

## WAIVER CRITERIA

The General Manager has authorized the following criteria for waivers:

Security "Re" deposits can be waived if the customer has never been cut off before.

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.

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General Manager

May 8, 2002