

COLORADO CODE OF REGULATIONS

THIS IS A FINAL NOTICE OF DISCONTINUANCE OF UTILITY SERVICE AND CONTAINS IMPORTANT INFORMATION ABOUT YOUR LEGAL RIGHTS AND REMEDIES. YOU MUST ACT PROMPTLY TO AVOID UTILITY SHUT OFF.

- (I) The reason for the discontinuance of service and of the particular rule (if any) which has been violated
- (II) The amount past due for utility service, deposits, or other regulated charges, if any.
- (III) The date by which an installment payment plan must be entered into or full payment must be received in order to avoid discontinuance of service.
- (IV) How and where the customer can pay or enter into an installment payment plan prior to the discontinuance of service.
- (V) That the customer may avoid discontinuance of service by entering into an installment payment plan with the utility pursuant to rule 5404 and the utility's applicable tariff.
- (VI) That the customer has certain rights if the customer or a member of the customer's household is seriously ill or has a medical emergency.
- (VII) That the customer has the right to dispute the discontinuance directly with the utility by contacting the utility, and how to contact the utility toll-free from within the utility's service area.
- (VIII) That the customer has the right to make an informal complaint to the External Affairs section of the Commission in writing, by telephone, or in person, along with the Commission's address and local and toll-free telephone number.
- (IX) That the customer has the right to file a formal complaint, in writing, with the Commission pursuant to rule 1302 and that this formal complaint process may involve a formal hearing.
- (X) That in conjunction with the filing of a formal complaint, the customer has a right to file a motion for a Commission order ordering the utility not to disconnect service pending the outcome of the formal complaint process and that the Commission may grant the motion upon such terms as it deems reasonable, including but not limited to the posting of a cash deposit or bond with the utility or timely payment of all undisputed regulated charges.
- (XI) That if service is discontinued for non-payment, the customer may be required, as a condition of restoring service, to pay reconnection and collection charges in accordance with the utility's tariff.