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C7. EXTREME WEATHER CONDITIONS POLICY

If the temperature is forecasted by the National Weather Service (“NWS”) to be 15 degrees or colder at any time during a given day for the stations located within the Company’s service territory, the Company will suspend working disconnections for residential customers. Disconnections will be suspended, regardless of the temperature, when the local road authority closes the roads or issues winter weather advisories and/or restrictions for the Company’s designated service territory. The Company’s declaration of suspension of disconnection shall be region specific. However, in accordance with Rule R460.136 “Emergency Shutoff”, it is understood that the Company may shut off service temporarily for reasons of health or safety or in a state of national emergency.

The Company shall monitor the daily weather forecast and notice will be provided to the Company’s Collections group two business days in advance of the declared suspension timeframe whenever possible. Adjustments to the two day weather forecast will be provided on the same day to the Collections group, as necessary. Once a suspension is declared, it will not be rescinded, even if the revised forecast changes and temperatures are anticipated to be above 15 degrees.

During a suspension, exceptions may be granted, on a case-by-case basis, which would further postpone disconnection for a customer whose disconnection has been temporarily suspended. Such holds may permit a customer to provide payment up to a specific, identified date. If the customer does not respond by the date specified, the Company will complete the disconnection at the next possible opportunity.

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