

Murray Electric System's Electric Power Rules & Regulations

GENERAL SCHEDULE OF RULES AND REGULATIONS FOR ELECTRIC SERVICE (As of 7/1/19)

DEFINITION OF TERMS AND EXPLANATION OF ABBREVIATIONS 1. "MES." Murray Electric System located at 401 Olive Street, P O Box 1095, Murray, KY 42071, (270) 753-5312 2. "Customer." The purchaser of electric service and other services. 3. "Subscriber." The purchaser of services who is not an electric customer. 4. "Month." One twelfth of a year, as near 30 days as practicable. 5. "New Service Applicant." A customer applying for electric service who has no prior service history with MES on which to base deposit decisions. 6. "Maximum Deposit." A deposit amount based upon the highest balance a customer could reasonably be expected to accrue before payment is due. This may be based on previous service history that a customer has acquired, or history based on service location, or a combination of both. 7. "General." As found in the general schedule of rules and regulations; means less than comprehensive list of MES rules and regulations. Certain circumstances and situations may require modification of rules, or may require certain rules and regulations. In all cases, MES reserves the right to adequately protect itself from fraud, deception, and failure of payment by its customers. Customers always have the right to appeal management decisions to the MES Board of Directors.

1. APPLICATION FOR SERVICE

Each prospective customer desiring service shall be required to present valid identification as required by the Fair and Accurate Credit Transaction (FACT) Act of 2003. Those who rent property shall be required to present a valid lease or rental agreement, and homeowners shall be required to verify ownership. Each prospective customer shall be required to complete and sign MES' standard application for service.

2. SECURITY DEPOSIT MES shall collect a security deposit on all customer classifications prior to activating service. MES reserves the right to waive the deposit requirement on customer's deemed to be low risk, such as homeowners with good credit rating. A detailed copy of MES's deposit policy can be obtained at the MES website, www.murray-ky.net, or by requesting a copy at the MES office.

3. CONNECTION/RECONNECTION CHARGE There will be a \$30.00 connection/reconnection charge imposed on all electric accounts. This will include homeowners, rentals, and commercial accounts. Property owners with 5 or more rental properties may be eligible for a reduced connection charge of \$10.00 by completing the appropriate form available at our office or on our website.

4. BILLING Bills shall be calculated monthly using the approved and current rate schedule for the appropriate service provided. Bills will be rendered monthly and shall be paid at the MES office or other locations as designated. Failure to receive the bill shall not release the Customer from payment obligation. The due date for payment of the bill for all classes of customers shall be approximately fifteen days after the bill is mailed to the customer. Payments made after the due date printed on the bill will be subject to penalties and late fees. The penalty for late payment for all classes of customers shall be computed as a charge of five percent (5%) on the first \$250.00 of the unpaid portion of the electric bill plus one percent (1%) of the unpaid portion exceeding \$250.00, excluding charges and sales tax. If the due date as printed on the bill falls on Saturday, Sunday, or any holiday observed by MES, the next business day following will become the due date. If remittance is made by mail, the postmark on the envelope shall become the date of payment. A pending termination charge of \$10.00 shall be applied to accounts that are delinquent 10 days past the due date as printed on the bill. All partial payments shall be applied to the electric service account first, with any remaining funds credited to any other service that might be provided by MES. Any payment submitted toward a customer account shall be applied to the most delinquent account balance on record by the customer as determined by MES.

5. TERMINATION Termination of service for non-payment shall proceed approximately 10 days after due date posted on customer's bill. Termination will not occur on any day preceding a day of scheduled closing of MES offices. MES shall make every effort to contact customer prior to termination. Customer should maintain current contact information at MES' office to assist in contact. A hearing on a disputed bill is available by scheduling such hearing prior to termination by contacting Murray Electric System at any time during regular business hours. A hearing with an account representative will be held, and relevant records will be available for review. If the dispute cannot be resolved a hearing with the General Manager who will hear the evidence and render a decision will be held. Service will not be terminated until an appropriate decision is reached under the procedures listed above. The customer has a right to a post termination conference at any time after termination. A final cutoff list will be generated immediately prior to termination. Any account appearing on this list will automatically incur a \$30 reconnect (trip) charge. This charge shall be added and due, regardless if actual termination occurs. A detailed copy of MES's Termination Policy can be found at the website, or by requesting a copy at the Office. Provide link to Termination Policy

6. RETURNED CHECK POLICY

When a check is returned to MES for insufficient funds, closed account, refer to maker, or any other reason resulting in the return of the check to MES the account is charged a returned check fee of \$50.00. Once the check is returned by the Bank, MES will attempt to contact the customer with a courtesy call by phone to notify the customer of our receipt of the returned check. If we are unable to contact the customer by phone MES will hang a card at the service location as a written notice to inform the customer of our receipt of the returned check as a courtesy to the customer. Once notice of the returned check has been delivered, the customer will have twenty-four (24) hours to pay for the check and any fees that are due along with the check. A returned check may be paid for in cash, or with a money order, a bank cashier's due must be paid in full, MES will not accept any partial payments toward the balance owed for a returned check. If a customer fails to pay the total amount due for the returned check, the service will be terminated and the returned check carried to the Calloway County Attorney's office for collection. The individual responsible for the returned check will have to go to the Calloway County Attorney's office and pay for their returned check, including all of the fees. The County Attorney's office will write them a receipt, and the individual can bring their copy of the receipt to the MES office, during office hours, and pay any additional fees that are due, before service is restored. In some cases, a deposit or an additional deposit may be required to reconnect the service.

7. AFTER HOURS DEPOSITORY

MES maintains an after hour's depository for the convenience of its customers. This depository is located in the parking lot immediately behind the main office at 401 Olive Street, in the employee parking lot. Customers choosing to use the after hour's depository should understand that MES cannot supply a receipt for payments made here. It is highly advisable to only pay by check or money order when using this method of payment. The customer assumes all risk when depositing

payments in the after hour's depository. The contents of the after hour's depository shall be collected at the beginning of each business day, and payments posted appropriately according to this schedule. Customers are advised to include the account information included with their bill when submitting payment, and to place in an envelope. Accounts which are on notice of pending termination for non-payment should not use the after hour's depository. These payments should be made directly in the front office so that payment can be verified, and termination avoided. Partial payments, inaccurate account information, or incomplete or inaccurate information placed on personal checks will not negate termination of services.

8. METER TAMPERING AND/OR THEFT OF SERVICE In addition to all other charges and fees that would normally apply, Murray Electric System will charge any customer or non-customer who has illegally tampered with an electric meter and/or illegally diverted electric service in order to avoid payment, a \$100.00 fee which will be added to the account.

9. OTHER SERVICES MES also offers cable television service and HomeLAN/C-LAN services via its broadband network. Those services are rendered under the general provisions outlined in this Schedule of Rules and Regulations; however, there are separate Schedules of Rules and Regulations, which provide the details of the provision of those services. These schedules are incorporated into this overall Schedule of Rules and Regulations by reference hereto, the same as if copied in full herein.

10. REFUSAL OF SERVICE FOR NON-PAYMENT OF FORMER SERVICES Service may be refused to any Customer who has a delinquent account with MES for any type past service. If any application for service is approved for a former Customer who still owes for past service, the balance due to the past service will become arrears on the new account established by the applicant. If a Customer has service at more than one location and terminates service at one of the locations, any delinquent balance resulting from the termination will become arrears on the billing for one of the other locations at which the Customer is being served and shall be a reason for termination of service at such other location(s).

11. DISCONTINUANCE OR REFUSAL OF SERVICE FOR REASONS OTHER THAN NON-PAYMENT MES may refuse to connect service or may discontinue service for the violation of any of its Rules and Regulations, Schedule of Rates and Charges, or any contract between MES and the Customer. MES may discontinue service to the Customer for theft of current or for the appearance of current theft devices on the premises of the Customer. The discontinuance of service by MES for any cause does not release the Customer from their obligation to MES for any services rendered.

12. EXTENSION OF SERVICES MES will extend broadband services to any Subscriber who is not a Customer, only if Subscriber lives in an area where MES is authorized to do so. Such extensions of service to Subscriber will be done only after Subscriber has made written request to MES for same. After receipt of such request, MES will estimate the total cost of constructing the plant necessary to provide the services requested and will communicate same to Subscriber. No extensions will be constructed until Subscriber pays the total cost in advance as estimated by MES. Thereafter, the Subscriber will pay for services according to the then effective rates for such services as published by MES. After the extensions are made, they will become the property of MES and the initial Subscriber will maintain no ownership interest in same.

13. INFORMATION TO CUSTOMER MES shall inform Customers about rates and service policies by making such information available upon application for service and at any other time upon request. MES, upon written request of the account holder, shall provide a statement of the monthly consumption for the prior twelve (12) months if it is reasonably ascertainable. MES, as it determines appropriate, shall utilize channels such as mail, e-mail, newspapers, radio, and public displays in the office of any changes in its rates or service policies. These types of channels would not be used for any wholesale or retail rate charges which are passed on to the Customer, which TVA is responsible for and has so notified the general public of the changes which affect all the Customers of distributors of TVA power.

14. POINT OF DELIVERY The point of delivery is the point, as designated by MES, on Customer's premises where current is to be delivered to building or premises. All wiring and equipment beyond this point of delivery shall be provided and maintained by Customer at no expense to MES.

15. CUSTOMER'S WIRING STANDARDS All wiring of Customer including broadband wiring must conform to MES's requirements and accepted modern standards, as exemplified by the requirements of the National Electrical Safety Code and the National Electrical Code; however, by establishing service to Customer, MES makes no warranty or representation of any kind that Customer's facilities and wiring conform to any such requirements, standards, or the National Electrical Code.

16. INSPECTION MES shall comply with all state and local codes and regulations as pertains to certified electrical inspections. This shall include the City appointed State certified electrical inspector and/or State Fire Marshall. Any customer who requests electrical disconnection in order that repairs or modifications are made to the customer's wiring may be subject to certified inspection before power is restored. Also, in case of a fire, the local and/or State Fire Marshall shall have final jurisdiction over reconnection of electric service. Any meter that has been disconnected from power for 6 months or longer must have a representative of the owner on site before power is restored. Any meter that has been disconnected for one year or longer must have the inside wiring inspected by a certified electrical inspector before power is restored.

17. UNDERGROUND SERVICE LINES Customers desiring underground service lines from MES's overhead system must bear the excess cost incident thereto. Specifications and terms for such construction will be furnished by MES on request.

18. CUSTOMER'S RESPONSIBILITY FOR MES'S PROPERTY All meters, service connections, converters, remote controls, cable modems, and other equipment furnished by MES shall be, and remain, the property of MES. Customer shall provide a space for and exercise proper care to protect the property of MES on its premises, and, in the event of loss or damage to MES's property arising from neglect of Customer to care for same, the cost of the necessary repairs or replacements shall be paid by Customer.

19. RIGHT OF ACCESS MES's identified employees shall have access to Customer's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, or exchanging any or all equipment belonging to MES. Any time that MES's meter reader is unable to gain access to the meter to obtain a reading, MES at its own discretion may use a reasonable estimate for billing purposes. MES may add a \$30.00 charge to the Customer's bill for each return trip that is made in order to obtain a meter reading.

20. TERMINATION OF CONTRACT BY CUSTOMER Customers who have fulfilled their contract terms and wish to discontinue service must give at least three (3) days written notice to that effect, unless contract specified otherwise. Notice to discontinue service prior to expiration of contract term will not relieve Customer from any minimum or guaranteed payment under any contract or rate.

21. SERVICE CHARGES FOR TEMPORARY SERVICE Customers requiring electric service on a temporary basis shall be required by Distributor to pay all costs for connection and disconnection incidental to the supplying and removing of service, but in no circumstance shall this fee be less than \$25.00. This rule applies to circuses, carnivals, fairs, temporary construction, and the like.

22. INTERRUPTION OF SERVICE MES will use reasonable diligence in supplying current, and other broadband services but shall not be liable for breach of contract in the event of, or for loss, injury, or damage to persons or property resulting from interruptions in service, excessive or inadequate voltage, single-phasing, or otherwise unsatisfactory service, whether or not caused by negligence.

23. SHORTAGE OF ELECTRICITY In the event of any emergency or other condition causing a shortage in the amount of electricity for MES to meet the demand on its system, MES may, by an allocation method deemed equitable by MES, fix the amount of electricity to be made available for use by Customer and/or may otherwise restrict the time during which Customer may make use of electricity and the uses which Customer may make of electricity. If such actions become necessary, Customer may request a variance because of unusual circumstances including matters adversely affecting the public health, safety and welfare. If Customer fails to comply with such allocation or restriction, MES may take such remedial actions as it deems appropriate under the circumstances including temporarily disconnecting electric service and charging additional amounts because of the excess use of electricity. The provisions of the subsection of this section entitled Interruption of Service are applicable to any such allocation or restriction.

24. VOLTAGE FLUCTUATIONS CAUSED BY CUSTOMER Electric service must not be used in such a manner as to cause unusual fluctuations or disturbances to MES's system. MES may require Customer, at his own expense, to install suitable apparatus, which will reasonably limit such fluctuations.

25. ADDITIONAL LOAD The service connection, transformers, meters, and equipment supplied by MES for each Customer have definite capacity, and no addition to the equipment or load connected thereto will be allowed except by consent of MES. Failure to give notice of additions or changes in load, and to obtain MES's consent for same, shall render Customer liable for any damage to any of MES's lines or equipment caused by the additional or changed installation.

26. STANDBY AND RESALE SERVICE All purchased services (other than emergency or standby electric service) used on the premises of Customer shall be supplied exclusively by Distributor, and Customer shall not, directly or indirectly, sell, sublet, assign, or otherwise dispose of the services or any part thereof.

27. NOTICE OF TROUBLE Customer shall notify MES immediately should the service be unsatisfactory for any reason, or should there be any defects, trouble, or accidents affecting the supply of electricity. Such notices, if verbal, should be confirmed in writing.

28. NON-STANDARD SERVICE Customer shall pay the cost of any special installation necessary to meet his peculiar requirements for service at other than standard voltages, or for the supply of closer voltage regulation than required by standard practice.

29. METER TESTS MES will, at its own expense, make periodical tests and inspections of its meters in order to maintain a high standard of accuracy. MES will make additional tests or inspections of its meters at the request of Customer. If tests made at Customer's request show that the meter is accurate within two percent (2%), slow or fast, no adjustment will be made in Customer's bill, and MES's standard testing charge will be paid by the Customer. In case the test shows meter to be in excess of two percent (2%) fast or slow, an adjustment shall be made in Customer's bill over a period of not over thirty (30) days prior to date of such test, and cost of making test shall be borne by MES.

30. BILLING ADJUSTED TO STANDARD PERIODS The charges set forth in the rate schedules are based on billing periods of approximately one month. In the case of the first billing of new accounts (temporary service and other seasonal Customers excepted) and final billings of all accounts (temporary service excepted) where the period covered by the billing involves less than 1/2 of a month, the demand charges, other charges designed primarily to recover fixed costs, and the Customer charges under Schedule TGP and under Part B of the General Power Rate Schedule will be adjusted to a basis proportionate with the period of time during which service is extended.

31. SCOPE This Schedule of Rules and Regulations is a part of all contracts for receiving electric and broadband service from MES and applies to all services received from MES, whether the service is based upon contractual agreement, signed application, or otherwise. A copy of this schedule and other schedules relating to MES's other services, together with a copy of MES's Schedule of Rates and Charges, shall be kept open to inspection at the MES office.

32. REVISIONS These Rules and Regulations may be revised, amended, supplemented, or otherwise changed from time to time, without notice. Such changes, when effective, shall have the same force as the present Rules and Regulations.

33. CONFLICT In case of conflict between any provision of any rate schedule and the Schedule of Rules and Regulations, the rate schedule shall apply.

34. PULSE GENERATORS MES will furnish upon request, at the expense of the Customer, a Pulse Generator installed on the MES electric meter. MES is not required to provide pulses to the Customer but will do so as a service to the Customer. Upon receipt of a statement, the Customer will reimburse MES for all costs incurred in providing this additional equipment. The pulse generator is the property of the Customer, and Customer will be responsible for all cost involved with installation, maintenance, or replacement. MES will not be responsible should the pulse generator malfunction causing irregular operation of the Customer's equipment and/or the establishment of excessive demands or cause increased consumption of energy. Electric bills will not be adjusted nor will MES

be liable for additional charges due to improper performance of a pulse generator. In the event that pulse generation is necessary for metering of Customer's demand and energy consumption for billing purposes, MES will not provide pulses to the Customer. Should the Customer still desire pulses, it will be necessary for them to obtain consumption information from their switchgear or equipment.

35. FUNDS IN AID OF CONSTRUCTION For Customers requiring individualized electrical equipment for their service requirements, MES may require funds in aid of construction to offset their investment. As a general rule, MES will furnish the first 200 feet of underground primary at no cost. Anything over and above this figure, MES may require reimbursement. For overhead primary, MES will furnish 1 pole, and 150 feet of conductor. For anything over and above this figure, MES may require reimbursement. The terms of reimbursement will be determined prior to construction. For transformers used to serve 1 Customer only, MES will require customer to bear at least half the cost of the transformers, if transformers are 250 KVA units or below. For units over the 250 KVA rating, MES may require Customer to bear 100% of purchase price. If a metal transclosure is used, Customer will bear at least half of this cost also. For fees for underground service, see section 14. As an incentive to promote the efficient use of electricity, MES may waive any or all funds in aid of construction for a new all electric Customer. This policy may apply to residential, commercial or industrial Customer.

36. RELOCATION OF OUTDOOR LIGHTING FACILITIES Distributor shall, at the request of Customer, relocate or change existing Distributor owned equipment. Customer shall reimburse Distributor for such changes at actual cost including appropriate overheads.

37. COLLECTION OF DELINQUENT ACCOUNTS Any account that becomes delinquent and past due for a period of 30 days (or more) on the final bill may be sent by MES to a third-party collection agency for collection. In addition to the delinquent account balance, the following amounts will be added to the delinquent balance to reflect the charges assessed by the third party collection agency for the cost of attempting collection: accounts past due 30-90 days - \$12.50, accounts 90 days or more delinquent – 54% of the total balance due. The customer will acknowledge and agree to the collection charges added to any delinquent balance upon signing the standard application for service.

DEPOSIT POLICY

Murray Electric System will administer its Security Deposit Policy in such a way as to assure protection from Customer default for payment of services. Decisions on adequate deposit amounts will be based on: actual history with existing and former customers, billing history of existing service locations, billing history of comparable sized buildings and business activity, and customer's credit history. Murray Electric System utilizes ONLINE UTILITY EXCHANGE to establish customer credit information. ONLINE maintains a centralized database containing credit and consumer data information pertaining to the payment history of utility bills and other services that ONLINE makes available to MES. The source of this information may be credit information, consumer information, credit scoring services, and fraud detection provided by national credit reporting repositories. ONLINE is linked to the three major credit reporting entities; Experian, Equifax, and Trans Union. MES will use information from this service to establish customer credit status. These decisions will be applied in a non-discriminatory manner in all cases. MES reserves the right at all times to adjust the amount of a customer's security deposit if it deems that MES is not adequately protected from default.

Residential Service:

1. New service applicants who can provide proof of ownership of their residence, and pose no credit risk shall have the security deposit waived. Homeowners whose credit risk is above company guidelines shall post a deposit based on two times the highest month's usage of the service address. Credit Scores will be processed through the ONLINE UTILITY EXCHANGE.
2. New service applicants who do not own the residence shall post a security deposit based on credit score, and service history of location. The minimum deposit shall be one times the highest month's usage of the service address during the preceding recent service history, with a minimum amount of \$100. The maximum deposit shall be two times the highest month's usage of the service address during the preceding recent service history.
3. If no service history is available for the service location, deposit amounts will be based upon the heated square footage of the residence, and the credit score of the applicant.
4. A credit check will be run on all prospective tenants' appearing on the lease agreement. The deposit amount will be based on the credit risk of all names appearing on the lease.
5. Any existing customer who has not posted a security deposit and demonstrates poor payment history (i.e. has not paid current bill for 30 days, or has had two or more delinquencies in any consecutive 24 month period), shall be deemed to have an unsatisfactory payment record and may be required to post a deposit in order to continue service.

6. Any customer whose service is terminated for non-payment and has not posted a security deposit, shall be required to post a maximum deposit and pay all outstanding bills before service is restored. A customer whose service is terminated and has posted a minimal deposit, may be required to increase their deposit to a maximum level, and pay all outstanding bills before service is restored.
7. Any service applicant who refuses to provide adequate identification shall be deemed a credit risk, and shall be subject to posting a maximum deposit.

Commercial Service:

1. All commercial service applicants shall be required to post a security deposit.
2. Deposit amounts will be based on credit scores processed through the ONLINE UTILITY EXCHANGE., and the service history of the location.
3. The minimum deposit shall be one times the highest month's usage for the service address during the preceding recent service history of the location, with a \$150 minimum.
4. The maximum deposit shall be two times the highest month's usage for the service location during the preceding recent service history of the location.
5. New service applications where no service history has been established shall have the deposit determined by service size, contract demand, usage history of comparable loads, or a combination of all of the above. These determinations shall be made by MES Management.
6. Any service applicant who refuses to provide adequate identification shall be deemed a credit risk, and shall be subject to posting a maximum deposit.
7. Any existing customer who has not posted a security deposit and demonstrates poor payment history (i.e. has not paid current bill for 30 days, or has had two or more delinquencies in any consecutive 24 month period), shall be deemed to have an unsatisfactory payment record and may be required to post a deposit in order to continue service.

Interest on Deposits:

Effective January 1, 2017, MES will pay interest on deposits based on the calculation by the Kentucky Public Service Commission and in accordance with Kentucky Revised Statutes 278.460 and posted no later than December 15 of each year to the Commission website. All deposits posted prior to January 1, 2017 shall be paid at the rates set by MES policy in force at that time up to January 1, 2017.

Simple interest in the amount of (See first paragraph) % interest per annum will be paid on all security deposits held in amounts over \$100.00. Interest will begin accruing after deposit has been held for one year. No interest will be paid on deposits returned prior to one year's service.

General:

1. Deposits shall be secured prior to the time a connect service order is issued.
2. Deposits shall not be transferred from one service address to another.
3. Upon termination of service, the deposit, including earned interest shall be applied against any unpaid balance existing.

4. Any remaining balance will be returned to the customer either by; applying the balance of the deposit with interest (if any) to any active account currently held by the customer, or by check.
5. Deposits shall be refunded after the completion of the customer's final billing cycle. Depending upon the date on which a customer terminates service, deposit refunds can take typically from 10 to 30 days to process and return to customer. Under no circumstances can a customer expect to terminate service and have a deposit refunded immediately.
6. The Deposit balance (including earned interest) as well as the adequacy of such deposit shall be subject to review by the Customer and Distributor at any time.

POLICY AND PROCEDURE ON TERMINATION OF SERVICE (CUTOFF'S)

MES strives to be fiscally responsible and accountable to its entire rate base. This responsibility includes collecting payment for services rendered according to its rules and regulations. MES also strives to be as compassionate and flexible as possible in working with individual customer circumstances. Every customer should understand that it is their responsibility to keep their account balances paid in a timely manner. In circumstances where a customer is experiencing difficulty in paying their bill, they should notify MES well before the due date for termination.

MES shall notify customers in the following ways with written notification of pending termination at least 24 hours prior to termination.

1. For those customers who have signed an authorization form, electronic notification shall be made informing customer of pending termination. This can come in the form of text messages, emails and phone notification if authorized by the customer. A phone contact shall be provided that will offer information of customer rights and remedies in cases of termination.
2. For customers who have not signed an electronic notification authorization form, a door hanger shall be left on the customer's premises in a conspicuous location. Included on the door hanger shall be information providing rights and remedies and policies for filing grievances pertaining to termination.

As an additional courtesy MES typically makes phone calls prior to termination. While not required, this is an additional measure to assist the customer in avoiding termination.

CONSIDERATION FOR EXTREME TEMPERATURES:

MES monitors weather conditions daily by "The Weather Channel" either online or TV for Murray, Kentucky weather conditions. In the event the forecasted heat index is expected to exceed 91 degrees Fahrenheit (F) or is expected to be below 40 degrees (F) on that day, MES will postpone the disconnection of service of RESIDENTIAL customers scheduled for such disconnection due to non-payment. Where disconnection is postponed due to an extreme weather condition, the postponement will not extend beyond the extreme weather condition duration.

CONSIDERATION FOR MEDICAL ISSUES

Upon MES's approval of the medical necessity form, disconnection of service will be postponed for 30 days from the original scheduled disconnection date to allow customers time to make payment or alternative shelter arrangements. The medical necessity form must be completed by a medical doctor or nurse practitioner licensed to practice in the state of Kentucky certifying that the disconnection of electric service would create a life-threatening medical situation for the customer or other permanent resident of the customer's household. It is the responsibility of the customer to ensure that the form has been approved by MES. A life threatening medical condition does not relieve a customer of the obligation to pay for electric service, including any late fees incurred or applicable charges. MES will only grant this postponement for termination

one time in a twelve month period. If full payment of the past due amount, including all late fees, is not received by the end of the 30 day postponement period, electric service will be disconnected without further notice.

BILLING DISPUTES

There is an established procedure in place for a formal hearing at the MES office. As Item 5 in the MES Rules & Regulations states (in part):

A hearing on a disputed bill is available by scheduling such hearing prior to termination by contacting Murray Electric System at any time during regular business hours. A hearing with an account representative will be held, and relevant records will be available for review. If the dispute cannot be resolved a hearing with the General Manager who will hear the evidence and render a decision will be held. Service will not be terminated until an appropriate decision is reached under the procedures listed above. The customer has a right to post termination conference at any time after termination. A final cutoff list will generated immediately prior to termination. Any account appearing on this list will automatically incur a \$30 reconnect (trip) charge. This charge shall be added and due regardless if actual termination occurs.

**MURRAY ELECTRIC SYSTEM
ELECTRONIC NOTICE AUTHORIZATION**

Date: _____

Full Name: (Last, First, Middle): _____

Service Address:(Street, City, State, Zip): _____

Mailing Address (if different from Service Address): _____

Home Phone Number: _____

Cell Phone Number: _____ Call- Text-

Work Phone Number: _____

Email Address: _____

Indicate with a check mark above the number or email address that should be used regarding notifications of the electrical service account, including Disconnection Notices.

BY SIGNING THIS AUTHORIZATION FORM, I, THE CUSTOMER, AGREE THAT A SEPARATE WRITTEN NOTICE OF IMPENDING DISCONNECTION OF SERVICE WILL NOT BE PROVIDED. I hereby consent to receiving notifications related to my electrical service in the manner as I have indicated above, including notifications concerning termination of my electric service. If for any reason I wish to dispute my bill, I will contact Murray Electric System by calling during normal business hours – 270-753-5312.

IT IS MY RESPONSIBILITY AS THE CUSTOMER TO PROVIDE ACCURATE AND UP TO DATE CONTACT INFORMATION TO MURRAY ELECTRIC SYSTEM. MES WILL DOCUMENT ALL ATTEMPTS TO REACH ME, THE ACCOUNT HOLDER, AND A FAILURE TO RECEIVE NOTICE IS MY RESPONSIBILITY, AS THE CUSTOMER. REVISIONS OR CORRECTIONS TO THIS FORM MAY BE MADE BY CALLING MES OR VISITING THE MES OFFICE AT 401 OLIVE STREET, MURRAY, KENTUCKY.

I hereby agree to the above conditions for service from Murray Electric System as per this Electronic Notice Authorization Form.

Signature of Customer (Person on Billing Account): _____

