

WAIVER CRITERIA

The General Manager has authorized the following criteria for waivers:


Reconnect fees can be waived if the customer has satisfactory credit history.

Penalty service charges can be waived for unusual circumstances with a satisfactory credit history.

Definition of satisfactory credit history is:

- No cutoffs in the past two years;
- No returned checks in the past two years; and
- No more than one late payments in the past two years.

Waivers can also be authorized due to family emergencies.


General Manager

November 10, 2010