

BEFORE

THE PUBLIC SERVICE COMMISSION OF

SOUTH CAROLINA

DOCKET NOS. 87-237-G/87-238-E/90-604-C/90-605-W/90-606-S

ORDER NO. 95-238

FEBRUARY 6, 1995

IN RE: Bill of Rights for Residential ) ORDER APPROVING  
Customers Served by Gas, Electric, ) REVISIONS TO  
Telecommunications, Water, and ) BILLS OF RIGHTS  
Sewer Utilities. )

This matter comes before the Public Service Commission of South Carolina (the Commission) on the Staff proposal which would make certain revisions to the Gas, Electric, Telecommunications, and Water/Wastewater Bills of Rights. There are several technical changes and rules changes which have been proposed to conform with present practices and regulations. The Commission has examined the proposed changes, believes they are in the public interest, and hereby approves them. We believe that these Bills of Rights are valuable tools for the consumers of the State of South Carolina, and that all residential consumers of utility services in South Carolina should be aware of their rights in each of the utility areas. Therefore, we hold that all utility companies under the jurisdiction of the Commission shall provide a copy of the respective revised Bill of Rights to all of its residential customers. Further, in order to further inform the public of the revisions, we believe that a press release concerning this matter should be developed by the Staff at the earliest time possible.

IT IS THEREFORE ORDERED THAT:

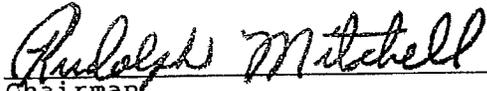
1. The proposed revisions to the Gas, Electric, Telecommunications, and Water/Wastewater Bill of Rights are hereby approved.

2. All utility companies within the Commission's jurisdiction shall furnish copies of the revised respective Bill of Rights to all residential customers.

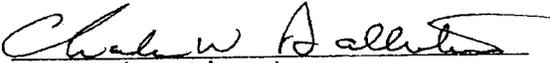
3. Staff shall develop and issue a press release concerning this matter.

4. This Order shall remain in full force and effect until further Order of the Commission.

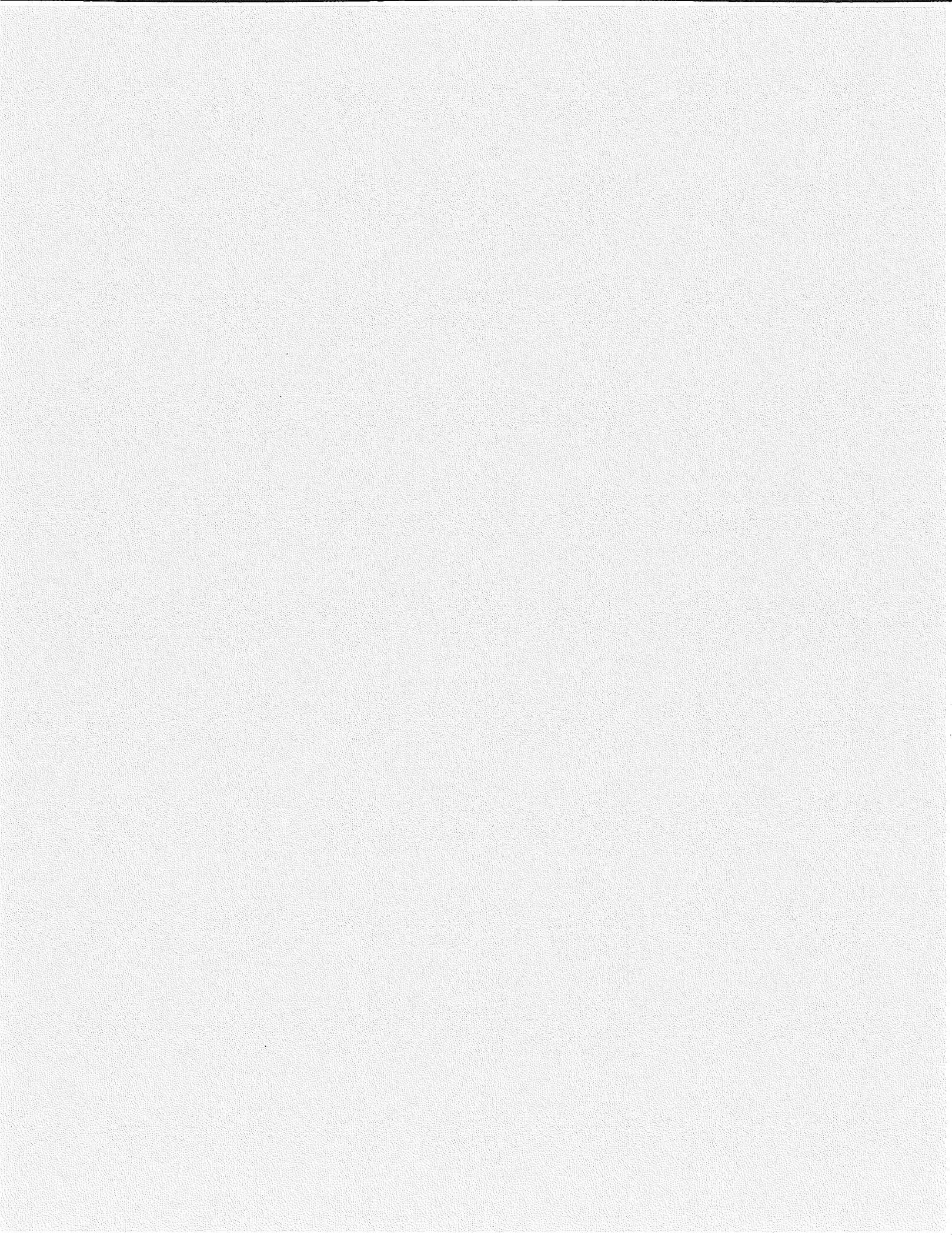
BY ORDER OF THE COMMISSION:

  
Chairman

ATTEST:

  
Executive Director

(SEAL)



Ret.

BEFORE

THE PUBLIC SERVICE COMMISSION OF

SOUTH CAROLINA

DOCKET NO. 87-238-E - ORDER NO. 87-1115

OCTOBER 1, 1987

IN RE: Drafting of Bill of Rights for	)	ORDER ISSUING
Residential Customers of Electric	)	BILL OF RIGHTS
Utilities.	)	

The Public Service Commission of South Carolina (the Commission) ordered the Commission Staff to draft a "Bill of Rights" for residential customers that sets out the customers' rights under the Commission's Regulations governing electric systems.

A draft was prepared by the Commission Staff and sent to the Commission's jurisdictional electric utilities and the Consumer Advocate of South Carolina for comments. After receiving comments from these parties, the Commission Staff submitted a final draft to the Commission.

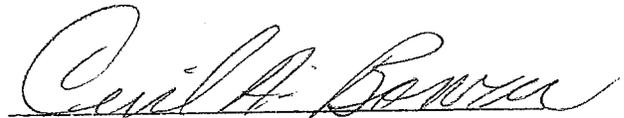
The Commission finds that the "Bill of Rights" submitted by the Commission Staff should be approved. The Commission wants the residential electric customers to be more aware of their rights and of the resources available to them when questions or problems arise in connection with their electric service. The Commission hereby requires all jurisdictional electric companies

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OCTOBER 1, 1987  
PAGE 2

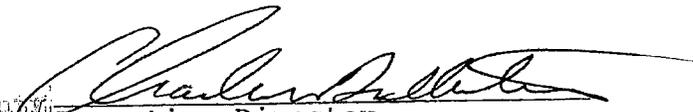
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to send each residential customer a copy of the "Bill of Rights"  
by bill insert and to begin giving all new residential customers  
a copy of the "Bill of Rights" within ninety (90) days of the  
date of this Order.

BY ORDER OF THE COMMISSION:

  
Chairman

ATTEST:

  
Deputy Executive Director

(SEAL)

## BILL OF RIGHTS

### FOR RESIDENTIAL CUSTOMERS OF ELECTRIC UTILITIES

The South Carolina Public Service Commission wants electric utility customers to know their rights and responsibilities and whom to contact for assistance when they have questions or problems. Therefore, the Commission is making this statement available to residential customers of electric companies for which it has regulatory authority. They include South Carolina Electric & Gas, Duke Power, Carolina Power & Light and Lockhart Power Companies.

#### AS A GENERAL RULE:

1. You have the right to obtain electric service if you satisfactorily establish your credit and no member of your household is indebted to the Company and provide the electric company with necessary and reasonable access to the premises to be served.
2. You have the right to establish your credit in any one of the following ways: (a) you may provide a letter of good credit from a reliable source; (b) you may show that you have been a customer of the same electric company and have not had two consecutive 30-day arrears, or more than two non-consecutive 30-day arrears in the past 24 months; (c) you may provide a co-signer, who is also a customer of the same electric company with good credit; or (d) you may make a cash deposit with the company.
3. If you make a cash deposit, you have a right to have the deposit returned to you (plus interest if held longer than six months) if you discontinue service or after two years unless you have had two consecutive 30-day arrears, or more than two non-consecutive 30-day arrears in the prior 24 months, or if your service has been terminated for non-payment or fraudulent use. A maximum deposit equal to an estimated or actual highest two consecutive months bills may be required.
4. Under normal conditions, you have the right to at least a ten-day written termination notice prior to termination of service for

failure to make payment arrangements or for non-payment of your bill; and not more than two business days prior to termination of service the Company is required to make a reasonable effort to contact you either by telephone or personally.

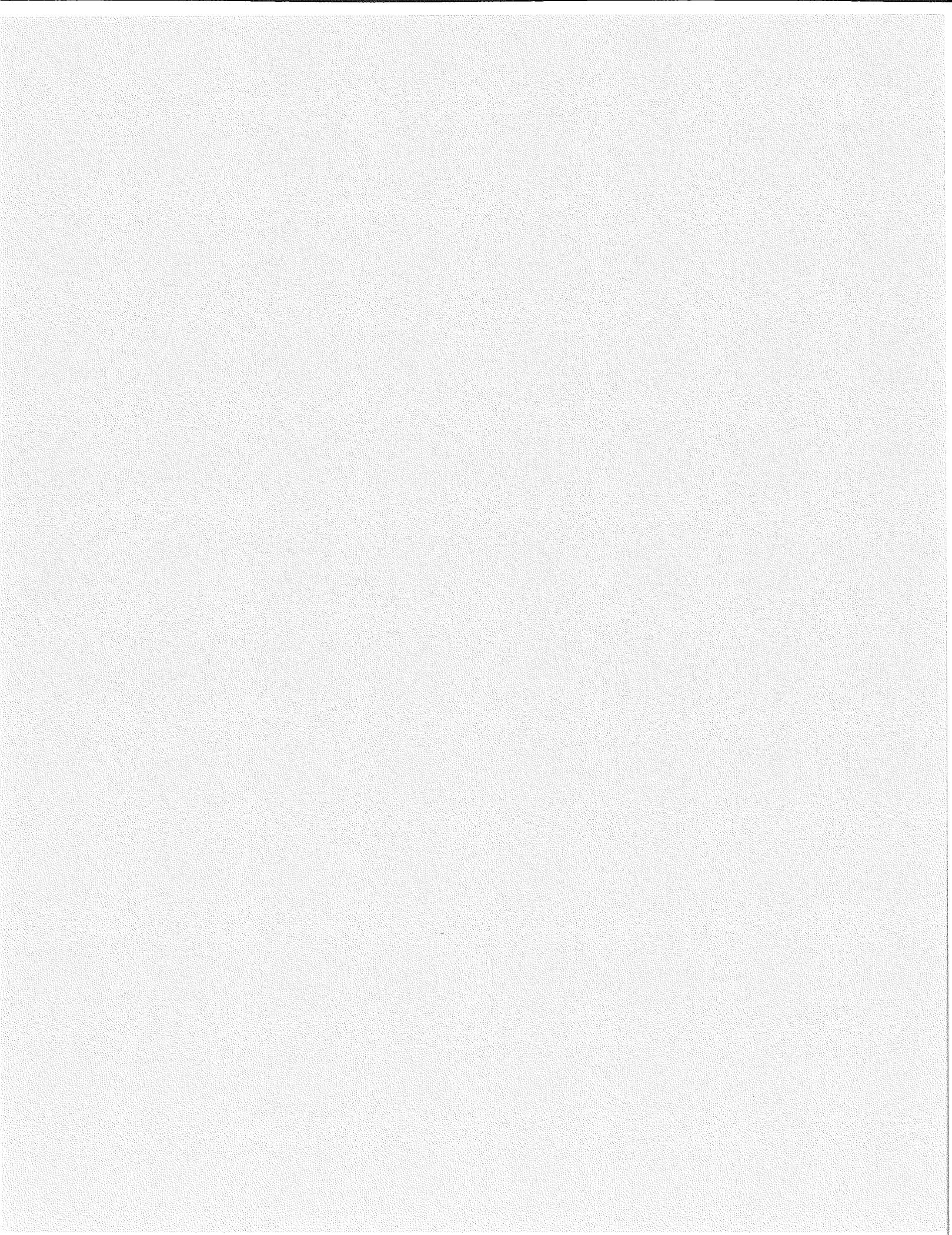
5. You have the right to name someone else to receive a copy of your termination notice. This person may be able to help you avoid having your service disconnected, but is not obligated to pay your bill.
6. You have the right to avoid service termination during the months of December through March, by furnishing the company at least 3 days before service termination or to the company's service terminating crew at the time of service termination, a certificate on a form provided by the company and signed by a licensed physician stating that termination of service would be especially dangerous to your health or that of a member of your household. The initial certification expires on the 31st day from the date of the execution by the physician and you have the right to renew the certification 3 times for an additional thirty-day period each. These certificates are applicable for service only for the months of December through March.
7. Prior to termination of service you have the right to an arrangement for a Deferred Payment Plan (DPP) to make payment by installments where you are unable to pay the amount due unless you are currently under a DPP and have failed to conform to the terms and conditions.
8. If the company has overcharged you as a result of a misapplied schedule, an error in reading the meter, a bill based on estimated usage, or any other human or machine error, you have the right to a credit or refund of the excess amount paid not to exceed the applicable Statute of Limitations.
9. If the company has undercharged you as a result of a misapplied schedule, an error in reading the meter, a bill based on estimated usage, or any other human or machine error, you have the right to pay the deficient amount in equal installments

added to your regular monthly bills over the same number of billing periods during which you were undercharged.

10. If you suspect a malfunction in your meter, you have the right to have the company test your meter for accuracy without charge after 12 months from the date of the meter installation or from the last date the meter was tested for accuracy. You have the right to be present or appoint a representative to be present when the company conducts the test of the meter and you have the right to be furnished with the results of the test done on the meter. If an overcharge or undercharge is the result of a fast or slow meter with an error in registration of more than two percent, the bills will be increased or decreased accordingly for no more than sixty days.
11. You have the right to assistance from the company in selecting the most economical rate schedule applicable, information about the method of reading meters, and billing procedures. You have the right to a statement of your consumption for the past twelve months provided by the company upon request.
12. If you need assistance with a complaint concerning your electric service that you cannot resolve by dealing with the company on your own, you have the right to call on the Utilities Division of the South Carolina Public Service Commission. The Utilities Division will work with you and the company in an effort to resolve your complaint informally. The Electric Department of the South Carolina Public Service Commission is located in Columbia and can be reached by calling its toll free telephone number 1-800-922-1531 or if a local call, 737-5115.
13. If you are unable to resolve your complaint by working with the electric company or with the Commission's Utilities Division, you have the right to file a formal complaint and request a Hearing before the Commission. To file a formal complaint you should set out in writing your name and address, the name of your electric company,

a clear and concise statement of the factual situation surrounding the complaint and the nature of the relief sought from the Commission. The complaint should be mailed to the Office of the Commission's Executive Director, Post Office Drawer 11649, Columbia, South Carolina 29211. The Commission will schedule a public Hearing unless it determines that no reasonable grounds exist for a Hearing. At the Hearing, both you and the company can present testimony before the Commission. After hearing the testimony, the Commission will make a decision and enter an Order dealing with your complaint.

This statement gives you a summary of your rights as a residential customer of an electric company regulated by the South Carolina Public Service Commission. More detailed provisions are set out in law, Commission Regulations and the tariffs of the electric companies. The South Carolina Public Service Commission wants to inform you of your rights and responsibilities as a consumer and wants you to understand the responsibilities of the electric companies and to know that you can call upon the Commission's Utilities Division or the Commission for assistance.



BEFORE

THE PUBLIC SERVICE COMMISSION OF

SOUTH CAROLINA

DOCKET NO. 87-237-G - ORDER NO. 87-1119

OCTOBER 1, 1987

IN RE: Drafting of Bill of Rights for ) ORDER ISSUING  
Residential Customers of Gas ) BILL OF RIGHTS  
Utilities. )

The Public Service Commission of South Carolina (the Commission) ordered the Commission Staff to draft a "Bill of Rights" for residential customers that sets out the customers' rights under the Commission's Regulations governing gas systems.

A draft was prepared by the Commission Staff and sent to the Commission's jurisdictional gas utilities and the Consumer Advocate of South Carolina for comments. After receiving comments from these parties, the Commission Staff submitted a final draft to the Commission.

The Commission finds that the "Bill of Rights" submitted by the Commission Staff should be approved. The Commission wants the residential gas customers to be more aware of their rights and of the resources available to them when questions or problems arise in connection with their gas service. The Commission hereby requires all jurisdictional gas companies to send each residential customer a copy of the "Bill of Rights" by bill

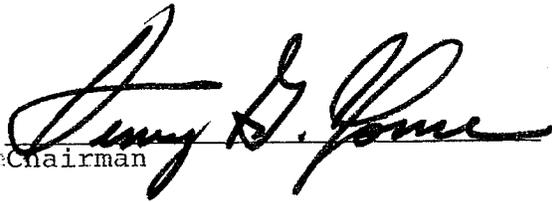
DOCKET NO. 87-237-G - ORDER NO. 87-1119  
OCTOBER 1, 1987  
PAGE 2

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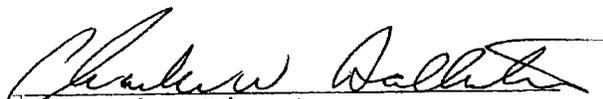
insert and to begin giving all new residential customers a copy of the "Bill of Rights" within ninety (90) days of the date of this Order.

BY ORDER OF THE COMMISSION:

Chairman



ATTEST:



Deputy Executive Director

(SEAL)

## BILL OF RIGHTS

### FOR RESIDENTIAL CUSTOMERS OF NATURAL GAS COMPANIES

The South Carolina Public Service Commission wants gas utility customers to know their rights and responsibilities and whom to contact for assistance when they have questions or problems. Therefore, the Commission is making this statement available to residential customers of gas companies for which it has regulatory authority. They include Peoples Natural Gas Company, Piedmont Natural Gas Company, South Carolina Electric and Gas Company and United Cities Gas Company.

#### BE AN INFORMED CUSTOMER. KNOW YOUR RIGHTS.

1. As a general rule, you have the right to establish natural gas service if you satisfactorily establish your credit and no member of your household is indebted to the Company, you provide the gas company with necessary and reasonable access to your property, your utilization of the gas does not pose a hazardous or dangerous condition, and there is already natural gas service in your area. If there are no natural gas lines near your home you may or may not have the right to have the lines extended to serve you. If the lines are extended to serve you, you may be required to pay part of the cost of the extension. If you have a question about your right to natural gas service, you should contact the natural gas company serving your part of the State.
2. You have the right to establish your credit in any one of the following ways: 1) you may provide a letter of good credit from a reliable source; 2) you may show that you have been a customer of the same natural gas company and have not had two consecutive 30-day arrears, or more than two non-consecutive 30-day arrears in the past 24 months; 3) you may provide a satisfactory guarantor or cosigner, who is also a customer of the same gas company with good credit, to guarantee payment of your bills if you do not pay them; or 4) you may make a cash deposit with the Company. You have the right to have all means of establishing credit explained to you by the natural gas company's personnel.
3. If you are required to make a cash deposit, the maximum amount cannot exceed an amount equal to an estimated two (2) months (60 days) bill for a new customer or an amount equal to the total actual bills of the highest two (2) consecutive months based on the experience of the preceding twelve (12) months or portion of the year if the service is on a seasonal basis. If you make a cash deposit with the natural gas company, you have the right to have the deposit returned to you (plus interest at a rate prescribed by the Commission if the deposit is held by the company more than six months) after two years unless you have had two consecutive 30-day arrears, or more than two non-consecutive 30-day arrears in the past 24 months, or if you discontinue service with the Company.
4. After the billing date shown on your gas bill for current monthly charges, you have the right to 25 days to pay the bill without incurring late payment charges.

5. You have the right to be given written notice from the company at least 10 days before your gas service can be cut off for your failure to pay your gas bills. Not more than 2 days prior to termination of your service for failure to pay your bill, the company has to make a reasonable effort to contact you, either by telephone or personally. The written notice must include the address, telephone number and working hours of the persons(s) for you to contact to make payment arrangements, the total amount owed the company, the date and amount of your last payment, the latest date to make your payment or payment arrangements to avoid service termination.
6. You have the right to name someone else to receive a copy of any cut-off notice sent to you. This other person may be able to help you avoid having your gas service cut off, but is not obligated to pay your bills for you.
7. You have the right to avoid service termination during the months of December through March by furnishing the Company at least 3 days before service termination or to the Company's service terminating crew at time of service termination, a signed certificate from a licensed physician stating that the termination of gas service would be especially dangerous to you or members of your household. The certification expires on the 31st day from the date of execution by the physician and you have the right to renew the certification 3 times for an additional thirty day period each.
8. If the gas company schedules to terminate your gas service because you have not paid your gas bills and if you can show that you are unable to pay your account in full at once, you have the right to an arrangement for a Deferred Payment Plan (DPP) to make installment payments on the outstanding balance, along with your current bills, for a period not to exceed six (6) months unless, you are currently under a DPP and have failed to conform to the terms and conditions.
9. If the company has overcharged you as a result of a misapplied schedule, an error in reading the meter, a skipped meter reading or any other human or machine error, you have the right to a credit or refund of the excess amount paid not to exceed the applicable Statute of Limitations.
10. If your gas company has undercharged you because of a misapplied rate schedule, an error in reading the meter, a skipped meter reading, or any human or machine error, you have the right to pay the deficient amount in installments added to your regular monthly bills over the same number of billing periods which you were undercharged.
11. If you suspect a malfunction in your measurement meter, you have the right to have the company test your meter for accuracy without charge after 12 months from the date of the meter installation or from the last date the meter was tested for accuracy. You have the right to be present or appoint a representative to be present when the company conducts the test of the meter and you have the right to be furnished with the results of the test done on the meter. In the event that the meter so tested is found to have an error in registration of more than two (2) percent, your bill may be increased or decreased accordingly, if the time at which the error first developed or occurred can be definitely determined. If such time cannot be determined, such correction cannot be made for more than six (6) months.

12. You have the right to have the gas company assist you in selecting the most economical rate schedule, inform you as to the method of reading your meter, to provide you with a statement of your consumption for the past twelve months, and to provide you with an explanation of the company's billing procedures.

13. You have the right to contact the gas company or its authorized representative at all hours in case of emergency or unscheduled interruptions in your gas service.

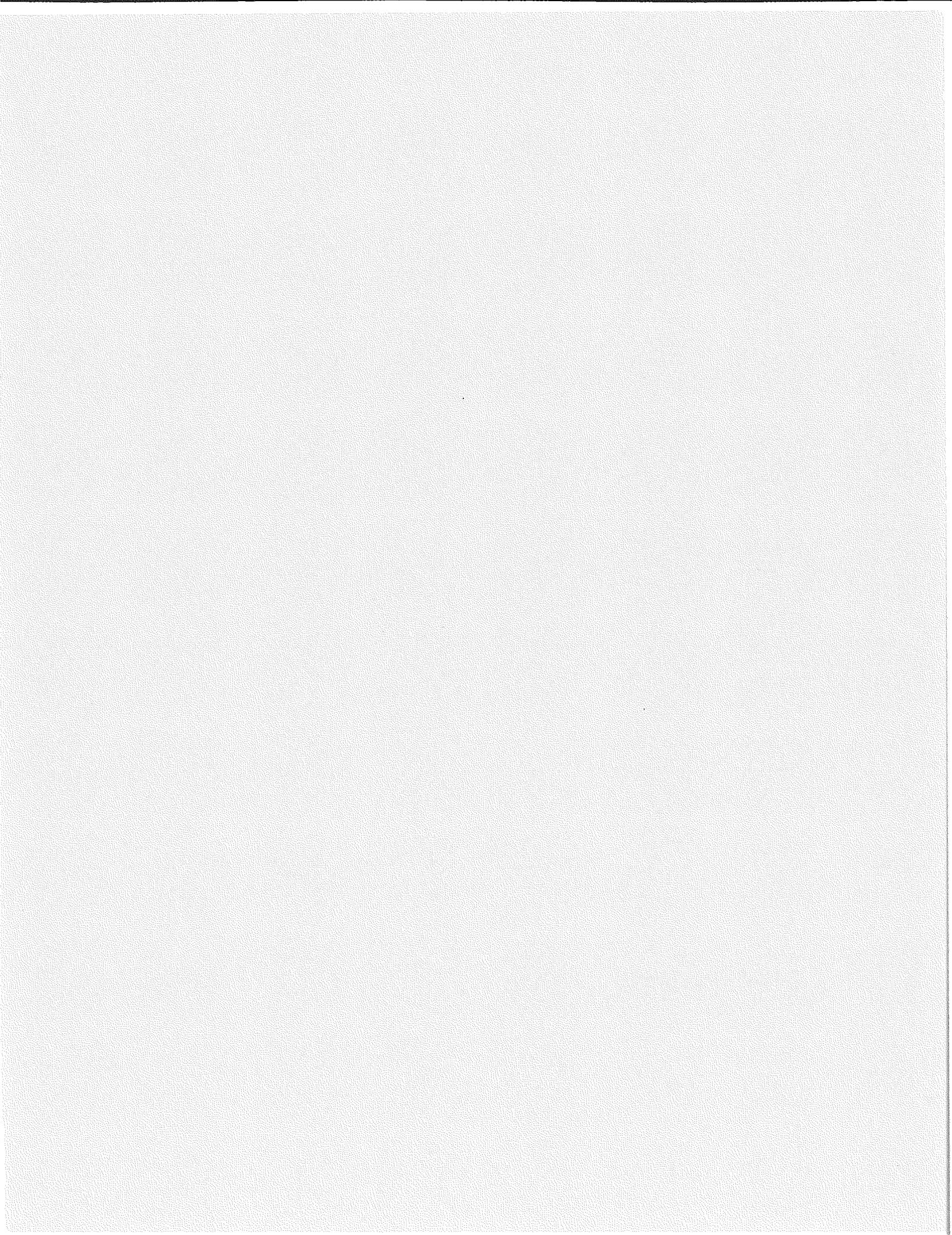
14. You have the right to request information and assistance from the company in order that you may secure safe and efficient service from the company.

15. You have the right to have any questions or complaints considered by your company. The company may not agree with you, but you have the right to prompt and courteous treatment by the company.

16. If you need assistance with a complaint against your gas company that you cannot resolve by dealing with the company on your own, you have the right to call on the Utilities Division of the South Carolina Public Service Commission. The Utilities Division will work with you and the company in an effort to resolve your complaint informally. The Gas Department of the South Carolina Public Service Commission is located in Columbia and can be reached by calling its toll free telephone number 1-800-922-1531 or if a local call 737-5145.

17. If you are unable to resolve your complaint by working with the gas company or with the Commission's Utilities Division, you have the right to file a formal complaint against the company and request a hearing before the Commission. To file a formal complaint you should set out in writing your name and address, the name of your gas company, a clear and concise statement of the factual situation surrounding the complaint and of the nature of the relief sought from the Commission. The Complaint should be mailed to the office of the Commission's Executive Director, Post Office Drawer 11649, Columbia, South Carolina 29211. The Commission will schedule a public hearing unless it determines that no reasonable grounds exist for a hearing. At the hearing, both you and the company can present testimony before the Commission. After hearing the testimony, the Commission will make a decision and enter an Order dealing with your complaint.

This statement gives you a summary of your rights as a residential customer of a natural gas company regulated by the South Carolina Public Service Commission. More detailed provisions are set out in law, Commission Regulations and the Tariffs of the gas companies. The South Carolina Public Service Commission wants to inform you of your rights as a consumer and wants you to understand the responsibilities of the natural gas companies and to call upon the Commission's Utilities Division for assistance.



BEFORE

THE PUBLIC SERVICE COMMISSION OF

SOUTH CAROLINA

DOCKET NO. 90-605-W - ORDER NO. 91-408 ✓

MAY 20, 1991

IN RE: Drafting of Bill of Rights ) ORDER ISSUING  
for Residential Customers ) BILL OF RIGHTS  
served by Water Utilities. )

The Public Service Commission of South Carolina (the Commission) ordered the Commission Staff to draft a "Bill of Rights" for residential customers that sets out the customers' rights under the Commission's Regulations governing water systems.

A draft was prepared by the Commission Staff and sent to the Commission's jurisdictional water utilities and the Consumer Advocate of South Carolina for comments. Having received no comments from these parties, the Commission Staff submitted a final draft to the Commission.

The Commission finds that the "Bill of Rights" submitted by the Commission Staff should be approved. The Commission wants the residential water customers to be more aware of their rights and of the resources available to them when questions or problems arise in connection with their water service. The Commission hereby requires all jurisdictional water companies to

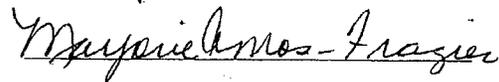
DOCKET NO. 90-605-W - ORDER NO. 91-408  
MAY 20, 1991  
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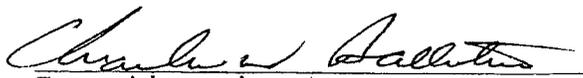
send each residential customer a copy of the "Bill of Rights" by bill insert and to begin giving all new residential customers a copy of the "Bill of Rights" within ninety (90) days of the date of this Order.

Each company is to certify to the Commission Staff that each present customer was sent a copy of the "Bill of Rights" within sixty (60) days of the date of this order.

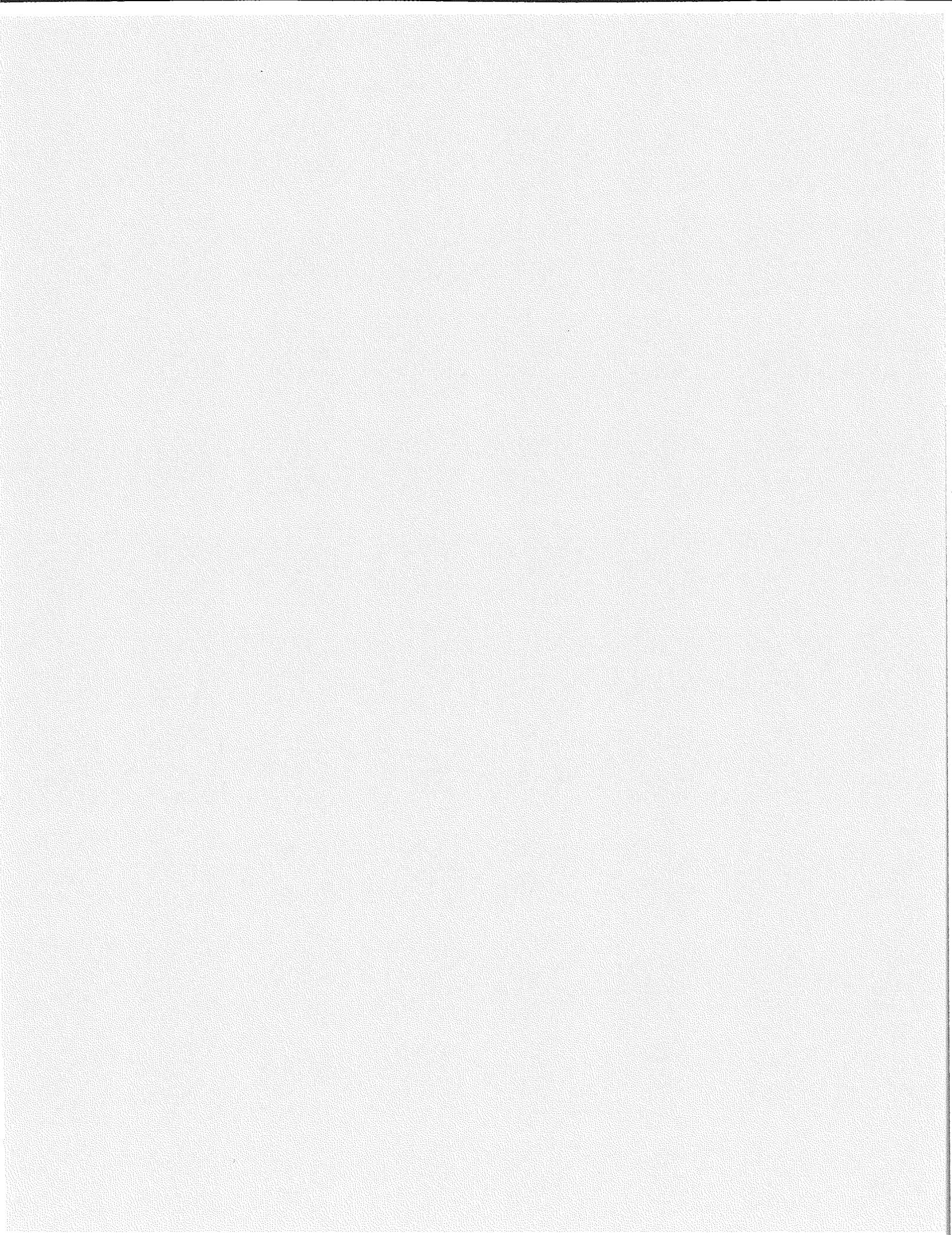
BY ORDER OF THE COMMISSION:

  
Chairman

ATTEST:

  
Executive Director

(SEAL)



BEFORE

THE PUBLIC SERVICE COMMISSION OF

SOUTH CAROLINA

DOCKET NO. 90-606-S - ORDER NO. 91-409 ✓

MAY 20 , 1991

IN RE: Drafting of Bill of Rights for ) ORDER ISSUING  
Residential Customers served ) BILL OF RIGHTS  
by Wastewater Utilities. )

The Public Service Commission of South Carolina (the Commission) ordered the Commission Staff to draft a "Bill of Rights" for residential customers that sets out the customers' rights under the Commission's Regulations governing wastewater systems.

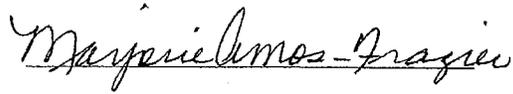
A draft was prepared by the Commission Staff and sent to the Commission's jurisdictional wastewater utilities and the Consumer Advocate of South Carolina for comments. Having received no comments from these parties, the Commission Staff submitted a final draft to the Commission.

The Commission finds that the "Bill of Rights" submitted by the Commission Staff should be approved. The Commission wants the residential wastewater customers to be more aware of their rights and of the resources available to them when questions or problems arise in connection with their wastewater service. The Commission hereby requires all jurisdictional wastewater

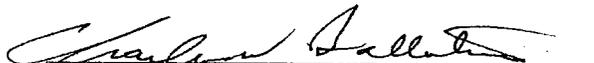
companies to send each residential customer a copy of the "Bill of Rights" by bill insert and to begin giving all new residential customers a copy of the "Bill of Rights" within ninety (90) days of the date of this Order.

Each company is to certify to the Commission Staff that each present customer was sent a copy of the "Bill of Rights" within sixty (60) days of the date of this order.

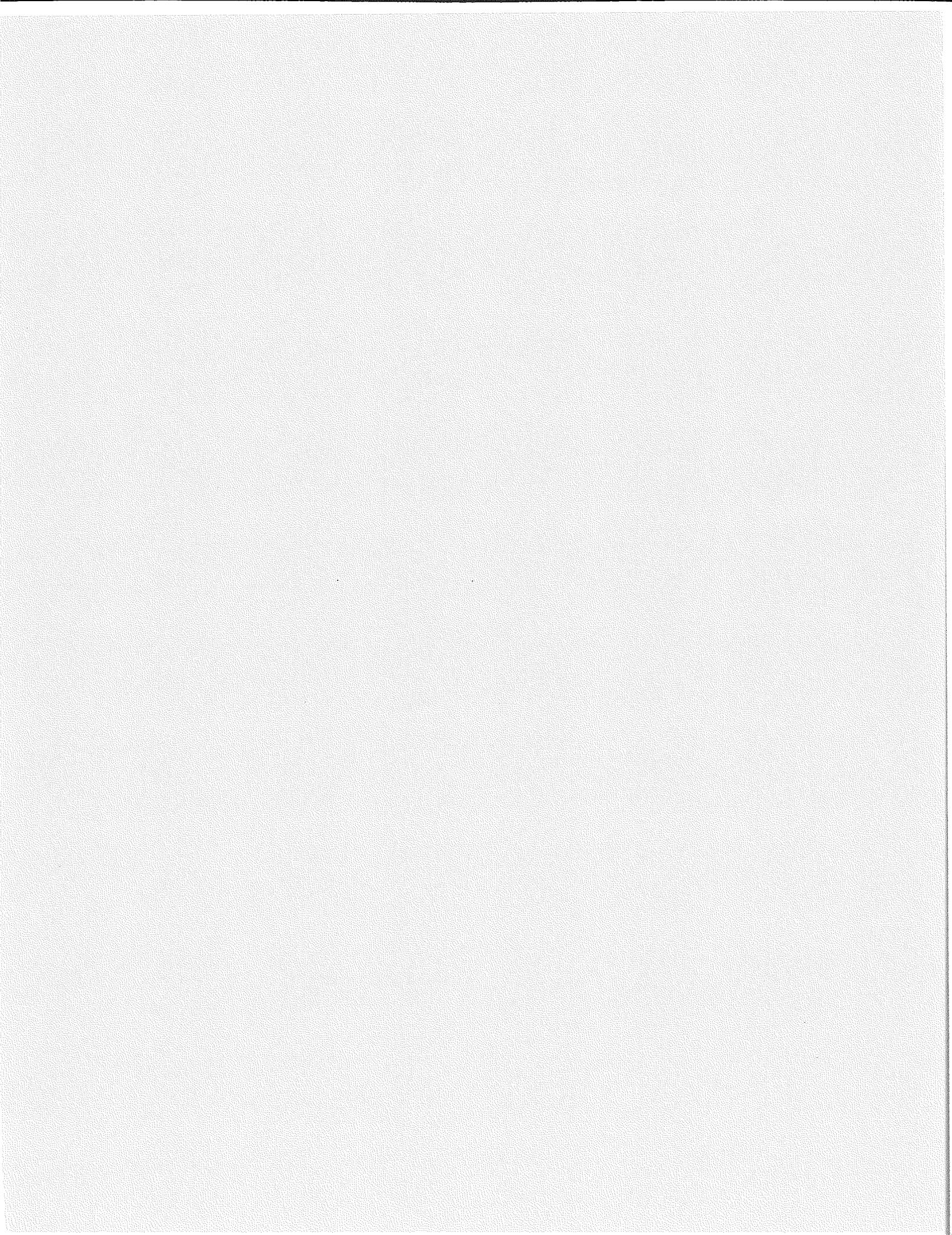
BY ORDER OF THE COMMISSION:

  
Chairman

ATTEST:

  
Executive Director

(SEAL)



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C. DUKES SCOTT  
EXECUTIVE DIRECTOR

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Columbia, SC 29201



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*Jeffrey M. Nelson*  
*Chief Counsel & Director of Legal Services*

February 18, 2015

**VIA HAND DELIVERY**

Jocelyn G. Boyd, Esquire  
Chief Clerk & Administrator  
Public Service Commission of South Carolina  
101 Executive Center Drive, Suite 100  
Columbia, South Carolina 29210

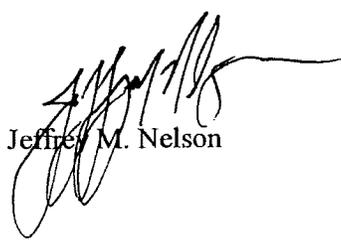
Re: Bill of Rights – Electric  
Bill of Rights – Gas

Dear Ms. Boyd:

Enclosed please find proposed residential customer “Bill of Rights” for both electric and gas customers. The South Carolina Office of Regulatory Staff (“ORS”) is submitting the enclosed documents for the Public Service Commission of South Carolina’s (“Commission”) review and approval. ORS Consumer Services has worked with the ORS Electric and Gas and Legal Departments as well as the affected Investor Owned Utilities in South Carolina in drafting these documents.

Please contact me at your convenience should the Commissioners or Commission Staff have any questions regarding the enclosed documents.

Yours Truly,

  
Jeffrey M. Nelson

Enclosures

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REGULATORY SERVICE  
PUBLIC SERVICE COMMISSION

## **BILL OF RIGHTS**

### **For Residential Customers of Electrical Utilities**

The South Carolina Office of Regulatory Staff ("ORS") and Public Service Commission of South Carolina ("PSC") want customers of electrical utility companies to know their rights and responsibilities and whom to contact for assistance with questions or problems regarding regulated electric service. Regulated electrical utilities include South Carolina Electric & Gas Company, Duke Energy Carolinas, LLC, Duke Energy Progress, Inc., and Lockhart Power Company.

#### **BE AN INFORMED CUSTOMER. KNOW YOUR RIGHTS.**

1. As a general rule, ***you have the right*** to establish electric service if you meet the following requirements: a) provide satisfactory identification and credit worthiness, b) provide necessary and reasonable access to your property, and c) your utilization of the electric service does not pose a hazardous or dangerous condition. If you have any questions concerning your right to service, you should contact the electrical utility serving your area.
2. ***You have the right*** to establish electric service if you satisfactorily establish your identity and credit and neither you nor any member of your household is indebted to the electrical utility. You may be required to pay a deposit if any one of the following conditions exist: a) you have had two (2) consecutive 30-day arrears in the past twenty-four (24) months or more than two (2) non-consecutive 30-day arrears in the past twenty-four (24) months; b) you cannot furnish either an acceptable co-signer or guarantor, who is a customer of the same electrical utility with good credit, within the State of South Carolina, to guarantee payment of unpaid bills up to the amount of the maximum deposit; c) your electric service has been terminated for non-payment or fraudulent use; or d) the utility determines, through use of commercially acceptable methods, that your credit and financial condition warrants a deposit. ***You have the right*** to have all conditions of obtaining service explained to you by the utility's personnel.
3. If you are required to make a deposit, the maximum amount cannot exceed an amount equal to an estimated two (2) months (60 days) billing for a new customer or for an existing customer an amount equal to the total actual bills of the highest two (2) consecutive months based on the experience of the preceding 12 months or for a portion of the year if the service is on a seasonal basis for an existing customer.
4. If you make a deposit with the utility, ***you have the right*** to have the deposit returned after two years unless you have had two (2) consecutive 30-day arrears in the past twenty-four (24) months or more than two (2) non-consecutive 30-day arrears in the past twenty-four (24) months or your service has been terminated for nonpayment or fraudulent use or you discontinue service with the electrical utility. Deposits held longer than six (6) months accrue interest at a rate prescribed by the PSC.
5. ***You have the right*** to avoid late payment fees if you pay your bill within twenty-five (25) days of the billing date shown on your electric bill for current monthly charges. A maximum of one and one-half percent (1½%) may be added to any unpaid balance not paid within twenty-five (25) days of the billing date to cover the cost of collection and carrying accounts in arrears.
6. ***You have the right*** to written notice from your electrical utility before your electric service is disconnected for non-payment. The notice will include information to contact the utility, the total amount owed, the date and amount of the last payment, and the date for payment or satisfactory payment arrangements for payment by installments.
7. ***You have the right*** to designate a third party (such as a friend, relative, or organization) who is willing to receive a copy of your service disconnection notice. This party may be able to help you

arrange for payment to prevent having your service disconnected but is not obligated to pay your bill.

8. **You have the right** to defer service disconnection during the months of December through March by providing an authorized medical certificate to the electrical utility at least three (3) days prior to service disconnection or to the utility's disconnection crew at the time of disconnection. The medical certificate application provided by the electrical utility must be signed by a licensed physician stating that disconnection of service would be especially dangerous to your health or the health of a member of your household. The certificate must be signed by you stating that you are unable to pay by installments the amount of the charges due for your electric service. A certificate shall expire on the 31<sup>st</sup> day from the date of execution by the physician. Such certification may be renewed no more than three (3) times for an additional thirty (30) day period each. *(You have the responsibility to make a good faith effort to make payments for electric service rendered during the period of time covered by the medical certificate to prevent possible disconnection when the certificate expires. The medical certificate does not relieve you of your obligation to pay for electric service.)*
9. **You have the right**, prior to a scheduled disconnection of your service, to arrange with the electrical utility for a deferred payment plan to make payment by installments if you can show that you are unable to pay the amount due. In this deferred payment plan, you must pay, in full, the installment payment and the current month's charges by the past due date. This deferred payment plan will require installment payments of not less than 1/6 of your arrears balance for a period not to exceed six (6) months. You are not eligible for another deferred payment plan if you currently are under a deferred payment plan. The utility may terminate service if you fail to meet the terms and conditions of such deferred payment plan.
10. If the electrical utility has overcharged you as a result of a misapplied schedule, an error in reading the meter, a skipped meter reading, or any other human or machine error, **you have the right** to a credit or refund of the excess amount paid, not to exceed the applicable statute of limitations.
11. If the electrical utility has undercharged you for any reason other than customer fraud or theft, **you have the right** to pay in equal installments the deficient amount resulting from the electrical utility undercharging you. Undercharges not resulting from customer fraud or theft could occur as a result of a misapplied schedule, an error in reading the meter, a skipped meter reading, or any other human or machine error. The equal installment amount shall be added to the bill over the same number of billing periods during which you were undercharged.
12. **You have the right** to have the electrical utility test the accuracy of the meter serving your residence if you suspect a malfunction. This test will be conducted, without charge, if requested more than twelve (12) months from the date of the meter installation or from the last date the meter was tested for accuracy. **You have the right** to be present or to appoint a representative to be present when the electrical utility tests the meter. **You have the right** to be furnished with the results of the meter test. If an overcharge or undercharge occurred as a result of a fast or slow meter with an error in registration of more than two percent (2%), the bills will be increased or decreased accordingly for a period up to sixty (60) days.
13. **You have the right**, upon request, to receive assistance from the electrical utility in selecting the most economical rate schedule applicable, information about the method of reading meters, and billing procedures.
14. **You have the right** to a statement of your energy usage for the past twelve (12) months provided by the electrical utility upon your request.
15. **You have the right** to contact the electrical utility at all hours in case of emergency or unscheduled interruptions in your electric service.

16. **You have the right** to have complaints promptly and thoroughly investigated by the electrical utility.
17. If you need assistance with a complaint against your electrical utility that you cannot resolve by dealing with the utility on your own, **you have the right** to call the ORS's Consumer Services Department. The Consumer Services Department will work with you and the electrical utility in an effort to resolve your complaint. The ORS is located in Columbia and can be reached by calling toll free 1-800-922-1531 or local 803-737-5230 or online at [www.regulatorystaff.sc.gov](http://www.regulatorystaff.sc.gov).
18. If you are unable to resolve your complaint by working with the electrical utility or with the ORS's Consumer Services Department, **you have the right** to file a formal complaint with the PSC and request a hearing. To file a complaint with the PSC, you should complete the PSC complaint form. This form is available at [www.psc.sc.gov/consumer/info.asp](http://www.psc.sc.gov/consumer/info.asp) and can be completed and submitted online. You may also request a copy of the complaint form, including instructions for completing the form, by contacting the PSC at 803-896-5100. If you choose to file a paper copy of your complaint with the PSC, submit it by: a) hand delivering it to 101 Executive Center Drive, Columbia, South Carolina; b) mailing it to Post Office Drawer 11649, Columbia, South Carolina 29211; or c) faxing it to 803-896-5199.

The ORS and the PSC want to inform you of your rights and responsibilities as a consumer and the responsibilities of your electrical utility. This statement provides you a summary of your rights as a customer of a regulated electrical utility. Not all services provided by the electrical utility are regulated. More detailed provisions are set out in law, commission rules and regulations, and the tariffs of the electrical utility.

## BILL OF RIGHTS

### For Residential Customers of Natural Gas Utilities

The South Carolina Office of Regulatory Staff ("ORS") and Public Service Commission of South Carolina ("PSC") want customers of natural gas utility companies to know their rights and responsibilities and whom to contact for assistance with questions or problems regarding regulated natural gas service. Regulated natural gas utilities include South Carolina Electric & Gas Company and Piedmont Natural Gas Company, Inc.

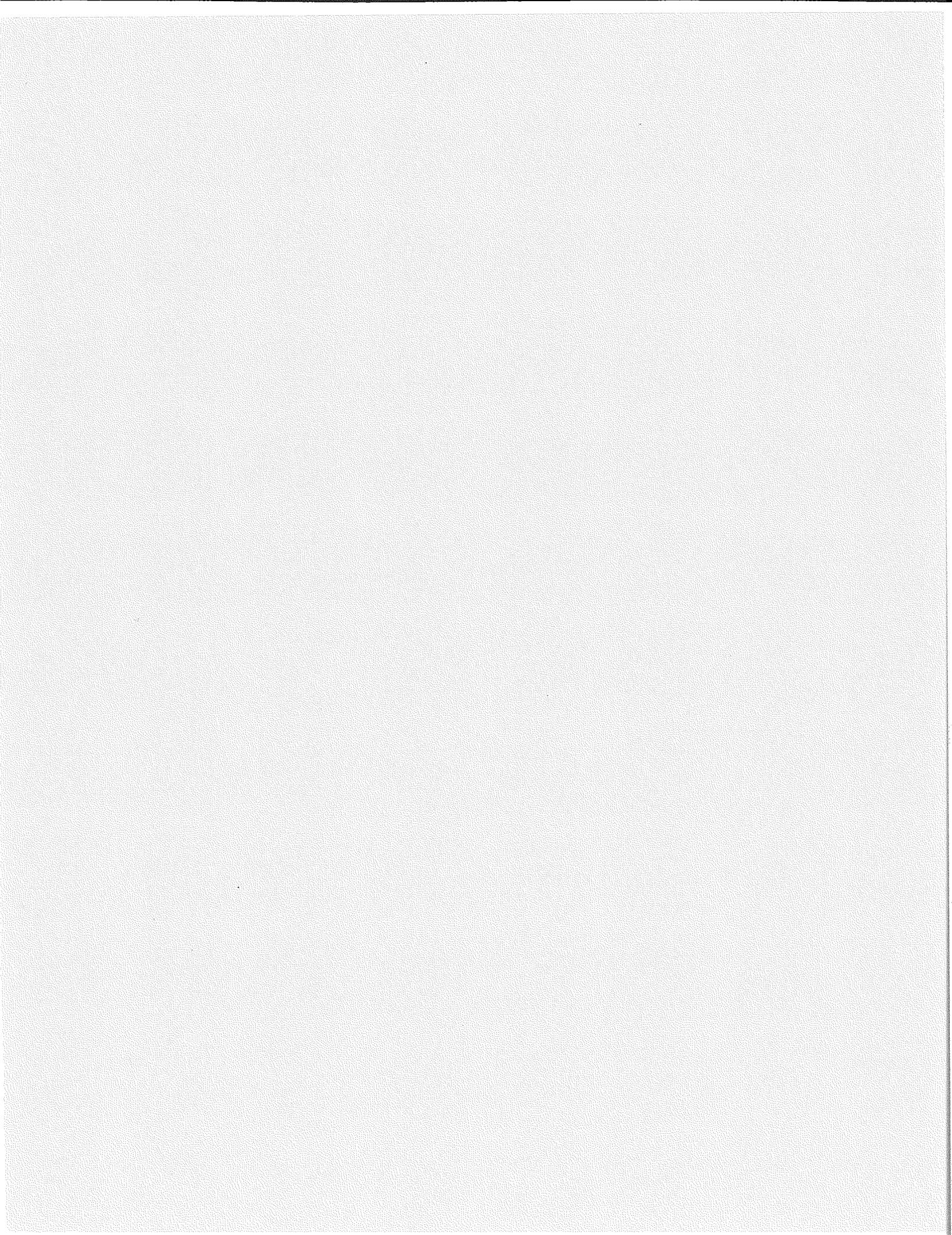
#### BE AN INFORMED CUSTOMER. KNOW YOUR RIGHTS.

1. As a general rule, ***you have the right*** to establish natural gas service where available if you meet the following requirements: a) provide satisfactory identification and credit worthiness, b) provide necessary and reasonable access to your property, c) your utilization of the natural gas service does not pose a hazardous or dangerous condition, and d) there is already natural gas service in your area. If there are no natural gas lines near your home, you may or may not have the right to have the lines extended to serve you. If the lines are extended to serve you, you may be required to pay part of the cost of the extension. If you have any questions about your right to natural gas service, you should contact the natural gas company serving your area.
2. ***You have the right*** to establish natural gas service if you satisfactorily establish your identity and credit and neither you nor any member of your household is indebted to the natural gas utility. You may be required to pay a deposit if any one of the following conditions exist: a) you have had two (2) consecutive 30-day arrears in the past twenty-four (24) months or more than two (2) non-consecutive 30-day arrears in the past twenty-four (24) months; b) you cannot furnish either an acceptable co-signer or guarantor, who is a customer of the same natural gas utility with good credit, within the State of South Carolina, to guarantee payment of unpaid bills up to the amount of the maximum deposit; c) your natural gas service has been terminated for non-payment or fraudulent use; or d) the utility determines, through use of commercially acceptable methods, that your credit and financial condition warrants a deposit. ***You have the right*** to have all conditions of obtaining service explained to you by the utility's personnel.
3. If you are required to make a deposit, the maximum amount cannot exceed an amount equal to an estimated two (2) months (60 days) billing for a new customer or for an existing customer an amount equal to the total actual bills of the highest two (2) consecutive months based on the experience of the preceding twelve (12) months or for a portion of the year if the service is on a seasonal basis for an existing customer.
4. If you make a deposit with the utility, ***you have the right*** to have the deposit returned after two (2) years unless you have had two (2) consecutive 30-day arrears in the past twenty-four (24) months or more than two (2) non-consecutive 30-day arrears in the past twenty-four (24) months or your service has been terminated for nonpayment or fraudulent use or you discontinue service with the natural gas utility. Deposits held longer than six (6) months accrue interest at a rate prescribed by the PSC.
5. ***You have the right*** to avoid late payment fees if you pay your bill within twenty-five (25) days of the billing date shown on your natural gas bill for current monthly charges. A maximum of one and one-half percent (1½%) may be added to any unpaid balance not paid within twenty-five (25) days of the billing date to cover the cost of collection and carrying accounts in arrears.
6. ***You have the right*** to written notice from your natural gas utility before your natural gas service is disconnected for non-payment. The notice will include information to contact the utility, the total amount owed, the date and amount of the last payment, and the date for payment or satisfactory payment arrangements for payment by installments.

7. **You have the right** to designate a third party (such as a friend, relative, or organization) who is willing to receive a copy of your service disconnection notice. This party may be able to help you arrange for payment to prevent having your service disconnected but is not obligated to pay your bill.
8. **You have the right** to defer service disconnection during the months of December through March by providing an authorized medical certificate to the natural gas utility at least three (3) days prior to service disconnection or to the utility's disconnection crew at the time of disconnection. The medical certificate application provided by the natural gas utility must be signed by a licensed physician stating that disconnection of service would be especially dangerous to your health or the health of a member of your household. The certificate must be signed by you stating that you are unable to pay by installments the amount of the charges due for your natural gas service. A certificate shall expire on the 31<sup>st</sup> day from the date of execution by the physician. Such certification may be renewed no more than three (3) times for an additional thirty (30) day period each. *(You have the responsibility to make a good faith effort to make payments for natural gas service rendered during the period of time covered by the medical certificate to prevent possible disconnection when the certificate expires. The medical certificate does not relieve you of your obligation to pay for natural gas service.)*
9. **You have the right**, prior to a scheduled disconnection of your service, to arrange with the natural gas utility for a deferred payment plan to make payment by installments if you can show that you are unable to pay the amount due. In this deferred payment plan, you must pay, in full, the installment payment and the current month's charges by the past due date. This deferred payment plan will require installment payments of not less than 1/6 of the arrears balance for a period not to exceed six (6) months. You are not eligible for another deferred payment plan if you currently are under a deferred payment plan. The utility may terminate service if you fail to meet the terms and conditions of such deferred payment plan.
10. If the natural gas utility has overcharged you as a result of a misapplied schedule, an error in reading the meter, a skipped meter reading, or any other human or machine error, **you have the right** to a credit or refund of the excess amount paid, not to exceed the applicable statute of limitations.
11. If the natural gas utility has undercharged you for any reason other than customer fraud or theft, **you have the right** to pay in equal installments the deficient amount resulting from the natural gas utility undercharging you. Undercharges not resulting from customer fraud or theft could occur as a result of a misapplied schedule, an error in reading the meter, a skipped meter reading, or any other human or machine error. The equal installment amount shall be added to the bill over the same number of billing periods during which you were undercharged.
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13. **You have the right**, upon request, to receive assistance from the natural gas utility in selecting the most economical rate schedule applicable, information about the method of reading meters, and billing procedures.
14. **You have the right** to contact the natural gas utility at all hours in case of emergency or unscheduled interruptions in your natural gas service.

15. **You have the right** to have complaints promptly and thoroughly investigated by the natural gas utility.
16. If you need assistance with a complaint against your natural gas utility that you cannot resolve by dealing with the utility on your own, **you have the right** to call the ORS's Consumer Services Department. The Consumer Services Department will work with you and the natural gas utility in an effort to resolve your complaint. The ORS is located in Columbia and can be reached by calling toll free 1-800-922-1531 or local 803-737-5230 or online at [www.regulatorystaff.sc.gov](http://www.regulatorystaff.sc.gov).
17. If you are unable to resolve your complaint by working with the natural gas utility or with the ORS's Consumer Services Department, **you have the right** to file a formal complaint with the PSC and request a hearing. To file a complaint with the PSC, you should complete the PSC complaint form. This form is available at [www.psc.sc.gov/consumer/info.asp](http://www.psc.sc.gov/consumer/info.asp) and can be completed and submitted online. You may also request a copy of the complaint form, including instructions for completing the form, by contacting the PSC at 803-896-5100. If you choose to file a paper copy of your complaint with the PSC, submit it by: a) hand delivering it to 101 Executive Center Drive, Columbia, South Carolina; b) mailing it to Post Office Drawer 11649, Columbia, South Carolina 29211; or c) faxing it to 803-896-5199.

The ORS and the PSC want to inform you of your rights and responsibilities as a consumer and the responsibilities of your natural gas utility. This statement provides you a summary of your rights as a customer of a regulated natural gas utility. Not all services provided by the natural gas utility are regulated. More detailed provisions are set out in law, commission rules and regulations, and the tariffs of the natural gas utility.



BEFORE  
THE PUBLIC SERVICE COMMISSION OF  
SOUTH CAROLINA  
DOCKET NO. 90-604-C - ORDER NO. 91-445 ✓  
MAY 21, 1991

IN RE: Drafting of Bill of Rights for            ) ORDER ISSUING  
Residential Customers served by            ) BILL OF RIGHTS  
Telecommunications Utilities.            )

The Public Service Commission of South Carolina (the Commission) ordered the Commission Staff to draft a "Bill of Rights" for residential customers that set out the customers' rights under the Commission's Regulations governing telecommunications utilities.

A draft was prepared by the Commission Staff and sent to the Commission's jurisdictional telecommunications utilities and the Consumer Advocate of South Carolina for comments. After receiving comments from several parties, the Commission Staff submitted a final draft to the Commission.

The Commission finds that the "Bill of Rights" submitted by the Commission Staff should be approved. The Commission wants the residential telecommunications customers to be more aware of their rights and of the resources available to them when questions or problems arise in connection with their telecommunications service. The Commission hereby requires all jurisdictional telecommunications companies to send each residential customer a

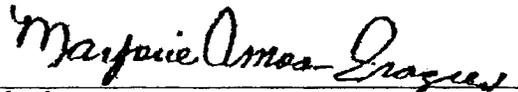
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MAY 21, 1991  
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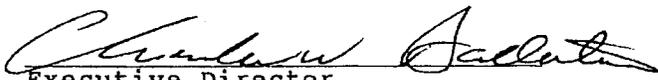
copy of the "Bill of Rights" by bill insert and to begin giving all new residential customers a copy of the "Bill of Rights" within ninety (90) days of the date of this Order.

Each company is to certify to the Commission Staff that each present customer was sent a copy of the "Bill of Rights" within sixty (60) days of completion of notification to customers.

BY ORDER OF THE COMMISSION:

  
Chairman

ATTEST:

  
Executive Director

(SEAL)