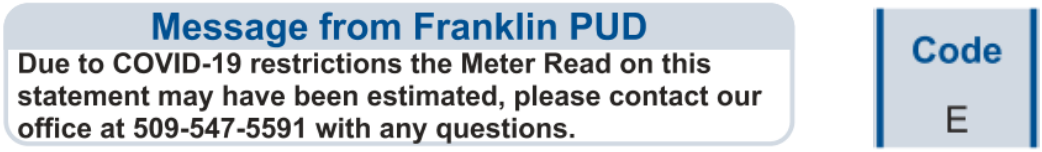
Estimated Meter Reads Due to COVID-19 Staff Restrictions

Due to COVID-19 restrictions we were unable to send staff out to read some meters within our service territory during the month of March. (And may extend into April) Because of this, you may receive an estimated bill.

Here's how you know if your meter read was estimated:

1. Your bill will have this message and a code of "E" in the blue bar where the meter read information is located on the bill.



Don't worry - we can adjust your bill. Here's how:

1. Locate your electric meter and take a picture of it, clearly showing the dials.
2. E-mail the photo to franklin@franklinpud.com.
3. We will correct the read and re-print your bill with the true usage and amount due.

IMPORTANT: All estimates will be adjusted to the true usage once we have obtained a true read from the meter.

Thank you for your patience and understanding as we navigate this difficult time. We hope you are all staying healthy.

If you have questions, please reach out to our Customer Service Department at 509-547-5591 or 800-638-7701.