

**Santa Ana Heights  
Customer Mailings**

<b>Month</b>	<b>Topics/message points</b>
September	<ul style="list-style-type: none"> <li>• Good news!</li> <li>• History of consolidation</li> <li>• Following through on our commitment</li> <li>• Early retirement of acquisition balance</li> <li>• Decrease in fixed service charge for all customers</li> <li>• Decrease in commodity rates for vast majority of customers</li> </ul>
October	<ul style="list-style-type: none"> <li>• Current rates vs. future rates</li> <li>• Example for typical residential customer</li> </ul>
November	<ul style="list-style-type: none"> <li>• How an allocation is determined</li> <li>• Seasonal changes due to weather</li> <li>• Each lot has individual allocation</li> <li>• Include sample bills (Waster, Reformed Waster, the Neighbor)</li> </ul>
December	<ul style="list-style-type: none"> <li>• Recap rate change</li> <li>• Provide estimate of start date</li> <li>• Answer additional questions that customers have asked in the past three months.</li> <li>• If necessary, give date and time of information meeting.</li> </ul>