

Appendix A

MER Process

Critical MER (Medical Equipment Registry) accounts with a past due balance greater than \$300 or 3 months without a payment come through as Special Handling Work Flow Managers (WFMs) to the Solution Center's (SC) MER desk and will be processed as follows:

Day 1. A letter is immediately mailed to the customer with a notice that a service extender will be installed or implemented¹ if payment arrangements (or a payment) are not made on the account within 10 days. SC will update the Service Extender spreadsheet with this information. The notice regarding the service extender installation/implementation will remain valid for 30 days. The service extender allows the customer to receive sufficient power to run the equipment listed on the account for the MER.

Day 11. If arrangements for payment are not made on the account, a service extender field order is created (for non-AMI customers) or a service extender implementation order (for AMI customers) is created..

Days 12-42. Once installed, the extender remains active on the account for approximately 20-30 days depending on Pay date and/or the number of days in the billing cycle.

Days 42-57. If payment arrangements are still not made, the customer is sent an Extender Removal Letter, providing notice that the service extender will be removed/deactivated in 15 days.²

Day 50. A Certified Letter is sent to the customer giving them 7 days to contact us and make arrangements or the account will be disconnected.

A recommendation for full disconnection is e-mailed to the General Supervisor of Customer Advocacy for approval to disconnect. This e-mail will include as an attachment, a copy of the certified letter, and efforts connect the customer with Energy Assistance.³

In addition to the above a total of three outbound automated call attempts will be made from 7 days to 24 hours before disconnection, as outlined in Table 3 of the *Stipulation*.

¹ Customers without AMI will require the installation of a service extender; customers with AMI can have service extender programming implemented remotely.

² The Extender Removal Letter contains information required by a Disconnection Notice and is the "Written notice provided via US Mail" referenced in Table 3 of the *Stipulation*.

³ The Certified Letter is the same "Written notice sent via certified US Mail" referenced in Table 3 of the *Stipulation*.