

Rule No. 8

NOTICES

- A. Notices To Customers. When notices from the Utility to a customer are required, they will normally be given in writing, either mailed by first-class mail to the Customer's mailing address or delivered to him, except that in emergencies the Utility may give oral notices.

The "termination of service notice" for nonpayment of a delinquent account shall be presented by first class mail, addressed to the customer to whom the service is billed, at least 15 calendar days prior to proposed termination of service. For domestic service, the company shall also make reasonable attempts to contact an adult at the customer's premises either by telephone or by visit at least 24 hours prior to termination of service, except that, whenever telephone or personal contact cannot be accomplished, the Utility shall give, either by mail or in person, a Notice of Termination of Service at least 48 hours prior to termination. For elderly (age 62 and over) and disabled* residential customers, the company shall provide at least 48 hours notice by telephone or visit; however, if personal contact cannot be made a notice shall be posted in a conspicuous location at the service address at least 48 hours prior to termination.

A domestic customer who has established to the satisfaction of the company that he is disabled* or elderly (age 62 or older) may designate a friend, family member, or public or private agency as a third party representative to receive notice on the customer's behalf. The customer must provide to the company written consent of the designated third party representative as well as change in said designation.

Where electric service is provided to residential users through a master meter, the company shall make every good faith effort to inform the actual users of the utility services when the account is in arrears that service will be terminated in 10 days. The 10 day notice shall be posted at the premises not less than 5 days after the 15 day notice of termination is mailed to the customer. The notice shall further inform the actual users that they have the right to become electric utility customers without being required to pay the amount due on the account.

- B. Notices From Customers. Notices from a Customer to the Utility shall be given by written communication mailed to the Utility's office.

(Continued)

Advice Letter No. 28-E

Issued by

Michael R. Smart

Date Filed July 15, 2013

Name

Decision No. _____

President

Effective July 15, 2013

Title

Resolution No. _____

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NOTICES
(Continued)

B. Notices From Customers (Continued)

In the event an oral communication is given, it shall be followed-up with a written
communique to documentation. The Utility shall not be responsible for verbal notices
given to it by the customer unless followed-up with a written communication.

* Certification from a licensed physician, public health nurse, or a social worker may be
required by the company.