

Statement of Utility Consumer Rights and Responsibilities

Consumer Rights

Bridger Valley Electric will:

- Provide service if you are a qualified applicant.
- Follow specific procedures for service disconnection.
- Advise you of sources of possible financial assistance in paying your bill.
- Continue service for a reasonable time if you provide a physician's statement that a medical emergency exists in your home.

Consumer Responsibilities

You, the consumer will:

- Use service safely and pay for it promptly.
- Contact Bridger Valley Electric when you have a problem with payment, service, safety, billing or customer service.
- Notify Bridger Valley Electric about billing or other errors.
- Contact Bridger Valley Electric when you anticipate a payment problem in an attempt to develop a payment plan.
- Notify Bridger Valley Electric when you are moving to another residence.
- Notify Bridger Valley Electric about stopping service in your name or about stopping service altogether.
- Permit access to your property for essential utility personnel. .

Deposits:

Deposit policies are related to the applicant's credit history. If Bridger Valley Electric feels that a prospective purchaser of services may be a credit risk, it may require a security deposit in order to protect its interest. Bridger Valley Electric will pay interest on the deposit at a rate approved by the Public Service Commission. The deposit with accrued interest will be returned to the consumer after the consumer has paid the bill on time for twelve consecutive months or when the consumer leaves the system.

Billing:

Bridger Valley Electric will bill consumers monthly. The bill will not be due less than 20 days after the billing date. Bills are computed after the use period by reading the meter, or if a bill is estimated, it will clearly be indicated on the bill.

Disputes:

In disputing any part of a periodic billing statement, a consumer shall first attempt to resolve the issue by contacting Bridger Valley Electric. If resolution of the dispute fails at Bridger Valley Electric you may obtain information and formal review of the dispute by the Regulatory body of the State.

Equal Payment Plan:

Bridger Valley Electric has a budget billing payment plan for members who want to make equal monthly payments throughout the year. The sign-up period is in June of each year. Participants must have a good payment history and have lived in the current residence for at least 12 months.

Termination of Service:

Following proper notice, service may be terminated for the following reasons:

- Nonpayment of a delinquent account
- Nonpayment of a deposit where required
- Nonpayment of a negotiated arrangement to pay on a delinquent account

- Failure to provide access to your meter following notification and opportunity to make arrangements

A notice of termination given by first class mail or delivered to the premises shall contain the following information:

- The name of the person whose account is delinquent and is to be terminated, and the address where said service is being rendered.
- The amount of the unpaid bill or other violation of regulations.
- The date the notice is delivered or placed in the U.S. Mail and the exact date of termination, which shall be 10 days after the notice is delivered.
- A statement advising the consumer to contact Bridger Valley Electric at a specific address and telephone number to work out a mutually agreeable solution to avoid termination.
- A statement advising that Bridger Valley Electric can provide the name of any government agency or other organization which can render assistance to certain eligible persons who are unable to pay their utility bills.
- A statement advising the consumer that if he wished to dispute the facts of interpretation of the regulations relied upon by Bridger Valley Electric to terminate service, he may contact the Division of Public Utilities in the state in which he resides in writing or by phone.
- A statement that the consumer should communicate with Bridger Valley Electric’s collection department if he has any questions regarding the account.

Third Party Notification

- If any consumer so requests in writing, or a request is made by a family member or other responsible person acting for a consumer who is unable to make such written request, Bridger Valley Electric shall also provide to such third person so designated, notification of all past due bills and notices of termination of service. Bridger Valley Electric shall establish reasonable procedures to advise consumers, particularly any consumer incapacitated by age or infirmity, of the right to request third party notification.

Termination of service without notice may take place in the following instances:

- Unauthorized use of or diversion of residential service or tampering with equipment
- Subterfuge or deliberately furnishing false material information as a means of avoiding payment of any fee or bill owing Bridger Valley Electric
- Whenever Bridger Valley Electric feels that an emergency or serious health or safety hazard exists

Any Questions?

- If you have any questions regarding utility service, billing, terminations, etc., or wish to make a complaint against a utility company, please contact the following:

<u>Utah Division of Public Utilities</u>	<u>Telephone:</u>
SM Box 146751	801-530-7622 - General
Heber M. Wells Bldg, 4 th Floor	801-530-6652 - Complaints
160 East 300 South	800-874-0914 – Toll Free Utah
Salt Lake City, UT 84114-6751	
	<u>Fax:</u> 801-530-6512
	801-530-6650

<u>Wyoming Public Service Commission</u>	
Hansen Building	<u>Telephone:</u> 307-777-7427
2515 Warren Ave., Ste. 300	888-570-9905
Cheyenne, WY 82002	<u>Fax:</u> 307-777-5700