

EXHIBIT A

TARIFF P.U.C.O. NO. 15

SERVICE CONNECTIONS, MOVES AND CHANGES (cont'd.)

C. Service Connection Charges (1)

	Service Connection Charge	
	Business Current/Maximum	Residence Current/Maximum
1. Installation Charge		
a. Initial, per occasion	39.95	29.95
2. Service Order Change Charge		
a. Carrier Change Charge	5.50	5.50
b. Touch Call Change Charge	6.55	5.95
3. Temporary Disconnect Reconnect Charge	20.65/ 20.65	20.65/20.65
4. Late Fees		

A late fee of \$5.00 or 1.5%, whichever is greater, will be levied on any balance remaining on the 19<sup>th</sup> day after the bill is rendered. This charge will appear on the customer's next invoice.

Late fees will not be assessed on residential accounts until the balance exceeds a threshold of \$20.00.

Each residential customer will be granted, upon request, a one-time waiver of the late fee in cases where the customer has already paid the monthly invoice for which the late fee was assessed.

Late fees do not apply to following:

- (a) Any portion of the bill that is in a bona fide dispute.
- (b) Any previous late payment fees included in the amount due.

Issued: May 13, 2011

Effective: May 13, 2011

Issued by William McKell, President  
In accordance with the Public Utilities Commission of Ohio  
Case filed on May 13, 2011 in Case No. 11-2940-TP-ATA