

## Account Fees and Charges Policy Updates Effective February 1, 2012

Item	Procedure	Applicable Fee and Charge	SMART PAY Protection
Deposit	Assessed to members lacking a 12 month prior billing history showing no more than 1 month when they have been in arrears. Returned to member after establishing 12 consecutive months with no more than 1 past due amount at billing by applying amount to their account.	2 times the calculated cost of highest usage during the prior 36 months for Traditional Billing. No deposit required for SMART PAY Billing.	zero
Account in Arrears	Automatically assessed to all accounts with an arrears at billing greater than \$15.00.	\$5.00 minimum or 2% of past due amount for Traditional Billing. N/A for SMART PAY Billing.	zero
Stop Payment Request on KEC Check	Member request of stop payment so a check may be re-issued instead of waiting 120 days for a re-issue.	\$35.00	\$35.00
NSF Check	Automatically assessed when a bank returns a check to KEC.	\$25.00	\$25.00
Declined Automatic Reoccurring Credit Card Transaction	Automatically assessed when a credit card is declined	\$25.00	\$25.00
Declined Automatic Reoccurring Electronic Funds Transfer Transaction	Automatically assessed when a debit (checking or saving) card is declined	\$25.00	\$25.00
Door Notification of impending disconnection	Automatically assessed when a door disconnection notification is left	\$40.00 for CYCLE Billing. N/A for SMART PAY Billing.	zero
Automated Phone Notification of impending disconnection	Automatically assessed when an automated phone notification is provided of impending disconnection	\$5.00 for CYCLE Billing. N/A for SMART PAY Billing.	zero

Procedure No.4-4

Reconnection or Field Collection (Business hours) after non-payment	Automatically assessed when an account is reconnected after a non-payment or a visit to a member's location prompts payment of an account	\$100.00	zero
Reconnection (After hours) after non-payment	Automatically assessed when an account is reconnected after a non-payment	\$300.00	zero
SMART PAY Protection Coverage	Available only to members enrolled in SMART PAY	N/A	TBD
Payment Allocation	Available only to members enrolled in SMART PAY with <b>first</b> occurrence disconnect	N/A	60% future, 40% arrears
Payment Allocation	Available only to members enrolled in SMART PAY with <b>second</b> occurrence disconnect	N/A	40% future, 60% arrears
Payment Allocation	Available only to members enrolled in SMART PAY with <b>third</b> or more occurrence disconnect	N/A	90% future, 10% arrears
In-Home Display	Available only to members enrolled in SMART PAY	N/A	TBD