

#Mdate

#MName

#c/oName

#MAddr1

#MAddr2

#MAddr3

Dear #SName:

Thank you for contacting us about the person with a medical condition that lives in your home. Our records indicate that you have been granted a 21-day extension to provide you with time to make payment arrangements on your account. Your extension expires on #Date1. When the extension expires, if adequate payment has not been made, further collection action will occur. This may include disconnection of service.

To update our records, we ask that you and your physician complete the enclosed Medical Information Form and return it to us within 10 days.

We also would like to discuss the importance of a back-up plan in the event of a power interruption. We work hard to provide safe, reliable energy service to our customers, but certain circumstances beyond our control, such as weather, can interrupt your energy service. We do our best to restore service as quickly as possible but we are unable to give priority to individual residential customers, including customers with medical conditions and equipment. We care about you and by taking the simple steps outlined below, you can protect yourself and save valuable time during the loss of energy service.

- Develop an emergency plan and share it with family members, neighbors, caregivers and friends. The plan can be as simple as having someone call to check on you or knowing which hospital can help you in an emergency.
- Keep a list of emergency contacts with the names and phone numbers of those who might need to be reached in an emergency. Remember, cordless phones do not work when the power is out, but regular household phones and cell phones do work.
- Talk with a medical supplier about procedures for operating medical equipment in the event of a power failure.

· Regularly test your generator, battery or any back-up power source you may be using. Consider getting a back-up power source if you do not have one.

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If you are not able to pay your bill in full, or have questions regarding your extension, call us at (800) 842-4565. By calling and making a payment and payment arrangements, you can stay connected and avoid collection action.

Sincerely,

John Zaganczyk

John Zaganczyk, Director, Customer Services

Enclosure / Acct:#Acctno

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