
ELECTRIC SERVICE REGULATION NO. 10 - Continued

2. TERMINATION OF SERVICE TO RESIDENTIAL CUSTOMERS (continued)

(g) Notice of Proposed Termination (continued)

- (3)** The availability of deferred payment agreements and sources of possible financial assistance including but not limited to all state and federal energy assistance programs;
- (4)** Informal and formal procedures to dispute bills and to appeal adverse decisions, including the Commission's address and telephone number;
- (5)** Specific steps that may be taken by the consumer to avoid termination (to be printed in a conspicuous fashion);
- (6)** The date on which payment arrangements must be made to avoid termination; and
- (7)** A conspicuous statement, in Spanish, that the notice is a termination notice and that the Company has a Spanish edition of its Customer information pamphlet and whether it has personnel available during regular business hours to communicate with Spanish-speaking Customers.

At least 48 hours prior to the time when termination of service is scheduled, the Company will make good faith efforts to notify the Customer or an adult member of the household, by mail, by telephone or by a personal visit to the residence of the scheduled termination. If personal notification has not been made either directly by the Company or by the Customer in response to a mailed notice, the Company will leave written termination notice at the residence. Personal notification, such as a visit to the residence or telephone conversation with the termination party, is required only during winter months (October 1 through March 31). All other months of the year, the mailed 48-hour notice can be the final notice prior to the termination.

(continued)