

ARREARS MANAGEMENT PROGRAM OUTLINE

Any residential electricity customer, who is unable to pay his or her outstanding charges, has the opportunity to enter into an arrears payment agreement. Before entering into an agreement we shall apply any security deposit held on account. The deposit will be automatically charged back to the account over the next 6 months.

We require that the customer pay a down payment of 15% of the arrears accumulated, prior to entering into the arrears management program. Upon receipt of the full down payment, the calculations will be made and a confirmation letter sent by regular mail to the Customer and the appointed 3rd party. The arrears payment agreement will allow the residential customer to pay all remaining electricity charges over a period of at least 5 months, where the total amount of the electricity charges remaining overdue for payment is less than twice the customer's average monthly billing amount; or a period of at least 10 months, where the total amount of the electricity charges remaining overdue for payment is equal to or exceeds twice the customer's average monthly billing amount. The payment must be received monthly on the due date, as outlined in the Arrears management Program letter sent.

Where a customer defaults on more than one occasion in making a payment, on account of the current charges, a security deposit amount due or an under-billing adjustment, we may cancel the arrears payment agreement. Written notice of cancellation to the customer and to any third party at least 10 days before the effective date of the cancellation must be made. If the Customer makes payment of all amounts due on or before the cancellation date, we shall reinstate the arrears payment agreement. We shall not disconnect the property of a residential customer, for failing to make a payment to an arrears payment agreement, unless the customer is in default, and we have cancelled the arrears payment agreement.

We must make available a second arrears payment agreement if the customer so requests, provided that 2 years or more have passed since a first arrears payment agreement was entered into and provided that the customer completed the obligations under the first payment agreement.