



TERMS OF SERVICE AGREEMENT

This Agreement amends and supplements any pre-existing agreement between Member and Utility.

In addition to any other methods specified in the Agreement, Member may report service outages to Utility by text message to 55050. Member shall be responsible for any and all expenses and costs incurred by Utility (including the cost of dispatching utility personnel) as a result of a false report of a service outage and shall pay the same within 30 days of invoice by Utility.

Due to the complexity of the electrical infrastructure, at times members may receive outage notifications despite having power, or not receive notification during an outage. As a result, Utility is not liable for expenses incurred as a result of inaccurate outage prediction.

These text messages are processed automatically and not read by a person. If you have a life-threatening emergency, please call 911. If there is other information related to your outage that would be important for your electric provider to be aware of, please call in your outage by phone and relay that information to an operator.

By opting into outage reporting via text message, Member is also opting into any future text based communication between Utility and Member, whether or not it is outage related. Message and data rates may apply.

To cancel, text "Stop" to 55050

Dated: January 1, 2017 and effective upon acceptance by Member

