

If You Receive A Shut-Off Notice---- What Are Your Rights?

This information is provided in accordance with Oklahoma Corporation Commission Rule 39. In the event you should ever receive a **Shut-Off Notice**, the following information and suggested actions will allow you to avoid having your service shut off.

1. A Shut-Off Notice will give you the following information:
 - The reason for the proposed discontinuance.
 - The amount you owe for past service.
 - The date on or after which your meter will be shut off if the requested amount is not paid or a payment plan negotiated. If you take neither of these actions, your service may be shut off up to 30 days after this date without further written notice.
 - The fee that must be paid to reconnect your service if it is disconnected. The fee is \$25.00 during regular business hours; \$50.00 if required after regular business hours. A \$13.00 fee will be required if you wait until a disconnect truck is dispatched before you make arrangement for payment.
 - The address and telephone number of our business office where you may make payment, negotiate an agreement, or obtain additional information.
2. Payment plans are available which will enable you to avoid disconnection as long as you comply with the terms of the plan that you and your Liberty representative agree upon. You should contact your Liberty office before the shut-off date indicated on the notice to negotiate such a plan.
3. Special consideration is given to residential customers during the period of November 15 through April 15:
 - A "Deferred Payment Agreement" will allow you to pay your future bills as they become due plus a reasonable monthly installment on the delinquent amount.
 - If having your service shut off would create a life-threatening situation for any permanent resident of your household, you will be allowed 72 hours to present a certificate verifying such condition. If the life-threatening situation is claimed beyond the current billing period, the Company may request (at your expense) verification by qualified medical personnel of the continuing medical condition.
 - While a verified medical condition will delay discontinuance, it will in no way relieve your obligation to pay for all utility service used prior to or during the delay.
4. The following agencies have programs available to assist eligible residential customers with utility service bills. A pledge of sufficient payment by an assistance agency will be considered sufficient reason to cancel a pending shut-off notice or reconnect after discontinuance.

COUNTY	CITY	DEPT. OF HUMAN SERVICES	COMMUNITY ACTION PROGRAM	F.E.M.A. FUNDS	PROJECT HELP	SALVATION ARMY	CHRISTIAN HELP
Craig	Vinita	405-487-5483	918-253-4683	918-253-4683	800-206-2300	918-256-2037	918-256-2281
Delaware	Jay	918-253-4213	918-253-4683	918-253-4683	800-206-2300	918-256-2037	918-786-6798
Ottawa	Miami	918-541-2400	918-253-4683	918-253-4683	800-206-2300	918-542-3467	918-540-2815

5. Your service will never be disconnected within the last two hours of any business day nor on any day prior to a weekend or holiday when our Company offices and/or banks or other lending institutions will be closed.
6. If you dispute a portion of your bill, contact your Liberty office. We will accept payment of the undisputed portion of the bill and work with you to resolve the dispute. Information concerning previous usage, billings and payments will be made available to you upon request.
7. If you are dissatisfied with any decision or payment plan offered, you may request assistance from the Oklahoma Commission's Complaint, Investigation and Mediation Department at the Jim Thorpe Building, Oklahoma City, Oklahoma 73105. Their business phone number is (405) 521-2331, or you may call toll free (800) 522-8154.

Residential Customers:**Rate RG** - Available to residential customers.

Customer Charge	\$12.50	
	Summer Season	Winter Season
Next 600 Kwh, per Kwh08962	.08475
Additional Kwh used, per Kwh08002	.06355

Rate RH - Available to Total Electric Customers.

Customer Charge	\$12.50	
	Summer Season	Winter Season
Additional Kwh, per Kwh07462	.05736

The above energy charges will be adjusted in an amount provided by the terms and provisions of Fuel Adjustment, Rider FA.

The above energy charges will be adjusted in an amount provided by the terms and provisions of the Southwest Power Pool Transmission Tariff, Rate Schedule SPPTC.

Commercial & Industrial Customers:**Rate CB** - Available to general service customers with load not in excess of 40 Kw.

Customer Charge	\$20.00
First 700 Kwh, per Kwh	0.11797
For all in addition to 700Kwh used	0.09085

Rate LS - Available for sport field lighting, carnival, circus, or holiday decorative lighting. The net monthly minimum charge for any month during which electrical energy is used will be \$31.83.

First 1,000 Kwh used, per Kwh	\$ 0.16207
All additional Kwh, per Kwh	0.12406

Rate TEB - Available to general service customers that are Total Electric.

Customer Charge	\$51.00	
	Summer Season	Winter Season
First 1,000 Kwh, per Kwh10266	.08452
All additional Kwh, per Kwh07985	.06072

Rate GP - Available to general service customers.

Demand Charge, per Kw:	
First 40 Kw of Billing Demand	\$7.49
Next 460 Kw of Billing Demand	6.03
All additional Kw of Billing Demand	5.09
Energy Charge, per Kwh:	
First 150 hours use of Billing Demand or 25,000 Kwh, whichever is less05792
Next 200 hours use of Billing Demand04855
All additional Kwh04473

Rate PT - Available to general service customers who receive service at transmission level.

Demand Charge:	
First 1000 Kw of Billing Demand or less	\$8,029.42
All additional Kw of Billing Demand, per KW	4.71
Energy Charge, per Kwh03521

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For Cogeneration Rates, please visit our website, www.libertyutilities.com