

Dear ElectriCities customer:

We are writing this letter to notify you of an error on your electric bills that occurred last summer. An incorrect rate schedule was applied to your electric service account for the months of June, July, August, and September 2011. The electric bills you received were less than they should have been for these four months. We regret this error and apologize for any inconvenience or hardship it may cause you.

We have recalculated your electric bill for each of these months using the correct rate schedule and will adjust your bill in each of the next four months (February, March, April, and May 2012) to collect the under billings. The adjustment will vary depending on your rate classification (residential or commercial) and actual electric usage during June, July, August, and September 2011. For residential customers, the following information may be used as an example in determining how much will be added to your electric bill in each of the next four months to collect the under billings (average customer usage is 1,100 kilowatt-hours per month):

Residential Electric Usage	Amount per Month
1,100 kilowatt-hours	\$12.94
1,500 kilowatt-hours	\$17.64
2,000 kilowatt-hours	\$23.52

We expect the billing adjustments will be in the \$10 to \$25 range per month for most residential customers. Of course, customers with larger kilowatt-hour usage during those summer months will see greater adjustments.

Again, we regret this error and apologize in advance for the inconvenience it may cause. Our customer service staff is here to help explain the issue in more detail or discuss available payment options. Please feel free to call us at (704) 948-0550.