

GENERAL SERVICE PROVISIONS (Continued)

25. AUTOMATED PAYMENT PLAN

Upon notification by the customer - by completing and returning the appropriate form with a voided check, by signing-up on the Company's website, or by speaking with a customer service representative, the Company shall arrange with the customer's banking or other financial institution to have the customer's monthly bill payment automatically deducted from funds deposited in the customer's checking account. The Company shall request payment be made no sooner than the bill due date. If a payment should be returned for insufficient funds, the company shall charge the customer a fee as specified in Appendix A under this provision. A customer's participation in the plan will be discontinued if two consecutive payments, or three payments within a year are not honored by the customer's bank. This includes payments not honored due to insufficient funds, as well as dishonored payments caused by inaccurate customer or bank account information.

ISSUED: November 22, 2011

EFFECTIVE: For service rendered on and after November 14, 2011

Roberta W. Sims - Vice President, Regulatory Affairs & Energy Acquisition