

SERVICE RULES - SCHEDULE SRVC-1

Disconnection Notice Form

Date
Customer Name

Pay by: Customer #
Property #

Address
City, State Zip Code

FOR SERVICE AT
Service Address

Dear Customer,

A review of our accounts indicates that your account is in a past due status. All accounts are payable on the due date, and subject to termination of service after that date.

Current Amount
Past Due Amount
Total Amount

You have eight days from the date of this letter to pay the Company its service arrears in the amount shown below, or your service is subject to disconnection.

PLEASE CALL THIS TELEPHONE NUMBER - 425-6177 - IMMEDIATELY - if you dispute the delinquency, if any resident is seriously ill, if you wish to negotiate a deferred payment agreement as an alternative to disconnection, or if there are other extenuating circumstances such as: infants, young children, aged, or handicapped residents, residents on life support systems or equipment, residents who have mental retardation or other developmental or mental disabilities.
PLEASE SEE INSERT FOR ADDITIONAL INFORMATION

May we please have your prompt cooperation?

****FINAL DISCONNECTION NOTICE****

Disconnection Notice Insert

Residential service will be continued or restored for 21 days if you submit a statement from a licensed Wisconsin physician or notice from a public health, social service official, or law enforcement agency identifying the serious illness or protective services emergency of a resident and the period of time during which disconnection would aggravate the circumstances.

If you fail to pay the service arrears, or fail to contact us within the eight days allowed to make reasonable time payment arrangements, we will proceed with disconnection action. Customers whose service has been disconnected may be required to make a deposit or provide other guarantee of future payments.

To avoid the inconvenience of service interruption, and an additional charge of \$35.00 for reconnection, if made during our regular office hours of 8:00 a.m. through 5:00 p.m., Monday through Friday (except for Holidays), and \$50.00 for other than regular office hours, we urge you to pay the full arrears immediately at our office at 212 N. Main Street, River Falls, Wisconsin.

PLEASE CALL THIS TELEPHONE NUMBER - 425-6177 - IMMEDIATELY if you dispute the delinquency, if you wish to negotiate a deferred payment agreement as an alternative to disconnection, or if there are other extenuating circumstances.

In the event that the reason or amount of any disagreement remains in dispute after all remedies have been pursued, you may appeal to the Public Service Commission of Wisconsin.