**ATTACHMENT FIVE:**

**L-00060182**

**CHAPTER 56 / CHAPTER 14 CROSS-REFERENCE:**

**Where Chapter 56 provisions have been revised to incorporate Chapter 14:**

| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| --- | --- |
| **§ 56.1. Statement of purpose and policy.** | 66.1402.  |
| **§ 56.2. Definitions.***AMR (Automatic meter reading).* | 66.1411. |
| **§ 56.2. Definitions.***Applicant.*  | 66.1403. Definition of Applicant. |
| **§ 56.2. Definitions.***Customer.* | 66.1403. Definition of Customer. |
| **§ 56.2. Definitions.***Customer assistance program.*  | 66.1403. Definition of Customer Assistance Program. |
| **§ 56.2. Definitions.***Electric distribution utility.* | 66.1403. Definition of Electric distribution utility. |
| **§ 56.2. Definitions.***Federal poverty level.* | 66.1405(b).66.1406(e).66.1407(c). |
| **§ 56.2. Definitions.***Formal complaint.* | 66.1403. Definition of Formal complaint. |
| **§ 56.2. Definitions.***Household income.* | 66.1403. Definition of Household income. |
| **§ 56.2. Definitions.***Informal complaint.* | 66.1403. Definition of Informal complaint.  |
| **§ 56.2. Definitions.***Natural gas distribution service.* | 66.1403. Definition of Natural gas distribution service. |
| **§ 56.2. Definitions.***Natural gas distribution utility.* | 66.1403. Definition of Natural gas distribution utility. |
| **§ 56.2. Definitions.***Natural gas supply services.* | 66.1403. Definition of Natural gas supply services. |
| **§ 56.2. Definitions.***Nurse practitioner.* | 66.1406(f). |
| **§ 56.2. Definitions.***Payment agreement.* | 66.1403. Definition of Payment agreement. |
| **§ 56.2. Definitions.***Physician.* | 66.1406(f). |
| **§ 56.2. Definitions.***Public utility.* | 66.1403. Definition of Public utility.  |
| **§ 56.2. Definitions.** *Ratepayer.* | Removed. See 66.1403, Definition of Customer. |
| **§ 56.2. Definitions.***Remote reading device.* | 66.1411. |
| **§ 56.2. Definitions.***Settlement agreements.* | Removed. See 66.1403, Definition of Payment agreement. |
| **§ 56.2. Definitions.***Utility.* | Removed. See 66.1403, Definition of Public Utility. |
| **§ 56.2. Definitions.***Water distribution utility.* | 66.1403. Definition of Water distribution utility.  |

**Subchapter B. BILLING AND PAYMENT STANDARDS**

**PAYMENTS**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.22. Accrual of late payment charges.** | 66.1409. |

**Subchapter C. CREDIT AND DEPOSITS STANDARDS POLICY**

**PROCEDURES FOR NEW APPLICANTS**

| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| --- | --- |
| **§ 56.32.** **Security and cash deposits**. | 66.1403. Definitions of Customer and Applicant.66.1404(a).66.1404(d).66.1414(a). |
| **§ 56.33. [Cash deposits; third] Third-party guarantors.** | 66.1404(b). |
| **§56.35. Payment of outstanding balance.** | 66.1403. Definitions of Customer and Applicant.66.1407(d).66.1407(e). |
| **§ 56.36. Written procedures.** | 66.1403. Definitions of Customer and Applicant.66.1407(d).66.1407(e). |
| **§ 56.37. General rule.** | 66.1407(b). |
| **§ 56.38. Payment period for deposits by applicants.** | 66.1404(a).66.1404(e). |

**PROCEDURES FOR EXISTING [RATEPAYERS] CUSTOMERS**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
|  **56.41. General rule.** | 66.1404(a). |
| **§ 56.42. Payment period for deposits.** | 66.1404(a).66.1404(e).66.1404(h). |

**CASH DEPOSITS**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.51. Amount of cash deposit.** | 66.1404(a).66.1404(f).66.1404(g). |
| **§ 56.53. Deposit hold period and refund.** | 66.1404(c). |
| **§ 56.57. Interest rate.** | 66.1404(c)(6). |

**Subchapter D. INTERRUPTION AND DISCONTINUANCE OF SERVICE**

**Subchapter E. TERMINATION OF SERVICE**

**GROUNDS FOR TERMINATION**

| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| --- | --- |
| **§ 56.81. Authorized termination of service.** | 66.1406(a). |
| **§ 56.82. Timing of termination.** | 66.1406(d). |
| **§ 56.83. Unauthorized termination of service.** | 66.1403. Definitions of Applicant and Customer.66.1406(a).66.1407(d).66.1407(e). |

**NOTICE PROCEDURES PRIOR TO TERMINATION**

| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| --- | --- |
| **§ 56.91. General notice provisions and contents of termination notice.**  | 66.1406(b).66.1406(e).66.1406(f).66.1407(a).66.1407(b).66.1407(c).66.1407(d).66.1407(e).66.1417. |
| **§ 56.93. Personal contact.** | 66.1406(b). |
| **§ 56.94. Procedures immediately prior to termination.** | 66.1406(h). |
| **§ 56.95. Deferred termination when no prior contact.** | 66.1406(b). |
| **§ 56.98. Immediate termination for unauthorized use, fraud, tampering or tariff violations.** | 66.1406(c). |
| **§ 56.100. Winter termination procedures.** | 66.1406(e). |

**[NOTICE PROCEDURES AFTER DISPUTE FILED]**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.101. Limited notice upon noncompliance with report or order**. | Removed. See 1406(b). |

**EMERGENCY PROVISIONS**

| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| --- | --- |
| **§ 56.111. General provision.** | 66.1406(f).66.1407(b). |
| **§ 56.112. Postponement of termination pending receipt of certificate.** | 66.1406(f). |
| **§ 56.113. Medical certifications.** | 66.1406(f).66.1407(b). |
| **§ 56.114. Length of postponement; renewals.** | 66.1406(f). |
| **§ 56.115. Restoration of service.** | 66.1406(f).66.1407(b). |
| **§ 56.116. Duty of customer to pay bills.** | 66.1406(f). |
| **§ 56.117. Termination upon expiration of medical certification.**  | 66.1406(b).66.1406(f). |
| **§ 56.118. Right of public utility to petition the Commission.** | 66.1406(f). |

 **Subchapter F. DISPUTES; TERMINATION DISPUTES; INFORMAL AND FORMAL COMPLAINTS**

**PUBLIC UTILITY COMPANY DISPUTE PROCEDURES**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.151. General rule.** | 66.1405(d). |

**INFORMAL COMPLAINT PROCEDURES**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.162. Informal complaint filing procedures.** | 66.1410. |
| **§ 56.166. Informal complaints.** | 66.1410. |

**PAYMENT OF BILLS PENDING RESOLUTION OF DISPUTES AND COMPLAINTS**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.181. Duties of parties; disputing party's duty to pay undisputed portion of bills; public utility's duty to pay interest whenever overpayment found.** | 66.1410. |

**Subchapter G. RESTORATION OF SERVICE**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.191. Payment and Timing.** | 66.1403. Definitions of Applicant and Customer.66.1407(a).66.1407(b).66.1407(c).66.1407(d).66.1407(e). |
| **§ 56.192. Personnel available to restore service.** | 66.1407(b). |

**Subchapter H. PUBLIC INFORMATION PROCEDURES; RECORD MAINTENANCE**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.201. Public information.** | 66.1406(e).66.1417. |

**Subchapter K. PUBLIC UTILITY REPORTING REQUIREMENTS**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.231. Reporting requirements.** | 66.1415. |

Subchapter L. PRELIMINARY PROVISIONS FOR WASTEWATER, STEAM HEAT AND SMALL NATURAL GAS DISTRIBUTION UTILITIES AND VICTIMS OF DOMESTIC VIOLENCE WITH A PROTECTION FROM ABUSE ORDER

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.251. Statement of purpose and policy.** | 66.1403. Definition of Natural gas distribution utility.66.1417. |
| **§ 56.252. Definitions.***AMR (automatic meter reading).* | 66.1411. |
| **§ 56.252. Definitions.***Formal complaint.* | 66.1403. Definition of Formal complaint. |
| **§ 56.252. Definitions.***Informal complaint.* | 66.1403. Definition of Informal complaint. |
| **§ 56.252. Definitions.***Nurse practitioner.* | 66.1406(f). |
| **§ 56.252. Definitions.***Physician.* | 66.1406(f). |
| **§ 56.252. Definitions.***Utility.* | 66.1403. Definition of Natural gas distribution utility.  |

**PAYMENTS**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.272. Accrual of late payment charges.** | 66.1409. |

**Subchapter N. CREDIT AND DEPOSITS STANDARDS POLICY
PROCEDURES FOR APPLICANTS**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.287. General rule.** | 66.1407(b). |

**PROCEDURES FOR EXISTING CUSTOMERS

CASH DEPOSITS**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.306. Interest rate.** | 66.1404(c)(6). |

**Subchapter P. TERMINATION OF SERVICE
NOTICE PROCEDURES PRIOR TO TERMINATION**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.331. General notice provisions and contents of termination notice.** | 66.1406(b).66.1406(e).66.1406(f).66.1407(a).66.1407(b).66.1407(c).66.1407(d).66.1407(e).66.1417. |
| **§ 56.333. Personal contact.** | 66.1406(b). |
| **§ 56.340. Winter termination procedures.** | 66.1406(e). |

**EMERGENCY PROVISIONS**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
|  **56.351. General provision.** | 66.1406(f).66.1407(b). |
| **§ 56.353. Medical certifications.** | 66.1406(f).66.1407(b). |
| **§ 56.355. Restoration of service.** | 66.1406(f).66.1407(b). |

**Subchapter R. RESTORATION OF SERVICE**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.421. General rule.** | 66.1407(b).66.1407(c). |

**Subchapter S. PUBLIC INFORMATION PROCEDURES; RECORD MAINTENANCE**

|  |  |
| --- | --- |
| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| **§ 56.431. Public information.** | 66.1406(e).66.1417. |

**Subchapter V. UTILITY REPORTING REQUIREMENTS**

| **CHAPTER 56 SECTION REVISED:** | **CHAPTER 14 SECTION THAT REVISION IS BASED ON:** |
| --- | --- |
| **§ 56.461. Reporting requirements.** | 66.1415. |
| **APPENDIX A.Medical emergency notice.** | 66.1406(f). |
| **APPENDIX B.****Medical emergency notice.** | 66.1407(b). |
| **APPENDIX C.Definitions (§ 56.231).** | 66.1415. |
| **APPENDIX D.****Definitions (§ 56.461).** | 66.1415. |