Customer Service Policy

Title: Service Termination During Extreme Temperatures and Severe Weather	**Company:** Yankee Gas dba Eversource Energy	**Number:** Y370.2
Description of Purpose: This policy provides guidelines for gas service terminations during periods of extreme temperatures and severe weather.		
Owner: Director, Meter Reading & Field Operations		**Effective Date:** *01/01/2025*

Key References:

Legal Statues & Cases:	Regulations & Rulings:	Related Policies:
• N/A	• R.C.S.A. § 16-3-100[i]	• N/A

Supporting Process Key Search Words:
Weather, Temperature, Extreme

Policy:

Residential service *may* be terminated for non-payment - when present weather conditions or future forecasts indicate that the high temperature exceeds, or is forecast to exceed, 32 degrees Fahrenheit during any 24-hour period.

Residential service will *not* be terminated for non-payment – when weather conditions or forecasts indicate:

- the temperature will be *below 32 degrees* Fahrenheit for an entire 24-hour period or;
- severe weather conditions are forecasted 24 hours *after* the service disconnection.

[i] R.C.S.A. § 16-3-100(B). Where residential service is being provided pursuant to an agreement whereunder the customer is permitted to amortize the delinquent balance of an account for service provided to that customer over a reasonable period of time, and the customer fails to comply with the terms of the agreement, or to simultaneously keep current the customer's account for utility service as charges accrue in each subsequent billing period. Where the customer has made a payment or payments amounting to 20% of the balance due, notice pursuant to subsections (d)(1)(A) and (d)(1)(B) of this section of the conditions the customer must meet to avoid termination of service shall be required. Such notice shall not entitle the customer to further review as provided by subsection (f) of these regulations or to additional notice upon subsequent payment of 20% of the balance due. The provisions of this subparagraph (B) shall not apply from November 1st to April 15th to residential customers receiving electric utility service, who have been determined to be hardship cases and to lack the financial resources to pay the entire account. From November first to April fifteenth, inclusive, no gas company and no municipal utility furnishing gas shall terminate or refuse to reinstate residential gas service in hardship cases where the customer uses such gas for heat and lacks the financial resources to pay his or her entire account, except a gas company that, between April sixteenth and October thirty-first, terminated gas service to a residential customer who uses gas for heat and who, during the previous period of November first to April fifteenth, had gas service maintained because of hardship status, may refuse to reinstate the gas service from November first to April fifteenth, inclusive, only if the customer has failed, since the preceding November first, to make a customer payment of the lesser of: (i) twenty percent of the outstanding principal balance owed the gas company as of the date of termination; (ii) one hundred dollars, or (iii) the minimum payments due under the customer's reasonable amortization agreement;