

SECTION 2 - RULES AND REGULATIONS, Continued

2.5. PAYMENT ARRANGEMENTS, Continued

2.5.6. Disputed Bills, (Continued)

The address and telephone number of Commission:

Consumer Services Division
New York Public Service Commission
Three Empire State Plaza
Albany, New York 12223
Telephone: 800.342.3377

2.5.7. Late Payment Charges

Collection procedures and the requirement for a Deposit or Advance Payment are not affected by the application of a late payment charge.

2.5.8. Credit Limit

Company may, at any time and at its sole discretion, set a credit limit for any Customer's consumption of Services for any monthly period.

2.5.9. The Issuance of Credit or Payments

Customers may contact Company for resolution of billing disputes by telephone to Company's Customer Service Department at 855-347-3474 or in writing addressed to the attention of Company Customer Service at: 2460 West 26th Avenue, Suite #380-C, Denver, CO 80211. Billing escalation representatives are available to address inquiries during Company business hours from Monday through Friday 8 a.m. to 5 p.m. (MST).