

## **Frequently Asked Questions Regarding our Temporary Rates**

### **1.) What is the purpose behind the Temporary Rate Order process?**

This is part of the overall permanent rate process that the Company filed and noticed in August of 2019. This order for temporary rates, as filed by the Company, was done to set the date for which the new permanent rate, once authorized, can be collected back to.

### **2.) What rates are being authorized by this Temporary Rate Order?**

This order is only related to the setting of the date for which permanent rates can be earned back to, once those new rates are established. The rates being authorized as of March 16, 2020 are at the Company's "current rates." As such, no impact on the rates included in your current bills will occur, until such time that new permanent rates are authorized from the current rate case, sometime later this year.

### **3.) When will I see the new permanent rates on my bill?**

New permanent rates will not be included on your bills until sometime this Fall, once new permanent rates are authorized and ordered by the Commission. At that time, the order would authorize new permanent rates going forward, as well as the ability to recoup the value of those rates back to the Temporary Rate date established as of March 16, 2020. The recoupment of these rates back to the March 16, 2020 date will in all likelihood (as has always been done in past rate cases) be billed and earned over a period of time on a going forward basis, once new permanent rates are included. As a rule, from past rate cases, this has been a period of 12 months after new permanent rates are approved.

### **4.) Are these Temporary Rates something in addition to the new Permanent Rates the Company is pursuing in its rate case, as was noticed to customers in August of 2019?**

No, these Temporary Rates are not in addition to those new Permanent Rates. They are a subset of those new Permanent Rates, once authorized.