# VILLAGE OF JOHNSON **WATER & LIGHT DEPARTMENT**

Meredith Birkett, Village Manager and Water & Light Commissioner P.O. Box 603 Johnson, Vt. 05656 Phone: 802-635-2611 Fax: 802-635-2393

vojmanager@townofjohnson.com

Dear Prospective Customer,

Thank you for your interest in electric, water or sewer service from the Village of Johnson and welcome!

The Village of Johnson owns and operates a small municipal electric utility, water system, sewer system, fire department and general department. The Village is governed by an elected five member Village Board of Trustees, who are responsible for the general operation of the village, including ordinances, policies, rates and practices of the village departments.

New connections or changes in use of existing connections to the water and sewer systems are subject to the Village of Johnson Ordinance Regulating the Use of Public and Private Sanitary Sewerage Systems and the Water System Rules and Regulations, and require permits. The electric utility is fully regulated by the Vermont Public Service Board, including rates and tariffs, and we are subject to the oversight authority of the Vermont Department of Public Service. For a copy of our terms and conditions, please contact our office.

Day to day operations of the village departments are delegated to management staff consisting of Meredith Birkett, Village Manager; Troy Dolan, Public Works Foreman; Tom Elwood, Water & Sewer Chief Operator; Rosemary Audibert, Clerk/Treasurer, plus additional office and outside staff. Our total number of employees is 6 outside staff and 6 office staff (which are shared employees of town and village).

Our electric service area is set by the PSB and limited to the village and parts of the town of Johnson with approximately 950 customers and 28 miles of power lines. We pride ourselves on quality service with few outages and reasonable rates.

The Fire Department is an all volunteer department and also provides water rescue services. The department is recognized as a well equipped, well trained and well staffed department, providing fire services on a contract basis for the towns of Johnson, Waterville and Belvidere.

The Village has made large capital investments in its water, waste water, and electric systems. We have an award winning high tech waste water treatment facility and a new state of the art water distribution system. Major improvements to the electric system have been undertaken including a new and innovative substation providing redundancy and great reliability. Electric system improvements are ongoing.

The Village has also been very proactive in seeking and securing funds for projects to enhance the economic opportunity and quality of life for Johnson residents, such as the recently completed the Main St Improvement Project.

The Board of Trustees and our dedicated employees of the Village of Johnson have a goal of providing you great service at a reasonable cost and we are here to assist you with your needs. If you have any questions regarding your service needs or need assistance with an application or permit process please contact the office at 635-2611. We are proud of our community; Welcome!

Meredith Birkett, Village Manager Meredith Birkett

# VILLAGE OF JOHNSON WATER & LIGHT DEPARTMENT

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#### APPLICATION FOR LINE EXTENSION

I or we,	hereby apply for a line extension with the Village of
Johnson Water & Light Departme	ent (VOJ W&L). (The Village of Johnson Water & Light
Department reserves the right to a	approve or disapprove any proposed line location based on their
Tariff and Vermont Electric Utilit	cies Standards)

#### General Information about Line Extensions.

The Village of Johnson Water & Light Department has a Public Service Board approved Tariff, which governs requests for Line Extensions and all such requests are reviewed, approved and constructed in accordance with said Tariff, which is attached as an appendix to the application.

Upon receipt of this application for a line extension, accompanied by a \$250 application fee, VOJ W&L will complete a preliminary engineering design and provide you with a written cost estimate for the proposed line extension. The application fee shall be credited against the cost of the line extension, if constructed. VOJ W&L will retain the fee if you elect not to have the line constructed. VOJ W&L. may require an additional engineering fee for requested redesigns of the line extension. By filing this application, you agree to pay VOJ W&L. the final actual line extension costs according to our Line Extension Tariff now in effect upon completion of the job. The amount of the estimated payment shall be paid prior to any construction of the line or service extension.

Contribution-in-Aid-of-Construction: VOJ W&L charges to customers for all line and service extensions will be based on the actual costs incurred for material, labor, overhead, clearing, acquisitions of rights of way, blasting, permits, leases, legal fees, required federal, state and/or municipal studies and any other costs actually incurred in the construction of the electric service extension. Each new single family residence or individual dwelling unit will receive a credit equal to the cost of the service drop as defined in our Tariff, towards the overall cost. If the cost of a line extension is less than the cost of the service drop credit(s) as defined above, the amount of the service drop credit shall be the same as the cost of the extension.

A Service Extension is defined as: The electric facilities required to connect from the existing power line to the customer's premises at the time of request for service. The service extension shall include all poles, primary wiring, secondary wiring, transformer(s), meter(s), right-of-way acquisition and clearing, trenching and backfilling, installation, and any other one-time cost items associated with service only to that new customer. A Service Extension shall include the reestablishment of a previously abandoned Service Extension.

A Service Drop is defined as: A 100-foot overhead power line from the Utility's secondary facilities to the Delivery Point (as further defined) The service drop is defined as a minimum overhead secondary electrical connection (100 amp single phase) and shall not include poles, primary wiring, right-of-way acquisition and clearing, trenching and backfilling, installation, and any other cost item required to serve a new or relocated customer.

A loop feed system shall be installed when such a system is necessary in the judgment of VOJ W&L, who will take into account load, reliability and other relevant factors. VOJ W&L will credit the customer 50% of the conduit installation. VOJ W&L may require a customer to provide a spare conduit in situations where it determines a loop feed system may be required in the future. VOJ W&L will either supply the conduit or reimburse the customer for the cost of the second conduit and may recover 50% of its cost for the conduit installation from future customers that attach to the loop fed system.

Any and all work performed by VOJ W&L as well as any work performed by private contractor on behalf of the customer for the purpose of providing electric service shall comply with the current version of the Vermont Electric Utilities Standards (available at www.townofjohnson.com), as well as any VOJ W&L Tariffs and Rules and Regulations in effect.

Cost Recovery Period for Contribution-in-Aid-of-Construction. Whenever more than one customer is connected to a line extension, such contribution in aid of construction, however paid, shall be computed to yield VOJ W&L not more than the total cost of extending or expanding service to the new customer(s) less the service drop credit. Amounts to be collected from new customers connecting to a customer financed line and reimbursed to the customers having financed the line extension shall be computed according to the formula found in the VOJ W&L Line Extension Tariff. Customer connections to a line extension where there is a "grantor/grantee" relationship are not subject to reimbursement as per PSB Rule 5.611.

Please provide the following information: 1. Location of Property a. Name of Road: b. 911 address: Nearest Pole Number: (located on pole taglet) 3. Type of Service: (Check One) a. Residential Single Family [ ] c. Industrial [ ] b. Commercial [ ] d. Farm [ ] e. Residential Multi family [ ] f. Other [ ] 4. Size of Service a.100 Amp \_\_\_\_\_ b.200 Amp \_\_\_\_\_ c.Other \_\_\_\_\_ Amps Voltage (Check One) a. 120/240V - 3 wire [ ] (Standard Residential) b. 120/208Y - 4 wire [ ] d. 277/480Y - 4 wire [ ] c. 120/240V - 4 wire [ ] 5. Location of Service and Meter: (Check One) a. Aerial (overhead) service with meter on house [ ] b. Underground service with meter on pedestal [ ] c. Underground service with meter on house [ ]

	ance 100' from pole to house, services over otal maximum distance 200' from service
6. Date Service is Needed:	
7. Do you intend to install a backup YES [ ] Size:	NO[]
If you answered yes, VOJ W&L regenerator from the VOJ W&L elec	quires a double throw switch that positively isolates the etric system.
8. Will you be applying for telephone YES [ ] Cable YES [ If so, have you made contact with	]
Phone YES [ ] Cable YES [	<del>-</del>
connected to the line extension with t complete set of plans showing building	ed "Load Sheet" for each building or separate service to be this application, which is attached as an appendix. A ng layout(s) on lot, lot layouts for subdivisions required. sheet data and any other required information will be rigger our review process.
Applicant Current Address (Print)	
Applicant Current Telephone # (H)_ (W	
Applicant E-mail Address	
ADDRESS Street or P.O. Box	Zip
DATE:	
JOINT APPLICANT SIGNATURE: DATE:	<del></del>
FOR OFFICE USE ONLY: Received By: Date:/_/	_
	yes no Work Order #:

d. To be determined at Field Survey [ ]

		CUSTO	MER LO	AD DATA			Ī	
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ELECTRICIAN	'S NAME		ADDRESS		TEL	EPHON	E NO.	
LOCATION			SERVICE AD	DRESS				
PROSPECTIVE NEW	CUSTOM				<u>OSPECTIVI</u>			
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Aiscellaneous Motors _ This data will be used fo hanges significantly, co			connected load	l billing information	n for this acc	ount. If	load	
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Revised January, 2007						DI	RAWING #	

# VILLAGE OF JOHNSON WATER & LIGHT DEPARTMENT GUIDELINES FOR APPLICATION FOR LINE EXTENSIONS

This guide is intended to provide general information to a Customer, Contractor or Developer making application for a line extension or line relocation in the Village of Johnson Water & Light service territory. It includes information regarding payment terms, easement and right-of-way requirements, basic design and siting requirements for both overhead and underground construction and the appeal process in the event of a dispute related to the proposed line extension. Please contact Village of Johnson Water & Light at 802-635-2301 if there are any questions.

Village of Johnson Water & Light (VOJW&L) will consider applicants preferences in the design of the line extension, however it will not approve line extension locations that will result in additional maintenance problems or delay restoration time in the event of power outages. The design and siting of electric line extensions or relocation of lines will consider: maintenance and reliability, worker and public safety, aesthetics, cost, customer, landowner and municipal preference, and environmental and land use implications. VOJW&L will provide relevant information in writing, with respect to off-grid electric generation solutions and options upon an applicant's request.

An applicant may contact the Vermont Department of Public Service Consumer Affairs Division at: Vermont Department of Public Service, 112 State Street, Drawer 20, Montpelier, VT 05620-2601. 1-800-734-8390 or consumer@state.vt.us, or refer the matter to the Public Service Board, 112 State Street, Drawer 20 Montpelier, VT 05620 in the event of a dispute with reference to the proposed line extension. A copy of PSB approved VOJW&L Line Extension Tariff is attached.

### **General Information**

The following are general requirements for line extensions. Each line extension will be considered individually and the Vermont Electric Utilities Standards shall be the specifications required for design and construction.

# Applying for a Line Extension

An applicant must complete and submit a written application form to VOJW&L along with a \$250 Application Fee for the engineering, design and cost estimate for a line extension. This is a non refundable fee; however it will be credited toward the total cost of the line extension if the extension is constructed. VOJW&L will provide a design and cost estimate to the applicant along with easement or trimming requirements.

An applicant shall provide Load Sheet Data for each building and or each separate service to be connected to the line extension, as well as a full sized set of prints, plans, surveys, lot layouts, etc as needed by VOJW&L to prepare it's estimate of cost.

## **General Guidelines for Overhead Primary Construction**

VOJW&L will design the line and provide an estimated cost of construction. VOJW&L will be the signatory for any local or State permits required to build the line within a Town or State highway right-of- way, but the applicant shall bear the cost of any easements or permits and be responsible for obtaining them. If special federal, state or local permits, such as Act 250 permits (required if longer than 2200') or particular town permits, or condemnation are required for the construction of the line the applicant shall pay the cost associated with obtaining the permit. No

work shall commence on line extensions until all permits are obtained.

Poles shall be located adjacent to a roadway which is suitably maintained to permit VOJW&L maintenance vehicles access in all weather conditions. Construction of the line extension will not begin until a road is constructed.

An applicant shall provide a suitable easement for construction on the applicant's property and is responsible to obtain easements on other property, if required for the construction of the line extension. The applicant shall bear any cost for obtaining such easements.

The applicant is responsible for providing all necessary trimming to VOJW&L specifications for an overhead line extension. This includes the applicant's property, as well as any other property where trimming is needed for the construction of the line. If it becomes necessary for VOJW&L to provide the trimming, the applicant shall bear any cost associated with the work.

Telephone, cable and electric will normally be on the same pole. If the applicant is going to have either telephone or cable, the applicant must separately contact the respective company to determine the charges and requirements for each. If poles are to be jointly owned between VOJW&L and the Telephone company, any easements or permits need to be granted to both entities.

## **General Guidelines for Underground Primary Construction**

VOJW&L will design the line, provide an estimate of VOJW&L costs for its work, provide its construction standards and a list of materials the applicant is responsible for providing for construction of the line. VOJW&L's construction standards are the Vermont Electric Utility Standards (available at www.townofjohnson.com) and any and all work related to line extensions and service connections shall fully comply with those standards.

The applicant is responsible for all the trenching and backfilling to VOJW&L specifications. VOJW&L <u>must</u> inspect the trench before it is backfilled. Failure to notify VOJW&L for an inspection may result in reopening the trench.

The applicant is responsible for providing and installing conduit(s) for the underground primary line including the conduit to reach the top of the pole. VOJW&L will install the conduit on the pole.

Pad transformers and junction boxes will be located within 18' of a roadway which is suitably maintained to permit VOJW&L vehicles access to the equipment any time during the year.

An applicant shall provide a suitable easement for construction on the applicant's property and is responsible to obtain easements on other property if required for the construction of the line extension.

The installation of underground primary is weather sensitive and VOJW&L generally will not install underground cable between the period November 15 to April 15.

## Contribution-in-Aid-of-Construction

The applicant is required to pay VOJW&L the estimated cost of construction prior to the start of construction. The job will be billed at actual cost and if the actual cost exceeds the estimate, the

customer agrees to pay the difference. If the actual cost is less than the estimate, VOJW&L will refund the balance to the customer.

Each new residential single family residence or individual dwelling unit is entitled to a credit equal to the cost of a service drop as defined in PSB Rule 5.600.

# Cost Recovery Period for Contribution-in-Aid-of-Construction.

Whenever more than one customer is connected to a line extension, such contribution in aid of construction, however paid, shall be computed to yield VOJ W&L not more than the total cost of extending or expanding service to the new customer(s) less the service drop credit. When additional customers connect to a line extension financed by a customer(S) VOJW&L will collect from the new customers, and reimburse to the customers having financed the line extension a sum of money computed according to the formula found in the VOJW&L Line Extension Tariff. Customer connections to a line extension where there is a "grantor/grantee" relationship are not subject to reimbursement as per PSB Rule 5.611.

# **Line Construction Option**

An applicant is entitled to contract with a private contractor for the construction of a routine line extension or relocation. All construction and materials shall be in accordance with VOJW&L's distribution standards and specifications which will be provided to the contractor. VOJW&L will design or approve the design of the line and the construction shall be subject to inspection and monitoring by VOJW&L at the applicant's expense. VOJW&L will make all the primary cable terminations and overhead connections to its system. The contractor must notify VOJW&L of the construction commencement date, specifications and standards. The contractor must provide a satisfactory certificate of insurance to VOJW&L prior to commencing any construction. The applicant will be charged for any VOJW&L work including, but not limited to, engineering, monitoring, inspections, cable terminations and overhead connections. The line ownership and responsibility for maintenance of the line extension or relocation shall transfer to VOJW&L at the time the line is energized.

VOJW&L will not connect any contractor built line extension or relocation which does not meet the above requirements.

# Relocations of existing lines

VOJW&L will consider the relocation of an existing line upon receiving a written application from a customer. The request will be reviewed to determine the feasibility and if the proposed relocation site is acceptable. All costs associated with the relocation shall be paid by the applicant. The same criteria discussed in electric service extensions shall also apply to service relocations.

### **Customer-Owned Primary Lines**

As a general rule, residential customers shall not own primary lines (overhead or underground) that are installed after October 1, 2008. In certain circumstances where VOJW&L and a customer agree that such ownership would be appropriate, VOJW&L and the customer shall petition the Board for a waiver of this prohibition. Any such petition shall address the issue of underground damage prevention with respect to the facilities to be owned by the customer. VOJW&L shall not be responsible for such customer-owned line nor shall VOJW&L be liable for any claims by any persons relating in any way to the customer-owned line.

# Village of Johnson Water & Light LINE EXTENSION POLICY

1. <u>Purpose</u>. To govern the method by which Village of Johnson Water & Light Department ("Utility") will recover the costs of Electric Service Extensions and the conditions under which such service extensions will be constructed, tracked and operated.

# 2. Applicability

This electric service extension policy applies to all single-phase and multi-phase service extensions to customers of Utility.

#### 3. Definitions

- (a) Service Extension: The electric facilities required to connect from the existing power line to the customer's premises at the time of request for service. The service extension shall include all poles, primary wiring, secondary wiring, transformer(s), meter(s), right-of-way acquisition and clearing, trenching and backfilling, installation, and any other one-time cost items associated with service only to that new customer. A Service Extension shall include the reestablishment of a previously abandoned Service Extension.
- (b) Service Drop: A 100-foot overhead power line from the Utility's secondary facilities to the Delivery Point (as further defined) The service drop is defined as a minimum overhead secondary electrical connection (100 amp singlephase) and shall not include poles, primary wiring, right-of-way acquisition and clearing, trenching and backfilling, installation, and any other cost item required to serve a new or relocated customer.
- (c) Contributions-In-Aid-Of-Construction: The monetary contributions to Utility by a customer requesting service to design, furnish, place and construct such primary arid secondary service extensions as are necessary to render the service requested.
- (d) Conduit: The pipe that encloses and protects electric conductors in underground power installations, including necessary fittings and connectors.
- (e) Customer Owned Lines: Electric service lines, at either primary or secondary voltage, extending beyond the defined Delivery Point(s).
- (f) Delivery point: The point at which Utility-owned facilities first connect to the customer-owned facilities.
- (g) Loop Feed Electric System: Electric service provided from an underground primary distribution line which is capable of receiving its electric supply from two different directions of the distribution line.

#### 4. Contributions-in-Aid-of-Construction for Service Extensions

Utility's costs for all line and service extensions will be based on the actual costs incurred for material, labor, overhead, clearing, acquisitions of rights of way, blasting, permits, leases, legal fees, required federal, state and/or municipal studies and any other costs actually incurred in the construction of the electric service extension. Each new single family residence or individual dwelling unit will receive a credit equal to the cost of the service drop as defined above towards the overall cost. If the cost of a line extension is less than the cost of the service drop credit(s) as defined above, the amount of the service drop credit shall be the same as the cost of the extension.

Upon receipt of a written request from a customer for a line extension, accompanied with a \$250 application fee, Utility will complete a preliminary engineering design and provide the customer with a written cost estimate for the proposed line extension. The application fee shall be credited against the cost of the line extension if it is constructed. Utility will retain the fee if the customer elects not to have the line constructed. Utility may require an additional engineering fee for requested redesigns of the line extell\$ion. Customer shall sign an agreement to pay Utility the final actual line extension charges according to the tariff then in effect upon completion of the job. The amount of the estimated payment shall be paid prior to any construction of the line or service extension.

#### 5. Cost Recovery Period for Contribution-in-Aid-of-Construction

Whenever more than one customer is connected to said line extension, such contribution in aid of construction, however paid, shall be computed to yield to the Utility not more than the total cost of extending or expanding service to the new customer(s) less the service drop credit provided in Section ill. Amounts to be collected from new customers connecting to customer financed lines shall be computed as follows:

- (a) For a period of five (5) years from the completion of construction of a line extension, reimbursement from new customers connecting to said line to customers entitled to reimbursements shall be based upon an equal sharing of the full cost of construction of the subject line extension, adjusted to the percentage used of that line extension to the point of connection.
- (b) For a period often (10) years immediately following the initial five (5) year period discussed in (A) above, reimbursement to customers entitled to reimbursements shall be based upon an equal sharing of the full cost of construction of the subject line extension depreciated at a straight line rate to zero at the end of the ten (10) year period, also adjusted to the percentage of the line extension used to the point of connection.

- (c) For each new transaction (defined as one or more new connections at the same time and location) involving a line that is subject to contribution-in-aid-ofconstruction payments for new connections within the IS-year reimbursement period, an administrative fee based on actual costs not to exceed \$100.00 shall be retained by the Utility from the total amount to be reimbursed to customers entitled to reimbursements. If the total amount of all reimbursements owed for each transaction is less than the Utility's administrative fee, no reimbursements shall be made.
- (d) All line extension reimbursement, less the administrative fee, shall be paid by the Utility to the current owners of the dwellings or structures served by line extensions that are subject to reimbursement payments for new connections, except that reimbursement payments shall be made to any customer who paid for or contributed to the costs of line extensions and who subsequently sold the dwellings or structures originally served prior to the effective date of the Vermont Public Service Board's Order of September 21, 1999, in Docket No. 5496.

# 6. Interest on Customer Funds Held by Utility

- (a) No interest shall be paid on the initial engineering fee.
- (b) No interest shall be paid on funds received in advance of line extension construction and used for the purpose of ordering long lead time specialty items necessary for the subject line extension
- (c) With the exception of items (a) and (b) above, interest shall be paid at the rate of 1 % per month to line extension customers on funds received in advance of construction (unless returned to the customer), from sixty (60) days after the payment is received by the Utility to the date of the commencement of the line extension construction.
- (d) No interest shall be paid by the Utility under item (c) above as a result of construction delays beyond the control of the Utility.
- (e) Interest to be paid on funds received more than sixty (60) days in advance of the commencement of line extension construction may be waived by customers seeking priority status for construction at a specified time as agreed to by both the customer and Utility.

# 7. <u>Delivery Points</u>

Utility's delivery points for this tariff are defined as follows:

Residential and Commercial customers served by overhead secondary lines point of attachment of the line to a structure at the weatherhead.

Residential and Commercial customers served by an underground secondary service -: the secondary terminals of the transformer

Residential and commercial customers served with secondary pole metering - the weatherhead on the secondary pole.

Customers served by primary metered overhead or underground primary lines - Utility's first point of disconnect after the primary metering.

Utility reserves the right to modify the Delivery Point at its discretion if it is deemed in the best interest of Utility and the customer.

#### 8. Construction Standards

Utility will determine the design and construction requirements for each line extension application and the line extension shall conform to these standards. Utility will provide a copy of its general standards and requirements upon request. All line extensions shall conform to the latest edition of the National Electrical Safety Code at a minimum.

# 9. Conduit Requirements

All customers requesting underground primary or secondary cable that will be owned by Utility must provide and install conduit to Utility's specifications. Utility shall credit the customer 50% of the cost of the conduit.

# 10. Underground Primary Loop Feed Systems

A loop feed system as defined in Public Service Board Rule 5.600 shall be installed when such a system is necessary in the judgment of Utility, which shall take into account load, reliability and other relevant factors. Utility will credit the customer 50% of the conduit installation

Additionally, Utility may require a customer to provide a spare conduit in situations where it determines a loop feed system may be required in the future. Utility will either supply the conduit or reimburse the customer for the cost of the second conduit. Utility may recover 50% of its cost for the conduit installation from future customers that attach to the loop fed system.

# 11. <u>Use of Private Contractors for Utility Owned Line Extensions</u>

A customer who wants to hire a private contractor for construction of a distribution line extension must contact Utility prior to any construction. Utility will design the line extension to its standards and may perform field inspections during and or after construction at the customer's expense. Utility is not responsible for the performance of contractors hired by a customer, including, but not limited to, the timeliness of work completion and difficulties associated with construction. If at any time a Utility inspection finds the construction is not to the design or standards, the line will not be connected to the system until the deficiency is rectified.

# 12. <u>Appropriate Customer Payment of Contributions-in-Aid-of-Construction for Service Relocations</u>

For all relocated distribution lines that provide a benefit to the **Utility**, customers who request the relocation shall reimburse the **Utility** for distribution line relocations according to the following formula:

Where:

CP TAX ADJ.

CP TAXADJ

CP TAXADJ

CP TAXADJ

E Customer Payment, adjusted for any Utility tax liability

New Line

PV DEP

Present value of any unrealized depreciation expense associated with the existing line

SV EXISTING

E New Line + PV DEP \_ sv EXISTING

Customer Payment, adjusted for any Utility tax liability

Total cost of relocating the line today

Present value of any unrealized depreciation expense associated with the existing line

Salvage value of existing line (including line removal costs)

# ~ Change in Presumption as to Reimbursements for Contributions-in-Aid-of-Construction

The presumption regarding reimbursements for customer financed lines shall be changed if there is a grantee/grantor relationship between the person connecting to a customer financed line and the person who originally paid for the line to whom a reimbursement would otherwise have been due. In such cases, no reimbursement shall be collected from the connecting customer or paid by **Utility** to the grantor.

# 14. Customer Owned Primary lines

Residential customers will generally not be allowed to own primary overhead and underground lines. Where **Utility** and the customer agree that such ownership is appropriate, **Utility** may, at its option, petition the Public SerVice Board for a waiver of this prohlbition. Any such petition shall address the issue of underground damage prevention with respect to the facilities to be owned by the customer. **Utility** shall design and determine the location of the interconnection of the customer owned line and may inspect the line before and after construction. If the line is determined to be unsafe, **Utility** will not connect the line to its system until the deficiencies are remedied.

Issue Date: October 31, 2008 Effective: November 7, 2008