

Knock and Collect Waiver of On-Premise Collection Pilot

13 Knock and Collect Waiver Pilot Program

13.01 **Availability:** As pursuant to the Commission’s order in Docket No. 15-GIMX-344-GIV, this Pilot Program will apply to all customers, in all rate areas, serviced by the Company with a natural gas meter(s) on the premise.

13.02 **Applicable:** Pilot Program and Disconnection Process applies to all customers with a natural gas meter on the premise.

13.03 **Basis of Process:** The Pilot Program shall follow the process established in the Commission’s order in Docket No. 15-GIMX-344-GIV. The Company shall provide bi-annual reports to the Commission as stated in the Order.

13.04 **Disconnection Process:** Company shall follow the Disconnection Process as stated in Section 5: Discontinuation of Service and Section 4.07: Cold Weather Rule in Company’s General Terms and Conditions and shall make additional attempts to contact customer prior to disconnection. Company shall not be required to make an on-premise collection attempt as stated in 12.04.01 and 12.04.02:

13.04.01 **Non-Cold Weather Rule Months (April 1 – October 31):**

- a) Ten (10) days prior to disconnection, Company shall mail a “Notice of Disconnection” letter to customer. Company shall mail this letter separately from a utility bill or any other correspondence as established in Company’s General Terms and Conditions.
- b) Five to seven (5-7) days prior to disconnection, Company shall attempt to contact customer via phone call, email, or text message, informing customer of Company’s intent to disconnect.
- c) Two (2) days prior to disconnection, Company shall attempt to contact customer via phone, informing customer of Company’s intent to disconnect as established in Company’s General Terms and Conditions.
- d) One (1) day prior to disconnection, Company shall attempt to contact the customer via phone call or text message, informing customer of Company’s intent to disconnect.
- e) On the day of disconnection, Company may disconnect the customer. Company shall not be required to make an on-premise collection attempt or leave a disconnect notice on customer’s door.

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By:	/S/ Janet L. Buchanan, Director – Regulatory Affairs	

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13.04.02 **Cold Weather Rule Months (November 1 – March 31):**

- a) Ten (10) days prior to disconnection, Company shall mail a “Notice of Disconnection” letter to customer. Company shall mail this letter separately from a utility bill or any other correspondence as established in Company’s General Terms and Conditions.
- b) Five to Seven (5-7) days prior to disconnection, Company shall attempt to contact customer via phone call, email, or text message, informing customer of Company’s intent to disconnect.
- c) Two (2) days prior to disconnection, Company shall attempt to contact customer via a phone call, informing customer of Company’s intent to disconnect as established in Company’s General Terms and Conditions.
- d) One (1) day prior to disconnection, Company shall attempt to contact customer via phone call or text message, informing customer of Company’s intent to disconnect.
- e) If the attempted phone contact described in letter (d) above is not successful, Company shall place a disconnection notice at customer’s premise on the day prior to disconnection. Company may then disconnect service on the day of disconnection unless otherwise prohibited by the Cold Weather Rule.
- f) If the attempted phone contact described in letter (d) above is successful, Company shall not be required to place a disconnection notice at customer’s premise on the day prior to disconnection. Company may then disconnect service on the day of disconnection unless otherwise prohibited by the Cold Weather Rule.

13.05 **Disconnection and Reconnection Fees:** The disconnection fee shall be \$5.00 and the reconnection fee shall be \$0.

13.06 **Definitions and Conditions:** Any provisions of this schedule are subject to changes made by order of the regulatory authority having jurisdiction.

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