

## **CUSTOMER'S RIGHTS IN CASE OF TERMINATION**

If needed, Energy assistance agencies include the Dept. of Human Services in Routt, Moffat, Rio Blanco, Eagle and Grand Counties in Colorado and Carbon County in Wyoming. Yampa Valley Electric maintains a list of other organizations that provide financial energy assistance, to attain a list call your local YVEA office or visit our web site. You may avoid termination of service by paying the current month's bill in full and by entering into an agreement with YVEA to pay any past due balance in no more than six (6) installments. By supplying YVEA with a certificate from a licensed physician stating that termination of electric service would be especially dangerous to the health or safety of any permanent resident in the consumers household, YVEA will set up payment arrangements and not terminate service for a period of sixty (60) days from the date of the certificate. This period may be extended an additional thirty (30) days upon receipt of a second certificate. You are entitled to a hearing in person within ten (10) days of the date of this notice before the General Manager of YVEA or their designee. You are entitled to further hearing under the formal complaint process of YVEA, a copy of which is available at YVEA offices.