

## UICN Decoupling Education Schedule:

- Bill inserts Two consecutive months prior to the DWSA being on the bill
- Add to website Coincident with first bill insert mailing and will remain on site
- Community meetings (ongoing as required) As available beginning one month from DWSA being on the bill
- Availability for customer questions via email and phone. Ongoing via email, customer service and personal meetings
- Account 'settlement' communication and new DWSA rate communication (to include Bill Insert) As soon as practicable following year-end reconciliation