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CAD Bulletin No. 2010-04

To: All Electric and Gas Utilities

From: Shawn C. Brooks, Senior Consumer Assistance Specialist

Subject: Chapter 815 § 10 (M)(5)(a)(i)

Date: October 26, 2010

** * ** ** * ** *

CAD Bulletin No. 2010-2 stated that pursuant to Chapter 815 § 10 (M)(6), all electric and gas utilities must submit a copy of their Notice of Customer Rights, warning letters, standardized collection letters, disconnection notices, and a copy of the Regular and Special Payment Arrangement Confirmation Forms and their Guidelines for Special Payment Arrangements to be used during the pending Winter Disconnection Period to the CAD before November 15, 2010.

This bulletin is to serve as a reminder that with the adoption of Chapter 815 in 2007 that eligibility is no longer required for a customer to be established on a Special Payment Arrangement. All customers are eligible for a Special Payment Arrangement. Chapter 815 § 10 (M)(5)(a)(i) states:

> i. Customers will be provided an opportunity to enter into a either a Regular Payment Arrangement or a Special Payment Arrangement. If the utility and the customer fail to agree on the terms of the either type of payment arrangement, the utility must submit the matter to the CAD. If the customer fails to contact the utility to make a payment arrangement or if the customer fails to make payments according to the payment arrangement, the customer can be disconnected if the utility receives authorization from the CAD.

Also, please do not include Federal Poverty Guidelines on Notice of Customer Rights. The required Notice of Customer Rights is included in Chapter 815 as Appendix A and should be what all electric and gas utilities send to its customers.

Please contact me at (207) 287-4974 ext. 2005 if you have any questions.

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