (1) The report and investigation must be submitted by the Company not less than five days prior to the planned date for termination of service.

E. CUSTOMER'S REQUEST FOR SERVICE DISCONTINUANCE

When a customer desires to terminate the responsibility for service, the customer shall give the Company not less than two days notice and state the date on which the termination is to become effective. A customer may be held responsible for all service furnished at the premises until two days after receipt of such notice by the Company or until the date of termination specified in the notice, whichever date is later.