

8. Re-certification: The HELP program year commences on May 22 of each year and concludes on May 21 of the succeeding year. Each customer who has applied for and qualified for HELP during the program year and has not been removed for cause (non-payment of bills, change of address or other legitimate reason) will remain on HELP for the following program year unless removed for cause. Any customer who is on the tariff at the end of a program year, but who has not applied for and qualified for the HELP program during the program year will be removed from the program by June 30<sup>th</sup> following the end of the program year.

On May 1 of each year, DCED will send each customer then on Lifeline tariff Schedule 3 and who has not re-certified during the current program year, a reminder notice that they must re-certify by May 21<sup>st</sup> or be dropped from the tariff. DCED will forward the entire list of eligible customers to PacifiCorp by June 15<sup>th</sup> of each year. PacifiCorp will remove all customers not included on the list of eligible customers from the Lifeline tariff on the first billing date after June 30 of each year.