

An important message for the customers of Citizens' Electric Company:

The Pennsylvania Public Utility Commission (PUC) has updated its **Standards and Billing Practices for Residential Service**.

"Your Rights and Responsibilities as a Utility Consumer" is a booklet prepared by the PUC to explain the rules regarding a utility's billing, credit, dispute handling and shutoff practices.

Citizens' Electric will continue to provide you with safe and reliable utility service, clear and concise bills and fair policies. You, the consumer, should know your rights and fulfill your responsibilities to maintain your service.

As a residential utility customer, you have the **right**:

- to safe and reliable service
- to clear, precise and accurate billing
- to fair credit and deposit policies
- to know how your bill is calculated and how to tell if it is too high
- to question or disagree with your utility
- to personal privacy
- *Citizens' Electric has the responsibility of safeguarding your information against unauthorized use.*

As a residential utility customer, you also have the **responsibility**:

- to pay your bill on time
- to provide Citizens' Electric with access to its meter
- to give Citizens' Electric at least 7 days notice before you move or wish to discontinue service.
- *If you fail to notify Citizens' Electric you remain responsible to pay the bills.*

You may qualify for **special protections** if you:

- Are a victim of domestic violence and have a Protection From Abuse Order
- Live in a low-income household
- Are seriously ill or a member of your household is seriously ill.

You will be required to provide proof to your utility.

This useful booklet also includes information about various payment options for your utility bill; understanding the components of your utility bill; policies regarding security deposits; steps and rules about utility shutoffs; and how to shop for electricity or natural gas.

For a copy of the Rights and Responsibilities booklet, you can go to Citizens' Electric website at www.citizenselectric.com to review them or to print a copy. Please call us to request a free copy.

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