

Exhibit A

<h3 style="margin: 0;">Summary of Proposed Policy Revisions to the Service Conditions Policy</h3>	
Deposit - Additions:	<ul style="list-style-type: none"> Deposits for Builders and Landlords are required in advance.
Deposit - Waivers:	<ul style="list-style-type: none"> Domestic violence certification letters must be dated within the last 12 months. Satisfactory Credit History is no longer accepted for Large Commercial Customers. Letters of Credit for residential customers must be dated within the last 12 months.
Credit Insurance:	<ul style="list-style-type: none"> Credit insurance is no longer available to commercial customers to cover deposit requirements.
Surety Bonds:	<ul style="list-style-type: none"> A surety bond is an option for qualified commercial customers to cover deposit requirements.
Critical Care:	<ul style="list-style-type: none"> Critical care accounts should re-submit documentation for qualification every 12 months. Critical care patient must be a permanent resident of the home.
Water Bill Adjustments (due to a water leak):	<ul style="list-style-type: none"> Will only apply to leaks associated with household plumbing. Filtering Systems, pools, or recreational equipment are not eligible for adjustment. Only utility bills within 45 days of the repairs will be considered. When available, NBU will analyze interval data usage to identify consumption and leak data for adjustments.

Summary of Proposed Policy Revisions to the Service Conditions Policy

Customer Responsibility:	<ul style="list-style-type: none">• All customers are responsible for any charges or usage until proper disconnection notice is provided to NBU.
Back Billing:	<ul style="list-style-type: none">• Added verbiage to allow NBU to back bill for up to 12 months, if the occurrence was out of NBU's control.
Additional Metered Connections:	<ul style="list-style-type: none">• Residential and small commercial customers must have no outstanding balances before services are extended.