

SECTION 2 - REGULATIONS (Cont'd)

2.17 Additional Provisions Applicable to Residential Customers (Cont'd)

2.17.3 Installment Billing For Nonrecurring Charges

A residential Customer may elect to pay service connection and other nonrecurring charges associated with a service order in monthly installments for up to a 12 month period. When installment billing is requested, all nonrecurring charges associated with a given service order will be included in the calculation of the monthly installment.

Installment billing is subject to the following restrictions:

- .1 Installment billing may be used only by residential Customers.
- .2 Charges will be billed in the number of installments of equal dollar amounts as requested by the Customer up to a maximum of 12 installments over the course of 12 months;
- .3 A Customer may not pay a portion of the charges and then request installment billing for the remaining charges;
- .4 More than one installment plan may be in effect for the same Customer at the same time;
- .5 If a Customer disconnects service during the installment payment period, all unbilled charges will be included in the final bill rendered;
- .6 A Customer may elect to pay the unbilled charges before the expiration of the installment plan;
- .7 Installment billing payments will continue even when an account is temporarily suspended;
- .8 No interest or carrying charges will be applied to the outstanding balance during the installment period.

2.17.4 Adjustment Payment Schedule

A Customer on a fixed income (e.g., pension and public assistance) shall be offered the opportunity to pay his or here bills on a reasonable schedule that is adjusted for the periodic receipt of income.

Issued by: Sean M. Dandley, CEO, Lexington, Massachusetts