

Change in Residential Access Line Credit

Thank you for being a loyal customer. It is important for us to keep our customers informed of any changes that will affect their services with us on your monthly billing statements.

Over the past two decades, the Company has made every effort to keep your telephone bill low, and the net amount you pay for local telephone service has remained unchanged. Although the NYS Public Service Commission gave the Company rate increases in 2012, 2013, 2014, and 2021, the Company offset these new rates by providing you a credit from funds the Company received for the 1998 Ice Storm. Very soon, the Ice Storm fund will be completely used up and the credits on your bill will be ending.

We want to minimize the impact of the loss of these bill credits for you by phasing out the credits over a multi-year period. The chart below illustrates the upcoming changes to the local service portion of your bill over the next three years.

<u>Current Bill Today</u>	<u>Local Service</u>	<u>Access Recovery Charge</u>	<u>Ice Storm Credit</u>	<u>Net</u>	
Champlain	23.00	0.15	(4.38)	18.77	
Mooers	23.00	0.15	(4.23)	18.92	
Rouses Point	23.00	0.15	(4.38)	18.77	
<u>July 1, 2023 Bill</u>	<u>Local Service</u>	<u>Access Recovery Charge</u>	<u>Ice Storm Credit</u>	<u>Net</u>	<u>Increase</u>
Champlain	23.00	0.15	(0.88)	22.27	3.50
Mooers	23.00	0.15	(0.73)	22.42	3.50
Rouses Point	23.00	0.15	(0.88)	22.27	3.50

Customers receiving the federal and state Lifeline benefit will not be impacted by this change.

This notice is for informational purposes only. There is no action required at this time. If you have any questions, please contact our Business Office at (518) 298-2411.