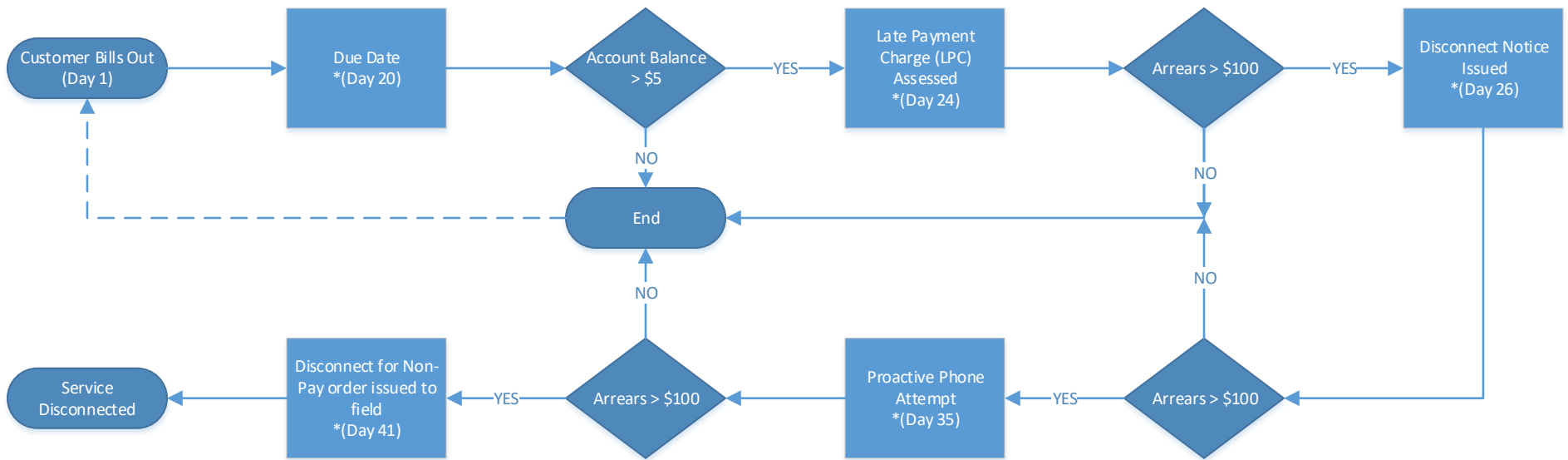
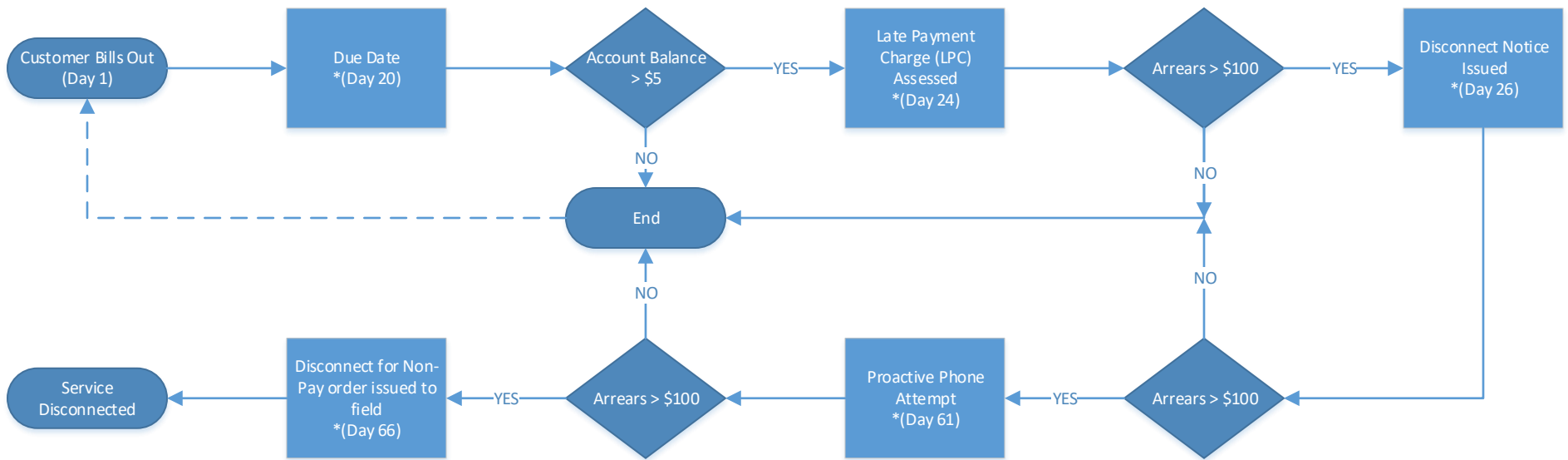


SD Non-Residential Disconnect Process.



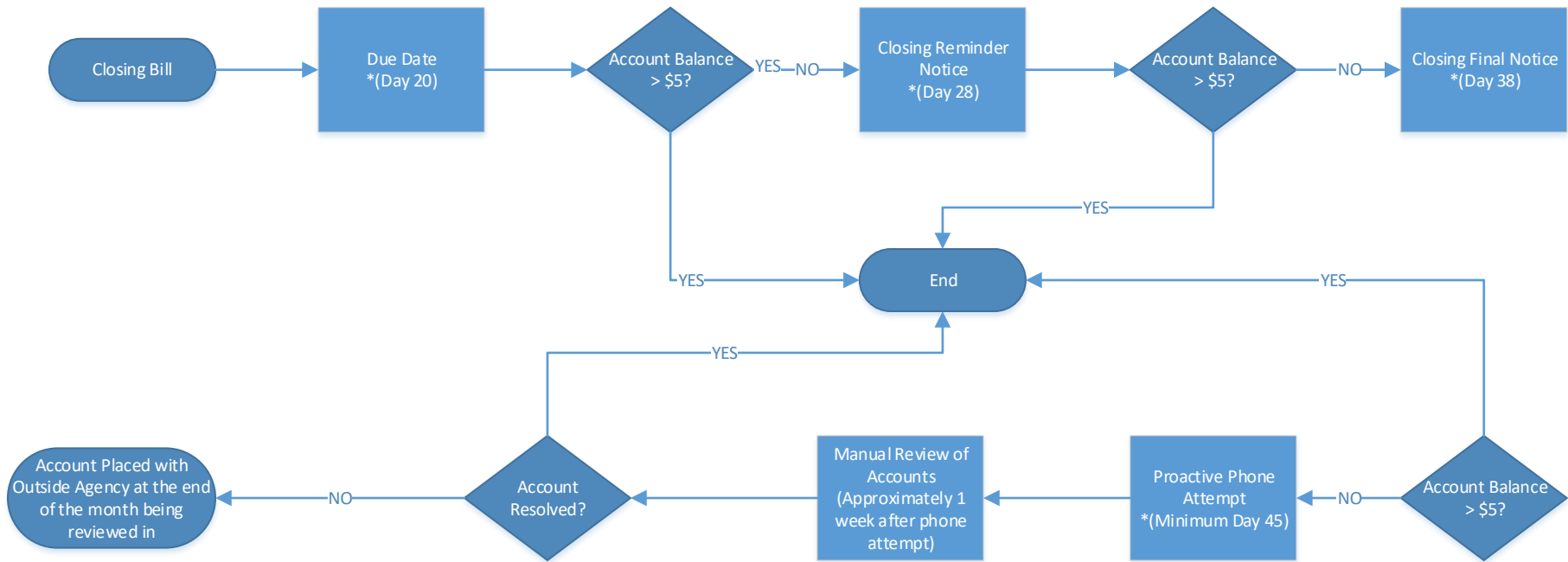
SD Residential Disconnect Process (Summer).

Disconnect process for SD Residential Class customers during period of April 1<sup>st</sup> through October 31<sup>st</sup>.  
 \*Early Pay – customers selecting Early Pay in lieu of a Deposit upon account initiation receive a 10 day due date, thus shortening the entire process above by 10 days.



### SD Residential Disconnect Process (Winter).

Disconnect process for SD Residential Class customers during period of November 1<sup>st</sup> through March 31<sup>st</sup>.  
 Winter Moratorium requires additional 30 days notice period.  
 \*Early Pay – customers selecting Early Pay in lieu of a Deposit upon account initiation receive a 10 day due date, thus shortening the entire process above by 10 days.



### Inactive Collection Processing

\*Early Pay – Customers selecting Early Pay in lieu of a Deposit upon account initiation receive a 10 day due date, thus shortening the entire process above by 10 days.