

CALIFORNIA PUBLIC UTILITIES COMMISSION

ADVICE LETTER FILING SUMMARY ENERGY UTILITY

MUST BE COMPLETED BY LSE (Attach additional pages as needed)

Company name/CPUC Utility No. **Liberty Utilities (CalPeco Electric) LLC (U 933-E)**

Utility type:

Contact Person for questions and approval letters: Dan Marsh

ELC GAS

Phone #: 562-299-5104

PLC HEAT WATER

E-mail: dan.marsh@libertyutilities.com

EXPLANATION OF UTILITY TYPE

(Date Filed/ Received Stamp by CPUC)

ELC = Electric

GAS = Gas

PLC = Pipeline

HEAT = Heat

WATER = Water

Advice Letter (AL) #: 69-E

Subject of AL: Standard Forms Update

Tier Designation: 1 2 3

Keywords (choose from CPUC listing):

AL filing type: Monthly Quarterly Annual One-Time Other _____

If AL filed in compliance with a Commission order, indicate relevant Decision/Resolution

Does AL replace a withdrawn or rejected AL? If so, identify the prior AL _____

Summarize differences between the AL and the prior withdrawn or rejected AL¹: _____

Resolution Required? Yes No

Requested effective date: January 1, 2017

No. of tariff sheets:

Estimated system annual revenue effect: (%)

Estimated system average rate effect (%):

When rates are affected by AL, include attachment in AL showing average rate effects on customer classes (residential, small commercial, large C/I, agricultural, lighting).

Tariff schedules affected:

Service affected and changes proposed¹:

Pending advice letters that revise the same tariff sheets:

Protests and all other correspondence regarding this AL are due no later than 20 days after the date of this filing, unless otherwise authorized by the Commission, and shall be sent to:

CPUC, Energy Division

Attention: Tariff Unit

505 Van Ness Ave.,

San Francisco, CA 94102

edtariffunit@cpuc.ca.gov

Utility Info (including e-mail)

Liberty Utilities (CalPeco Electric) LLC

Attention: Advice Letter Protests

933 Eloise Avenue

South Lake Tahoe, CA 96150

Email: dan.marsh@libertyutilities.com

¹ Discuss in AL if more space is needed.



Liberty Utilities (CalPeco Electric) LLC
933 Eloise Avenue
South Lake Tahoe, CA 96150
Tel: 800-782-2506
Fax: 530-544-4811

Advice Letter No. 69-E

December 14, 2016

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Liberty Utilities (CalPeco Electric) LLC (U 933 E) (“Liberty Utilities”) hereby submits Advice Letter No. 69-E.

Purpose

Pursuant to General Order 96-B, Section 8.5.8, Liberty Utilities seeks to revise its Standard Forms in order to provide its customers with accurate and current information. Six updated Standard Forms, including a clean version and a redlined version, where applicable, are included with this Advice Letter. Liberty Utilities has split the updated Standard Forms into three separate exhibits.

Exhibit A – Updates to Current Forms

Exhibit A contains three Standard Forms to which Liberty Utilities seeks to make various updates. A detailed table identifying the specific updates to each Standard Form is included at the beginning of Exhibit A.

The current posted version of Form 98-0289, Residential Service Authorization, contains updates to reflect current business practices.

The current posted versions of Forms 98-0275, Notice – Service Has Been Terminated and 98-0267, Deferred Payment Arrangement, belonged to Sierra Pacific Power Company (SPPCO). Liberty Utilities would like to update and replace the forms with Liberty Utilities versions of the forms.

Exhibit B – New Forms

Exhibit B contains two new Standard Forms. Liberty Utilities requests approval of the following forms:

- (1) Form 16-0100 – Residential Service Authorization – Agent Request
- (2) Form 16-0110 – Residential Service Authorization – Business Name

The purpose of Form 16-0100 is to provide “agents” (rental, real estate, property management) the ability to establish services in their clients’ names via fax.

The purpose of Form 16-0110 is to provide the customer the ability to establish Residential service in an entity name, i.e. LLC, LLP, Estate of, etc. via fax. A Commercial service application or proof of business license is not required as the location of service is residential.

Exhibit C – Retirement of Form

Exhibit C contains Form 98-1370, 48 Hour Notice – Termination of Service, which Liberty Utilities requests permission to remove from its website. Due to system constraints, Liberty Utilities is unable to place the form number on the document, and as a result, requests to retire the form.

Effective Date

In accordance with General Order 96-B, Rule 7.6.1 and Energy Industry Rule 5.1, Liberty Utilities submits this advice letter as a Tier 1 filing, which shall become effective upon filing, subject to Staff disposition. Pursuant to Rule VI.A in Appendix A-3, the Compliance Plan shall be in effect upon filing and until a Commission determination of this advice letter.

Notice

In accordance with General Order 96-B, Section 4.4, and Affiliate Rule VI.B, Liberty will serve a copy of this advice letter electronically or via U.S. Mail to parties shown on the service lists for GO 96-B and R.97-04-011, I.97-04-012, and R.98-04-009. Liberty is providing the Compliance Plan to Commission Staff only. Other parties may request a copy of this Agreement by e-mail to dan.marsh@libertyutilities.com.

Protests

Anyone wishing to protest this filing may do so by letter sent via U.S. mail, by facsimile or by email, any of which must be received no later than July 20, 2016, which is 20 days after the date of this filing. There are no restrictions on who may file a protest, but the protest shall set forth the grounds upon which it is based and shall be submitted expeditiously. There is no restriction on who may file a protest. Protests should be mailed to:

California Public Utilities Commission
Energy Division, Tariff Unit
505 Van Ness Avenue, 4th Floor
San Francisco, CA 94102-3298
Facsimile: (415) 703-2200
Email: edtariffunit@cpuc.ca.gov

Copies of protests should also be mailed to the attention of the Director, Energy Division, Room 4004, at the address shown above.

Energy Division Tariff Unit
California Public Utilities Commission
December 14, 2016
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The protest should be sent via email and U.S. Mail (and by facsimile, if possible) to Liberty Utilities at the address shown below on the same date it is mailed or delivered to the Commission:

Daniel W. Marsh
Liberty Utilities (CalPeco Electric) LLC
933 Eloise Avenue
South Lake Tahoe, CA 96150
Fax: 530-544-4811
Email: dan.marsh@libertyutilities.com

Steven F. Greenwald
Vidhya Prabhakaran
Davis Wright Tremaine LLP
505 Montgomery Street, Suite 800
San Francisco, CA 94111
Fax: 415-276-6599
Email: stevegreenwald@dwt.com
Email: vidhyaprabhakaran@dwt.com

Please direct any informal questions to Daniel W. Marsh, Manager of Rates and Regulatory Affairs via e-mail at dan.marsh@libertyutilities.com or via phone at (562)299-5104.

Respectfully submitted,

LIBERTY UTILITIES (CALPECO ELECTRIC) LLC

 /s/ Daniel W. Marsh
DANIEL W. MARSH
Manager of Rates and Regulatory Affairs
Liberty Utilities (CalPeco Electric) LLC
933 Eloise Avenue
South Lake Tahoe, CA 96150
(562) 299-5104
dan.marsh@libertyutilities.com

Attachments

cc: Service Lists – Go 96-B, R.97-04-011, I.97-04-012, and R.98-04-009

Energy Division Tariff Unit
California Public Utilities Commission
December 14, 2016
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Liberty Utilities (CalPeco Electric) LLC
Advice Letter Filing Service List
General Order 96-B

VIA EMAIL

gbinge@ktmnc.com
emello@sppc.com
epoole@adplaw.com
cem@newsdata.com
rmccann@umich.edu
sheila@wma.org
abb@eslawfirm.com
cbk@eslawfirm.com
bhodgeusa@yahoo.com
chilen@nvenergy.com
phanschen@mofo.com
liddell@energyattorney.com
cem@newsdata.com
dietrichlaw2@earthlink.net
abb@eslawfirm.com
glw@eslawfirm.com
clerk-recorder@sierracounty.ws
plumascoco@gmail.com
marshall@psln.com
stephenhollabaugh@tdpud.org
gross@portersimon.com
mccluretahoe@yahoo.com
catherine.mazzeo@swgas.com
Theresa.Faegre@libertyutilities.com
Ken.Wittman@libertyutilities.com
SDG&ETariffs@semprautilities.com
Alain.Blunier@libertyutilities.com

AdviceTariffManager@sce.com
edtariffunit@cpuc.ca.gov
jrw@cpuc.ca.gov
rmp@cpuc.ca.gov
jaime.gannon@cpuc.ca.gov
mas@cpuc.ca.gov
txb@cpuc.ca.gov
efr@cpuc.ca.gov
tlg@cpuc.ca.gov
dao@cpuc.ca.gov
ljt@cpuc.ca.gov
mmg@cpuc.ca.gov
kjl@cpuc.ca.gov
denise.tyrrell@cpuc.ca.gov
fadi.daye@cpuc.ca.gov
winnie.ho@cpuc.ca.gov
usrb@cpuc.ca.gov
Rob.Oglesby@energy.ca.gov
stevegreenwald@dwt.com
vidhyaprabhakaran@dwt.com
judypau@dwt.com
dwtcpucdockets@dwt.com
patrickferguson@dwt.com
travis.ritchie@sierraclub.org

Exhibit A

Liberty Utilities Standard Forms to be Revised

Exhibit A

Form No.	Form Title	Updates
98-0289	Residential Service Authorization	<p>"Residential Service Authorization"</p> <ol style="list-style-type: none"> 1. Redesign of original document: Residential Service Authorization 98-0289 <ol style="list-style-type: none"> a. Logo Updated b. Add "with Guarantor" to title c. "Employer Address"; "Position"; "Years Employed" removed d. "Checking Account #"; "Savings Account #" removed e. "Received Customer Handbook" removed f. "Date Moved into Premises" removed <p>"Guarantor" Section</p> <ol style="list-style-type: none"> a. "Today's Date" removed b. "Mailing Address" removed as this information is available via guarantor's active billing account with LU c. "Employer"; "Position"; "Years Employed"; "Employers Address" removed d. "Checking Account #/Bank"; "Savings Account # / Bank" removed e. "Name & Address of Nearest Relative Not Living with you"; "Phone Number" removed <p>"Third Party Protection Plan"</p>
98-0275	Notice - Service Has Been Terminated	<ol style="list-style-type: none"> 1. Logo updated 2. Removed DCS Number from top right corner 3. Backside: Footer section: CPUC form Number + version + month/year / Internal Form Number
98-0267	Deferred Payment Arrangement	<ol style="list-style-type: none"> 1. This document is generated via CSM System 2. Complete revision to form 3. Added footer to include: CPUC Form Number / Page Number / Internal Form Number / Uncontrolled if Printed 4. Verbiage change in paragraph 4: "Failure to meet the terms of the Agreement may result in termination of service..



RESIDENTIAL SERVICE AUTHORIZATION with Guarantor

PLEASE TYPE OR PRINT

Previous Customer of Record (*if known*): _____

Service Address: _____ Date Service is Required: _____

Applicant(s) accepts responsibility for payment of utility service(s) at the rates and charges contained in the utility company rate schedules and agrees to abide by the utility company rules and regulations specifically relating to the purchase and sale of said service(s), a copy of which is available for review at any company customer business office. Applicant(s) authorizes Liberty to verify all information on this authorization form.

Please contact your local customer business office at least three (3) working days in advance to stop your service(s), otherwise the monthly billing will continue in your name and you will be responsible for all charges that may incur.

If this address has Outside Lighting Service, do you want it on? Yes No

Is anyone in the household elderly or disabled? Yes No

Do you have a dog on the premises? Yes No

APPLICANT AGREES TO PROVIDE ACCESS TO THE METER(S) AT ALL TIMES

Please establish electric service for the following customer(s):

Customer's Name: _____

Social Security #: _____ Driver's License #: _____

Home Phone #: _____ Date of Birth: _____ E-mail Address: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Employer: _____ Work Phone #: _____

Co-Applicant Name (*if applicable*): _____

Social Security # _____ Driver's License #: _____

Customer(s) is (*check one*): Owner Tenant

Guarantor and Guaranteed Deposit \$ _____

Guarantor Name: _____ Phone #: _____

Social Security #: _____ Driver's License #: _____

Guarantors Liberty Utilities Account Number: _____

Guarantor Signature: _____

FOR LIBERTY UTILITIES USE ONLY

Date Order Entered: _____ Emp. Initials/ID #: _____

Phone #: 800.782.2506

South Lake Tahoe Fax #: 530.544.4811 North Lake Tahoe Fax #: 530.581.0341



RESIDENTIAL SERVICE AUTHORIZATION with Guarantor

PLEASE TYPE OR PRINT

Previous Customer of Record (if known): _____

Service Address: _____ Date Service is Required: _____

Applicant(s) accepts responsibility for payment of utility service(s) at the rates and charges contained in the utility company rate schedules and agrees to abide by the utility company rules and regulations specifically relating to the purchase and sale of said service(s), a copy of which is available for review at any company customer business office. Applicant(s) authorizes Liberty to verify all information on this authorization form.

Please contact your local customer business office at least three (3) working days in advance to stop your service(s), otherwise the monthly billing will continue in your name and you will be responsible for all charges that may incur.

If this address has Outside Lighting Service, do you want it on?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Is anyone in the household elderly or disabled?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Do you have a dog on the premises?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

APPLICANT AGREES TO PROVIDE ACCESS TO THE METER(S) AT ALL TIMES

Please establish electric service for the following customer(s):

Customer's Name: _____

Social Security #: _____ Driver's License #: _____

Home Phone #: _____ Date of Birth: _____ E-mail Address: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Employer: _____ Work Phone #: _____

Co-Applicant Name (if applicable): _____

Social Security # _____ Driver's License #: _____

Customer(s) is (check one): Owner Tenant

Guarantor and Guaranteed Deposit \$ _____

Guarantor Name: _____ Phone #: _____

Social Security #: _____ Driver's License #: _____

Guarantors Liberty Utilities Account Number: _____

Guarantor Signature: _____

FOR LIBERTY UTILITIES USE ONLY

Date Order Entered: _____ Emp. Initials/ID #: _____

Phone #: 800.782.2506
South Lake Tahoe Fax #: 530.544.4811 North Lake Tahoe Fax #: 530.581.0341

STANDARD FORM
Notice – Service has been Terminated
Form No. 98-0275



Business Office

(800) 782-2506

NOTICE
SERVICE HAS BEEN TERMINATED

SERVICIOS ESTAN TERMINADOS
(POR FAVOR LEA EL REVERSO)
IT WAS NECESSARY TO DISCONNECT YOUR:
ELECTRIC SERVICE(S) TODAY DUE TO:

- Non-Payment:
- Returned Check

Amount Due: \$ _____

Total Amount: \$ _____

REMARKS: _____

WHEN ELECTRIC SERVICE IS RESTORED, IT IS THE CUSTOMER'S RESPONSIBILITY TO INSURE THAT THE STRUCTURE'S MAIN BREAKER IS SET TO ALLOW THE CURRENT TO ENTER THE FACILITY. THE LIBERTY UTILITIES TECHNICIAN IS NOT AUTHORIZED FOR SAFETY REASONS TO CLOSE THE CUSTOMER'S MAIN BREAKER AND ALLOW CURRENT TO ENTER A VACANT FACILITY.

THIS TERMINATION OF SERVICE HAS BEEN MADE PURSUANT TO THE APPLICABLE COMPANY RULE AND REGULATION ON FILE WITH THE CALIFORNIA PUBLIC UTILITIES COMMISSION.

LIBERTY UTILITIES

DATE ____ / ____ / ____ TIME ____ HRS. REP. _____

ACCOUNT NUMBER _____

SERVICE ADDRESS _____

METER NUMBER _____

(98-0275.v3.01/16)

8800-1000-400-0008

STANDARD FORM
Notice – Service has been Terminated
Form No. 98-0275



Liberty Utilities

NOTICE
SERVICE HAS BEEN TERMINATED

SERVICIOS ESTAN TERMINADOS
(POR FAVOR LEA EL REVERSO)
IT WAS NECESSARY TO DISCONNECT YOUR:
ELECTRIC SERVICE(S) TODAY DUE TO:

- Non-Payment:
- Returned Check

Amount Due: \$ _____

Total Amount: \$ _____

WHEN ELECTRIC SERVICE IS RESTORED, IT IS THE CUSTOMER'S RESPONSIBILITY TO INSURE THAT THE STRUCTURE'S MAIN BREAKER IS SET TO ALLOW THE CURRENT TO ENTER THE FACILITY. THE LIBERTY UTILITIES TECHNICIAN IS NOT AUTHORIZED FOR SAFETY REASONS TO CLOSE THE CUSTOMER'S MAIN BREAKER AND ALLOW CURRENT TO ENTER A VACANT FACILITY.

THIS TERMINATION OF SERVICE HAS BEEN MADE PURSUANT TO THE APPLICABLE COMPANY RULE AND REGULATION ON FILE WITH THE CALIFORNIA PUBLIC UTILITIES COMMISSION.

LIBERTY UTILITIES

DATE ____/____/____ TIME ____ HRS. REP. _____

ACCOUNT NUMBER _____

SERVICE ADDRESS _____

METER NUMBER _____

Business Office

(800) 782-2506

REMARKS: _____

(98-0275.v3.01/16)

8800-1000-400-0008

STANDARD FORM
Deferred Payment Arrangement



933 Eloise Ave
South Lake Tahoe, CA 96150

Payment Arrangement Contract

Date: XX/XX/XXXX

Account Name: _____

Street Address: _____

City, State, Zip: _____

Account Number: _____

Dear XXXXXXXXX

This Special Payment Arrangement Contract was created at your request, to assist you in paying your Liberty Utilities energy bill. We understand there are times when you might need additional time to pay your bill, and we are there to work with you.

You may pay your bill at one of our business office locations, pay station locations or pay with your credit card, debit card or check by visiting our website at www.libertyutilities.com or calling our customer service business office at 800-782-2506. To find the closest business office or pay station location near you please visit our website.

Please call immediately with your conformation number if you pay your Special Payment Arrangement amount or Current Bill through our automated system or online.

Failure to meet the terms of the Agreement may result in termination of service as contained in the Company's Tariff No. 11 rules and regulations on file with the California Public Utilities Commission. If service is terminated, you will be required to pay your entire past due balance in full, also a deposit and reconnect fee will be added to your account.

You must be aware that all current bills which you receive after the creation of the Special Payment Arrangement must be paid in full on or before the due date of the current bill. Failure to pay your current bill by the due date will cancel the Agreement causing your account to be subject to termination. Late charges will continue to be assessed on all unpaid balances.

Included with this letter are the terms of the agreed up Special Payment Arrangement. If you have any questions or concerns please feel free to contact a Customer Service Representative at 1-800-782-2506.

STANDARD FORM
Deferred Payment Arrangement

Payment Arrangement Schedule

Start Date: XX/XX/XXXX
Completion Date: XX/XX/XXXX
Total Amount of Payment Arrangement: \$
Number of Payments: X

DATE	AMOUNT	TYPE OF PAYMENT: Payment Arrangement/Current Bill

Sincerely,
Liberty Utilities Customer Service
1-800-782-2506

933 Eloise Avenue, South Lake Tahoe, CA, 96150
www.libertyutilities.com

STANDARD FORM
Deferred Payment Arrangement



Liberty Utilities

933 Eloise Ave
South Lake Tahoe, CA 96150

Payment Arrangement Contract

Date: XX/XX/XXXX

Account Name: _____

Street Address: _____

City, State, Zip: _____

Account Number: _____

Dear XXXXXXXXX

This Special Payment Arrangement Contract was created at your request, to assist you in paying your Liberty Utilities energy bill. We understand there are times when you might need additional time to pay your bill, and we are there to work with you.

You may pay your bill at one of our business office locations, pay station locations or pay with your credit card, debit card or check by visiting our website at www.libertyutilities.com or calling our customer service business office at 800-782-2506. To find the closest business office or pay station location near you please visit our website.

Please call immediately with your conformation number if you pay your Special Payment Arrangement amount or Current Bill through our automated system or online.

Failure to meet the terms of the Agreement may result in termination of service as contained in the Company's Tariff No. 11 rules and regulations on file with the California Public Utilities Commission. If service is terminated, you will be required to pay your entire past due balance in full, also a deposit and reconnect fee will be added to your account.

You must be aware that all current bills which you receive after the creation of the Special Payment Arrangement must be paid in full on or before the due date of the current bill. Failure to pay your current bill by the due date will cancel the Agreement causing your account to be subject to termination. Late charges will continue to be assessed on all unpaid balances.

Included with this letter are the terms of the agreed up Special Payment Arrangement. If you have any questions or concerns please feel free to contact a Customer Service Representative at 1-800-782-2506.

STANDARD FORM
Deferred Payment Arrangement

Payment Arrangement Schedule

Start Date: XX/XX/XXXX

Completion Date: XX/XX/XXXX

Total Amount of Payment Arrangement: \$

Number of Payments: X

DATE	AMOUNT	TYPE OF PAYMENT: Payment Arrangement/Current Bill

Sincerely,

Liberty Utilities Customer Service

1-800-782-2506

933 Eloise Avenue, South Lake Tahoe, CA, 96150

www.libertyutilities.com

Exhibit B

Liberty Utilities New Standard Forms

Exhibit B

Form No.	Form Title	Updates
16-0110	Residential Service Authorization - Business Name	1. Request to add new document: Residential Service Authorization – Business Name 2. The general purpose of this form is to provide “agents” (rental, real estate, property management) the ability to establish services in their clients’ name via fax.
16-0100	Residential Service Authorization - Agent Request	1. Request to add new document: Residential Service Authorization – Agent Request 2. The general purpose of this form is to provide the customer the ability to establish Residential service in an entity name; i.e. LLC, LLP, Estate of etc., via fax. A Commercial service application is not required nor proof of business license as the location of service is residential.



RESIDENTIAL SERVICE AUTHORIZATION

Business Name

PLEASE TYPE OR PRINT

Previous Customer of Record (*if known*): _____

Service Address: _____ Date Service is Required: _____

Applicant(s) accepts responsibility for payment of utility service(s) at the rates and charges contained in the utility company rate schedules and agrees to abide by the utility company rules and regulations specifically relating to the purchase and sale of said service(s), a copy of which is available for review at any company customer business office. Applicant(s) authorizes Liberty to verify all information on this authorization form.

Please contact your local customer business office at least three (3) working days in advance to stop your service(s), otherwise the monthly billing will continue in your name and you will be responsible for all charges that may incur.

If this address has Outside Lighting Service, do you want it on? Yes No

Is anyone in the household elderly or disabled? Yes No

Do you have a dog on the premises? Yes No

APPLICANTS AGREES TO PROVIDE ACCESS TO THE METER(S) AT ALL TIMES

Please establish electric service under the following business:

Business / Entity Name: _____

Type of Business / Entity: _____

Name of Contact: _____ Contact Phone Number: _____

Federal Tax ID #: _____ and/or Social Security #: _____

Billing Address: _____

City: _____ State: _____ Zip Code: _____

Phone Number: _____ Fax Number: _____

E-mail Address: _____

Customer(s) is (*check one*): Owner Tenant

I am the authorized agent and I am acting in the business's behalf.

Agency Business Name: _____ Phone #: _____

Agent's Name (*please print*): _____

Agent's Signature: _____

FOR LIBERTY UTILITIES USE ONLY

Date Order Entered: _____ Emp. Initials/ID#: _____

Phone #: 800.782.2506
South Lake Tahoe Fax #: 530.544.4811 North Lake Tahoe Fax #: 530.581.0341



RESIDENTIAL SERVICE AUTHORIZATION Agents Request

PLEASE TYPE OR PRINT

Previous Customer of Record (*if known*): _____

Service Address: _____ Date Service is Required: _____

Applicant(s) accepts responsibility for payment of utility service(s) at the rates and charges contained in the utility company rate schedules and agrees to abide by the utility company rules and regulations specifically relating to the purchase and sale of said service(s), a copy of which is available for review at any company customer business office. Applicant(s) authorizes Liberty to verify all information on this authorization form.

Please contact your local customer business office at least three (3) working days in advance to stop your service(s), otherwise the monthly billing will continue in your name and you will be responsible for all charges that may incur.

If this address has Outside Lighting Service, do you want it on? Yes No

Is anyone in the household elderly or disabled? Yes No

Do you have a dog on the premises? Yes No

APPLICANT AGREES TO PROVIDE ACCESS TO THE METER(S) AT ALL TIMES

Please establish electric service for the following customer(s):

Customer's Name: _____

Social Security #: _____ Driver's License #: _____

Home Phone #: _____ Date of Birth: _____ E-mail Address: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Employer: _____ Work Phone #: _____

Co-Applicant Name (*if applicable*): _____

Social Security # _____ Driver's License #: _____

Customer(s) is (*check one*): Owner Tenant

I am the authorized agent and I am acting in the customer's behalf.

Agency Business Name: _____ Phone #: _____

Agent's Name (*please print*): _____

Agent's Signature: _____

FOR LIBERTY UTILITIES USE ONLY

Date Order Entered: _____ Emp. Initials/ID #: _____

Phone #: 800.782.2506

South Lake Tahoe Fax #: 530.544.4811 North Lake Tahoe Fax #: 530.581.0341

Exhibit C

Liberty Utilities Standard Forms to be Retired

Exhibit C

Form No.	Form Title	Updates
98-1370	48 - Hour Notice - Termination of Service	1. Request to retire this form number. A 48-hour notice/letter is generated from our CSM system (Cogsdale) via credit and collection process. The Notice/Letter is tri-folded and placed in a plastic bag hanger and left at the premise. We are unable to place the form number of such document due to CSM constraints at this time.

STANDARD FORM
48 – Hour Notice – Termination of Service
Form No. 98-1370



California Pacific Electric Company
South Lake Tahoe Office: 933 Eloise Ave., South Lake Tahoe, CA 96150
North Lake Tahoe Office: 701 National Ave., Tahoe Vista, CA 96148

CUSTOMER SERVICE (800) 782-2506

48 - Hour Notice

Customer Name:
Customer Mailing Address:
City, State, Zip Code

Date XX/XX/XXXX

Subject: 48 Hour Notice for Acct. # XXXXXXXX-XXXXXXX
Service Address:

Past Due Amount \$
Total Past Due Amount \$

Dear XXXXXXXX:

Your account still shows a total amount past due of \$ X,XXX.XX. If payment has been made, please accept our apologies and notify our customer service business office immediately.

We want to continue providing you with electric service, however, unless this bill is paid or a payment arrangement has been made on or before X/X/XXXX electric service(s) may be terminated. You may pay this bill with your Credit card or ATM Debit card by calling our customer service business office at 800-782-2506 or by visiting one of our business office locations shown above. **DO NOT MAIL YOUR PAYMENT OR PAY VIA OUR WEBSITE.**

If your electric service(s) are terminated for non-payment, payment in full must be made and a security deposit may be required. There is also a charge of \$25.00 to reconnect service(s) during regular hours, or a \$40.00 charge if reconnection is made outside of regular working hours or within 4 hours of your request. If service is terminated, we may not be able to restore service until the following business day. If service is terminated, Liberty Utilities will not be held responsible for any damage incurred during the termination of service.

When electric service is restored, it is the customer's responsibility to insure that the structure's main breaker is set to allow the current to enter the facility. The Liberty Utility technician will restore power to the structure but is not authorized for safety reasons to close the customer's main breaker and allow current to enter a vacant facility.

Thank you for giving this matter your immediate attention.

STANDARD FORM
48 – Hour Notice – Termination of Service
Form No. 98-1370

CALIFORNIA CUSTOMERS

Your account shows a past due balance which must be paid prior to the termination date shown on the reverse side. If you fail to pay by the termination date indicated, your utility service(s) will be subject to termination. To avoid possible termination, please make immediate payment at the local Customer Business Office listed on the reverse side. Do not mail payment or make payment at a bank pay station. Bring this notice with you.

Residential customers may elect to designate a third party (agency or individual) to receive a copy, by first class mail, of all termination of service notices. Residential customers who are elderly (age 62 or older), handicapped or require life-support equipment are responsible for notifying the Company of such fact.

Electric service to a residential customer will not be terminated for non-payment of bills if the customer has established to the satisfaction of the company that: 1.) such termination will be especially dangerous to health because of illness, age or handicap, or the customer or other household member requires life-support equipment. Certification from a licensed physician, public health nurse or social worker shall be required by the Company; and 2.) is unable to pay for such service(s) in accordance with the provisions of the Company's rules and regulations; and 3.) is willing to arrange installment payments, satisfactory to the Company, including arrangements for prompt payment of subsequent bills; or 4.) if the customer qualifies for low income energy assistance.

If you require additional information, special assistance, or need to make arrangements for installment payments, please contact the local business office listed on the reverse side.

This bill is now past due. Regular bills for service are rendered on a monthly basis and are due and payable upon presentation which is considered to be two (2) days after mailing.

All unpaid bills are considered PAST DUE seventeen (17) days after mailing, at which time a termination of service notice may be issued. A 1% late charge shall be assessed if payment is not received within forty-five (45) days following the calculation of the regular monthly bill.

The Company reserves the right to terminate service for failure to sign an authorization for service form; failure to provide clear access to meter(s); for nonpayment of bills for utility service(s), service charges, connect charges, reconnect charges, late charges, security deposits and/or any other unpaid billing charges, provided the Company has mailed a written notice at least fifteen (15) calendar days prior to the proposed termination of service date. If the Company receives no response to its initial notice of proposed termination, it shall serve a final notice at least forty-eight (48) hours before it terminates service. Service of notice shall be deemed complete two (2) days after mailing, or as of the date of personal delivery or personal contact.

After service has been terminated for nonpayment, the Company may require payment in full for all outstanding billing charges, a reconnection fee and a cash deposit to re-establish credit unless there is an existing deposit adequate to cover service(s) rendered.

Should you question this bill, please request an explanation from the Utility. A complaint or investigation request initiated within five (5) days of receipt of the contested bill will be reviewed by the Company, during which time consideration will be given to allow amortization of the unpaid balance over a reasonable period of time. If you thereafter believe you have been billed incorrectly or disagree with the Company's disposition of your complaint or dispute, the amount of the bill should be deposited with the California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, California 94102, to avoid discontinuance of service. Make remittance payable to the California Public Utilities Commission and attach the bill and a statement supporting your belief that the bill is not correct. You may also telephone the Commission at (415) 703-1170 or 1-800-649-7570. The Commission will review the basis of the billed amount and make disbursement in accordance with its findings. The Commission will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications, and sources of fuel or power.

The procedure for termination (as opposed to billing) disputes is as follows: 1.) After receipt of a termination notice, the customer must first contact the Utility within the termination notice period to make special payment arrangements to avoid discontinuance of service; 2.) After contacting the Utility, if the customer alleges to the Commission an inability to pay and that lawful payment arrangements have not been extended to him, he should write to the Commission's Consumer Affairs Branch (CAB) to make an informal complaint. It is the responsibility of the customer to timely inform CAB to avoid discontinuance of service; 3.) Within ten business days after receiving the informal complaint, the CAB will report its proposed resolution to the utility and the customer by letter; 4.) If the customer is not satisfied with the proposed resolution of the CAB, he shall file within ten business days after the date of the CAB letter a formal complaint with the Commission under Section 1702 on a form provided by the CAB. The complaint shall be processed under the expedited complaint procedure; 5.) Failure of the customer to observe these time limits shall entitle the Utility to insist upon payment, or upon failure to pay, to terminate the customer's service. A copy of the Company's complete termination of service policy Rule #11, including a statement of the customer's rights and remedies, may be obtained by request from any Liberty Utilities (CalPeco Electric) LLC, Customer Business Office.

The Company may terminate service without prior notice only: 1.) if any unsafe or hazardous condition is found to exist on the customer's premises, or if the use of service apparatus, appliances, equipment or otherwise is found to be detrimental or damaging to the Company or its customers; or 2.) upon the order of any court, the Commission, or any other authorized public authority, or 3.) if the acts of the customer or the conditions upon his or her premises are such as to indicate intention to defraud the Company; or 4.) if the Company has tried diligently to meet the termination of service notice requirements outlined hereinabove but has not been able to furnish notice to the customer(s) affected.

Rules, regulations and rate schedules, as amended or revised, and approved by the California Public Utilities Commission, are on file in each Customer Business Office of Liberty Utilities (CalPeco Electric) LLC; and constitute the basis on which utility services are furnished and/or terminated. This information may be examined during regular business office hours, Monday through Friday.

STANDARD FORM
48 – Hour Notice – Termination of Service
Form No. 98-1370



California Pacific Electric Company
South Lake Tahoe Office: 933 Eloise Ave., South Lake Tahoe, CA 96150
North Lake Tahoe Office: 701 National Ave., Tahoe Vista, CA 96148

CUSTOMER SERVICE (800) 782-2506

48 - Hour Notice

Customer Name:
Customer Mailing Address:
City, State, Zip Code

Date XX/XX/XXXX

Subject: 48 Hour Notice for Acct. # XXXXXXXX-XXXXXXX
Service Address:

Past Due Amount \$
Total Past Due Amount \$

Dear XXXXXXXX:

Your account still shows a total amount past due of \$ X,XXX.XX. If payment has been made, please accept our apologies and notify our customer service business office immediately.

We want to continue providing you with electric service, however, unless this bill is paid or a payment arrangement has been made on or before X/X/XXXX electric service(s) may be terminated. You may pay this bill with your Credit card or ATM Debit card by calling our customer service business office at 800-782-2506 or by visiting one of our business office locations shown above. **DO NOT MAIL YOUR PAYMENT OR PAY VIA OUR WEBSITE.**

If your electric service(s) are terminated for non-payment, payment in full must be made and a security deposit may be required. There is also a charge of \$25.00 to reconnect service(s) during regular hours, or a \$40.00 charge if reconnection is made outside of regular working hours or within 4 hours of your request. If service is terminated, we may not be able to restore service until the following business day. If service is terminated, Liberty Utilities will not be held responsible for any damage incurred during the termination of service.

When electric service is restored, it is the customer's responsibility to insure that the structure's main breaker is set to allow the current to enter the facility. The Liberty Utility technician will restore power to the structure but is not authorized for safety reasons to close the customer's main breaker and allow current to enter a vacant facility.

Thank you for giving this matter your immediate attention.

STANDARD FORM 48 – Hour Notice – Termination of Service Form No. 98-1370

CALIFORNIA CUSTOMERS

Your account shows a past due balance which must be paid prior to the termination date shown on the reverse side. If you fail to pay by the termination date indicated, your utility service(s) will be subject to termination. To avoid possible termination, please make immediate payment at the local Customer Business Office listed on the reverse side. **Do not mail payment or make payment at a bank pay station.** Bring this notice with you.

Residential customers may elect to designate a third party (agency or individual) to receive a copy, by first class mail, of all termination of service notices. Residential customers who are elderly (age 62 or older), handicapped or require life-support equipment are responsible for notifying the Company of such fact.

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