

ELECTRIC RATES

ELECTRIC AFFORDABILITY PROGRAM (EAP)

PROGRAM DESCRIPTION AND BILL IMPACT FOR QUALIFIED CUSTOMERS – Cont'd

Affordability Options – Cont'd

- d) The minimum benefit under each of these options shall not be less than five dollars (\$5.00) per Month.

Arrearage Forgiveness Component

- a) The PIPP Arrearage Forgiveness Component consists of a Monthly credit that will be applied each Month after receipt of the Qualified Customer's payment. Payments under the PIPP Arrearage Forgiveness Component shall not exceed one percent (1%) of the Qualified Customer's annual income. Arrearage credits shall be sufficient to reduce, when combined with participant copayments, if any, the pre-existing arrearages to \$0.00 over a period not less than one month and not more than twenty-four months. This PIPP arrearage forgiveness credit is a Program cost that will be included in the Tracker Account.
- b) The SBD Arrearage Forgiveness component consists of a one-time credit of up to two hundred dollars (\$200.00) that will be applied to the Qualified Customer's arrears. Any arrears balance above the \$200 credit may be retired as an SBD Program cost. SBD participants are not required to repay this SBD arrearage credit. This SBD arrearage forgiveness credit is a Program cost that will be included in the Tracker Account.

CONDITIONS OF SERVICE

- a) There is no specific Enrollment Period. Qualified Customers are auto-enrolled in the Program when the Company is notified that a Customer has been determined to be eligible from the Department of Human Services, Energy Outreach Colorado or the Colorado Energy Office.
- b) Enrollment participation is limited to a first-come, first-served basis.
- c) Qualified Customers enrolled in the Program will remain enrolled in the Program for a minimum of 12 months from the date of enrollment, subject to the Conditions of Service.

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(Continued on Sheet No. 116C)

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CONDITIONS OF SERVICE – Cont'd

- d) Regardless of arrears balances, the Company agrees to maintain service and suspend collection activities under the Discontinuance of Service by Company section to Qualified Customers if they maintain their payment schedule hereunder.
- e) With respect to payment default provisions, partial or late payment within any Program Year shall not result in the automatic removal of a Qualified Customer from the Program. However, partial or late payments within any Program Year may result in the Company initiating its regular collection and Discontinuance of Service process.
- f) Qualified Customers must maintain an active Company account for electric service in said Customer's name at their permanent primary residence only to be eligible for the Program. In the event the Qualified Customer resides at a primary residence, wherein such Qualified Customer is not the Customer of record, and conditioned upon the residence being qualified under LEAP, EOC, or CEO, the Company will allow such a Customer to be eligible for the Program.
- g) Qualified Customers agree to notify the Company of any change of address. Such a change may result in revisions to the Qualified Customer's payment amounts and schedules or removal from the Program, as determined by Company. Additionally, Qualified Customers who do not continue to qualify under the provisions herein may be removed from the Program by the Company.

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