

Electric Utility Rules and Regulations

EXHIBIT A

UTILITY SERVICE APPLICATIONS , DEPOSITS AND COLLECTIONS for the DEPARTMENT OF PUBLIC UTILITIES CITY OF ORRVILLE

All customers and potential customers of one or more of the Utility Services provided by the Department of Public Utilities of the City of Orrville, Ohio, shall be subject to the provisions of this policy.

Applications for first time customers must be completed at the office. Picture Identification is required and a Social Security Number is requested. The only acceptable foreign identification will be a passport. Deposits will be determined by a sliding scale. The scale will be determined by using the Online Utility Exchange. Orrville Utilities recognizes that receiving personal information from customers requires responsibility of maintaining privacy and security of each customer. In an effort to meet this responsibility Orrville Utilities has established guidelines in an "Identify Theft Protection Program Policy", see Exhibit "F".

Residential Service Applicants- Property Owners

1. Property owner(s) who reside at the property being served shall complete the application. This application must be completed in person.
 - a. Property owners who pose no credit risk will not be charged a deposit.
 - b. Property owners who pose minimal credit risk will be charged a deposit of \$150.00.
 - c. Property owners who pose substantial credit risk will be charged a deposit of \$225.00.
2. If an applicant who was not required to pay a deposit is disconnected for nonpayment of a bill two times within a three year period, the maximum deposit will be required prior to restoration of service.

Residential Service Applicants - Renters

3. Renters who provide a valid lease agreement shall complete a service application. Said application must be completed in person.
 - a. Renters who pose no credit risk will be charge a deposit of \$ 75.00
 - b. Renters who pose minimal credit risk will be charged a deposit of \$ 150.00.
 - c. Renters who pose substantial risk will be charged a deposit of \$ 225.00.

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4. If an existing customer has been issued a 3 year refund of their deposit (see Deposit Duration) a new deposit will not be required if transferring an account to a new service address. If an applicant who has received a deposit refund and subsequently is disconnected for non-payment, the maximum deposit will be required prior to restoration of service.

Application Process

5. Applicant must provide valid photo identification; i.e. driver's license or state identification. If applicant cannot provide the above, the application will be rejected.
6. Applicant who provides a social security number that is returned as deceased, non-issued, belonging to a person under the age of 18, or belonging to a person other than the applicant, or is fraudulent, shall be denied service.
7. Orrville Utilities cannot demand that an applicant provide their social security number as a requirement for service. However, it is our policy that applicants who refuse to provide their social security number pose a greater credit risk and shall be charged the maximum deposit.
8. Applicants that are found to have an existing unpaid balance with Orrville Utilities will be required to pay said balance in full. In addition, Applicant will be deemed a substantial credit risk and will be charged the maximum deposit prior to establishing service. If it is later discovered that Applicant has a separate delinquent balance with Orrville Utilities said balance will be transferred to Applicant's current account. Applicant acknowledges that the delinquent account is their responsibility and subject to current disconnection procedures despite the fact that the delinquency may have been incurred at a past residence.

Commercial Applicants

1. Commercial applicant's deposit will be determined in the following manner:
 - a. Sole proprietorships will have an Online Utility Exchange report pulled on the sole proprietor and charged the corresponding deposit.

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- b. Partnerships, Limited Liability Companies (LLC) and Limited Liability Partnerships (LLP) that are less than one year old will have the Online Utility Exchange report pulled on the managing partner or managing director, as appropriate, and the corresponding deposit will be charged. If the entity is over one-year-old, an IntelliScore Report will be pulled and a deposit charged as described in paragraph 2 below.
 - c. Commercial applicants who are corporations, regardless of whether they are Subchapter "S" or full "C" Corporations, or any corporation that has a corporate headquarters outside of our service area, shall have their credit risk based upon Online Utility Exchange's Business Profile Report and IntelliScore Report.
 - i. If there are no negative trade items or indications of risk, the deposit shall reflect the IntelliScore risk as described in Paragraph 2 below.
 - ii. If the Business Profile Report OR IntelliScore Report indicates credit risk, the customer will be referred to commercial rates for their deposit to be determined.
 - iii. Any commercial customer who bills in excess of \$2000 per month will have their deposit determined by commercial rates.
 - iv. An existing customer who has no deposit and has been disconnected for nonpayment twice in the past two years will be charged the maximum deposit to continue service.
2. The Online Utility Exchange's Business IntelliScore reports.
- a. Commercial applicants who pose a low credit risk and display an IntelliScore of 80 to 100 shall pay a deposit of one time the highest monthly usage of the service address during the prior 12 occupied months.
 - b. Commercial applicants who pose a medium credit risk and display an IntelliScore of 70 to 79 shall pay a deposit of two times the highest monthly usage of the service address during the prior 12 occupied months.
 - c. Commercial applicants who pose a moderate credit risk and display an IntelliScore of 69 or lower shall pay a deposit of three times the highest monthly usage of the service address during the prior 12 occupied months.
 - d. New Commercial/Business Accounts Deposit Determination - When application is made for new business/commercials accounts, deposit amount will be based on estimated type of usage and rate structure.

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Other businesses that fall in the proposed rate structure will be reviewed and based on their average monthly charges a deposit of 1 and ½ times that amount will be charged.

Deposit Duration

Orrville Utilities holds deposits in trust for the customer's account at no interest, and shall be refunded after discontinuing service, settlement of final accounts and proof of ownership. Deposits of customers shall be returned annually to all parties who have not been disconnected for nonpayment in the past three years.

Service to a customer will not be started or reconnected until all applicable fees, charges, and amounts owed are paid in full according to the laws, ordinances, rules and regulations in effect at the time.

General

1. Deposits are required to be paid prior to the time a connection order is issued.
2. Deposits are not transferable from one service address to another.
3. Upon termination of service, the deposit will be applied against any unpaid balance.
4. Any remaining balance will be returned to the customer.
5. Customers who terminate service and have an unpaid balance that is delinquent by more than 30 days from their final bill date shall be turned over for collection.

Customers with Unpaid Account Balances

When service has been terminated, customer will be issued a final bill. If the final bill is unpaid and past due, the balance owed will be transferred to the customer's current open account. If customer no longer has service with Orrville Utilities, unpaid past due final accounts will be turned over to a collection agency.

If said customer applies for service and there are unpaid balances, all past due monies are required to be paid prior to establishing the new service in their name. Once payment has been collected, collection agency will be notified that payment has been made.

Non Sufficient Fund Procedures

When a payment to Orrville Utilities is returned by our financial institution(s), the

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following procedures will be followed.

1. A returned item fee equal to what our financial institution(s) are charging us is assessed.
2. The applicable trip charge is assessed
3. A door hanger is prepared for delivery to the customer

If said item is for a disconnection payment, we will contact the customer by phone, if we have a good telephone number. If unable to contact customer, a door hanger will be issued and a trip charge assessed. The power will immediately be turned off. When the item amount plus all additional fees are paid, power will be restored.

If said item is for a payment other than disconnection, the customer will be given until noon on the 5th business day to make payment, or their power will be disconnected. The date of the notice will be considered the first business day. We will contact the customer by phone, if we have a good telephone number. If unable to contact customer by phone, a door hanger will be issued and a trip charge assessed. Example: If we receive notice on Monday, 12/1; payment must be received by noon on 12/5.

If a customer has two returned items within a six month period, they will be sent a letter advising them they are on "cash only" basis for the next six months. Cash only payment methods are as follows: cash, money order or cashier's check, or an approved credit/debit card.

If a customer who is considered "cash only" submits a check for payment, that check will be refused and the above procedures will apply.

Collection Procedure for Final Delinquent Bills

After final bills have been processed, on a monthly basis, a second notice is sent to the customer. At this time they are given an additional two weeks to pay their final bill. If no payment is received, their account is turned over for collection in the following month.

If the account has been disconnected for non-payment, and it is determined the residence is vacant, we will final out their account, and immediately turn it over for collection.

A notation is made on their account in the Utility Billing system that the account has been turned over for collection. If the customer attempts to have service again in their name, they must first pay all past due amounts plus a deposit to have service established.

If full payment is received from the customer, the collection agency is notified and advised to remove the customer from our collection listing.

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Customers who no longer have service with Orrville Utilities may make payments to the collection agency. We receive monthly payments from the collection agency for accounts they have collected, when this occurs, a notation is placed on the account stating payment has been received.

Authorized under date of October 13, 2008, by the Public Utilities Board of Orrville Utilities, City of Orrville, Ohio, in accordance with Sections 743.02 et. seq. of the Revised Code of Ohio. To be effective for all bills payable after November 1, 2008, and revisions thereafter as authorized by the Director of Utilities.

Signed Dave Shrader, President