

RULE NO. 9

NOTICES

A. NOTICES TO CUSTOMERS

Notices from the Company to a customer shall be given in writing when written notice is specifically provided for in the tariff. However, in emergencies, the Company may give oral notice.

1. The Company shall post a notice in a conspicuous place in each office of the Company where applications for service are received, informing the public that copies of the rate schedules and rules relating to the service of the Company, as filed with the Commission, are available for inspection.
2. Within sixty days after the Company has filed for an application to increase its rates and charges, the Company will notify its customers of the filing with a brief explanation of the amount of increase sought in the application;
 - a. Notification shall be in the form of an insert to each customer's billing within the sixty-day period.
3. Within sixty days after the Company has received approval from the Commission for a change in rates, classification, or service, the Company will notify the affected customers of such authorization for change with a brief explanation of the change. Notification shall be in the form of an insert to each customer's billing within the sixty-day period.

B. NOTICES FROM CUSTOMERS

Notices from a customer to the Company may be given by written communication mailed to a Company business office. Notices from a customer to the Company may also be given orally by the customer or the customer's authorized agent except when written notice is specifically required by the tariff.