

APPENDIX D1.

Customer Notifications Overview

This 'Overview' identifies the system-generated notification letters that are sent out based on customer status in the Electric Choice enrollment cycle.

For each letter, customer 'attributes' ensure that the correct information is included in the letter based on 'variable text paragraphs'.

Customer attributes for letter text are the following:

- Customer Information: Name, address, account number, meter number
- Service Voltage: Primary/Secondary
- Meter Profile: PRIMS/OIMS/SLP
- OIMS Profile — Grandfather: Y/N*
- OIMS Profile — Hardship: Y/N
- OIMS Term: Months left
- Rates: D3(110)/D4(112)/Primary
- Billing System: CSB/KCS
- AES Billing Option: Complete/Separate
- Account Manager: Assigned/Unassigned
- Electric Choice Minimum Term: Months Completed/Months Remaining
- Return notice prior to 12/1 deadline: Y/N
- Return Option: 1 or 2

**Note: The OIMS profile was "grandfathered" during the period from December 2006 through December 2008 (For the initial 24 month period, customers with OIMS were considered to have met their minimum term, and the monthly meter charge was waived. Effective January 2009, OIMS minimum term and monthly charges apply to all customers who elect Optional Interval Metered Service, and "Grandfather" status no longer applies.)*

A copy of the following letters follows this overview:

Appendix D2	Letter notifying Customer of Enrollment & Phone Line Requirement
Appendix D3	Letter notifying Customer of Meter Work & Phone Line Requirement
Appendix D4	Letter notifying Customer of Scheduled Switch Date
Appendix D5	Letter notifying Customer of Meter Profile Change Request
Appendix D6	Letter notifying Customer of Meter Profile Change Effective Date
Appendix D7	Letter notifying Customer of AES Switch Date
Appendix D8	Letter notifying Customer of Cancelled Enrollment
Appendix D9	Letter notifying Customer of Cancelled Meter Profile Change
Appendix D10	Letter notifying Customer of Drop
Appendix D11	Letter notifying Customer of Non-Working Phone Line
Appendix D12	Letter notifying Customer of Phone Line "Hardship" Determination
Appendix D13	Letter notifying Customer of Notice Requirement
Appendix D14	Letter notifying Customer of Future Drop Acknowledgement