

1 **Q. In reference to the evidence of Earl Ludlow, page 42, line 8, please advise what**
2 **information has been provided to consumers to demonstrate the various payment**
3 **options and how that information was distributed.**
4

5 A. Consumers are provided with information detailing all available payment options through
6 various means including bill inserts, customer newsletters and brochures, the Company's
7 website, home shows and trade shows, posters in our cash and customer areas, media
8 advertising, as well as on the back of the customers' electrical bill and bill envelope.