

Canceling

Alaska Electric Light and Power Company

**State of Alaska
Public Utilities Commission**

RULES AND REGULATIONS

9. Billing and Collection

9.1 Rates

The Company provides electricity for sale under retail rate schedules designed to recover sufficient revenues from each class of customers to generally cover the costs to service that class. All services will be provided under either these retail rate schedules or under a special contract.

9.2 Bills Effectively Rendered

Bills shall be considered rendered, and other notices duly given, when delivered to the customer personally, when mailed to him at the premises supplied, or at the last known address of the customer, or at the address furnished by the customer, or when left at either of such places. The billing date will not vary from the mailing date by more than 3 working days.

Failure to receive bills or notices which have been properly addressed and placed in the United States mail will not prevent the bills from becoming past due or delinquent or excuse the customer's responsibility for payment.

9.3 Bills Due

Bills of the Company are due when rendered and are payable at the offices of the Company or such other pay stations as the Company may designate. Any bill not paid within twenty-five (25) days after the date rendered will be considered past due and subject to a late fee. All past due amounts and associated late fees from one billing cycle which are not received by

Effective February 1, 1989

Tariff Advice No. 173 Supplement No. 4

Issued by Alaska Electric Light and Power Company

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the Company as of the close of the following billing cycle will be considered delinquent and subject the account to disconnection of service.

9.4 Deferred Payment Agreements

For any residential customer who demonstrates that economic hardship prevents payment in full of a delinquent bill, the Company will not refuse to restore or continue service unless the customer refuses to agree to or comply with a deferred payment plan meeting the following requirements:

- (1) The customer agrees to pay one-third or less at the option of the Company, of the outstanding bill at the time the deferred payment agreement is entered into;
- (2) The customer agrees to pay all future bills for electric service in accordance with the effective billing and collection tariffs of the Company; and
- (3) The customer agrees to pay the remaining outstanding balance in installments over a period of not less than three months and not more than 12 months, at the Company's option. Such period may be shorter than three months only at the customer's option.

Effective May 21, 2008

Tariff Advice No. 363-1

Issued by Alaska Electric Light and Power Company

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Deferred payment agreements may be entered into with nonresidential customers at the Company's option.

In determining a reasonable deferred payment schedule, the Company and the customer shall consider the following conditions:

- (1) Size of the delinquent account;
- (2) Customer's ability to pay;
- (3) Customer's payment history;
- (4) Length of time the debt has been outstanding;
- (5) Circumstances which resulted in the outstanding debt; and
- (6) Any other relevant factors related to the circumstances of the customer.

The Company will offer comparable terms and conditions to customers with similar payment problems.

A deferred payment agreement must be in writing and signed by the customer and an authorized Company representative. The deferred payment agreement may include a finance charge as specified in Section 9.6.

If a customer fails to fulfill the terms of a deferred payment agreement, the Company may disconnect service pursuant to Section 9.5.

9.5 Disconnection of Service

The Company may disconnect service to any customer without advance written notice under the following conditions:

Effective February 1, 1989

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- (1) An immediate hazard exists which threatens the safety or health of the customer or the general population or the Company's personnel or facilities;
- (2) The Company has evidence of meter tampering or fraud by the customer; or
- (3) A customer has failed to comply with the curtailment procedures imposed by the Company during emergency supply shortages.

The Company may commence disconnection procedures in accordance with notice procedures detailed below for any of the following reasons:

- (1) Failure of the customer to pay for electric service within 55 days after initial rendering of the bill unless the customer has entered into a deferred pay arrangement;
- (2) Failure to meet or maintain the Company's deposit requirements;
- (3) Knowing and continued failure of the customer to provide the Company with reasonable access to its meter, equipment or property;
- (4) Customer breach of a special contract between the Company and customer for electric service; or

Effective February 1, 1989

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- (5) Necessity of the Company to comply with an order or regulation of any governmental agency with proper jurisdiction.

The following notice requirements will be followed by the Company when service is to be disconnected pursuant to reasons (1) through (5) above:

Except for instances where the residence is occupied by a person seriously ill, elderly, handicapped or dependent on life support systems or in the instance where a customer has failed to comply with a deferred payment agreement, the Company will mail or deliver the customer with a written notice of its intent to disconnect service at least 15 days before the scheduled date of disconnection. Where applicable, a copy of the termination notice will be simultaneously forwarded to any third party designated by the customer. Such notice will contain the following information:

- (1) The name and address of the customer whose service is to be disconnected and the service address, if different;
- (2) The date on or after which service will be disconnected unless the customer takes appropriate action;
- (3) An explanation of the reason for the proposed disconnection, including, where appropriate, a statement of the amount of the delinquent bill which the customer has failed to pay in accordance with the payment policy of the Company;

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(4) If disconnection is premised on payment delinquency,

(A) A statement advising the customer to contact the Company for information regarding deferred payment and other procedures which the Company may offer to avoid disconnection of the customer's service; and

(B) A list of any governmental or social assistance agencies, of which the Company is aware, that may offer energy assistance to qualified needy customers;

(5) A specific request that if a customer's residence is occupied by a person seriously ill, elderly, handicapped or dependent on life support systems, the customer should notify the Company immediately of such circumstances for consideration in avoiding disconnection;

(6) A statement advising the customer that the Company's stated reason for the termination of service may be disputed and potentially resolved by contacting the Company at a specified address or telephone number;

(7) A statement that the Company shall retain the right to terminate service after allowing a customer who disputes a bill the opportunity for a meeting if the Company continues to find that the reason for the disconnection is just;

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(8) The telephone number and address of the Alaska Public Utilities Commission and a statement that the customer may file a complaint with the commission if not satisfied with the Company's response or resolution of any contested bill or tariff provision; and;

(9) The amount of the Company's charges for disconnection and reconnection of service.

Where the Company has prior knowledge that a residence is occupied by a person seriously ill, elderly, handicapped or dependent on life support systems, the Company will provide the notice required above at least 30 days prior to the scheduled date of disconnection. In any case in which the Company is notified after issuance of a termination notice that a customer's residence is occupied by a person seriously ill, elderly, handicapped, or dependent on life support systems, the Company will extend the disconnection date by 15 days and notify the customer of the extension.

Not less than three working days prior to disconnection, the Company shall attempt personal contact with the customer either by telephone or visit of an authorized representative to the premises. If by telephone, the Company will attempt to make contact no less than three times at various periods in the day. The Company will keep records showing the time, the person making the attempt, and the outcome. If

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by visit to the premises, the Company's authorized representative will hand deliver a "Shut-Off-Notice" to the customer or, if no personal contact is possible, leave the notice in a prominent place. The "Shut-Off-Notice" will provide the customer with the following information:

(1) The name and address of the customer and the service address, if different;

(2) A concise statement of the reasons for the proposed disconnection of service;

(3) The date on or after which service will be disconnected;

(4) The Company's business office telephone number and after hours telephone number and the address of the Company where the customer may pay the delinquent bill, enter into a deferred payment agreement, or file a bill dispute complaint; and

(5) The amount of the charges for disconnection and reconnection of service.

Where the Company knows that a landlord/tenant relationship exists, the following provisions will apply:

(1) If the premises are individually metered, and the landlord is the customer of the Company, and would otherwise be subject to disconnection, the Company will notify the tenant/occupant in writing of the option of subscribing for service in the occupant's own name. The Company will not attempt to recover

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from the tenant or condition service to the tenant on the payment of any outstanding bills or other charges due from the outstanding account of the landlord. If, however, the tenant has a previously outstanding balance for the same class of service at any service location, or for any class of service at the same service address, the Company will condition service to that tenant as provided in Section 6. If the occupant declines to subscribe for individual service or arrange for payment of the delinquency, where applicable, within 10 days after written notice by the Company is mailed or delivered to the occupant, the Company may disconnect service without further notice.

(2) Where the premises are served by a master meter and the landlord is the customer of the Company and would otherwise be subject to disconnection, each tenant served through the master meter will be given individual notice by the Company of the pending disconnection at least 14 days prior to disconnection.

(3) Where the tenant is the customer of the Company and is subject to disconnection, the Company will attempt to notify the landlord in writing of the option of subscribing for the service provided at the tenant's premises. The Company will not attempt to recover from the landlord or condition service to the landlord on the payment of any outstanding bills or other charges due from the outstanding account of the tenant. If, however, the landlord has a previously outstanding balance for the same class of service at any service location or for any class of service at the same service address, the Company will condition

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service to that landlord as provided in Section 6. If the landlord declines to subscribe for service or arrange for payment of the delinquency, where applicable, within 10 days after written notice is mailed or delivered to the landlord, then the Company may disconnect service without further notice.

The Company will serve at least 3 working days notice prior to disconnection of a customer who has failed to comply with a deferred payment agreement.

The Company will serve at least 3 working days notice prior to disconnection of a customer who has a past due account balance for service provided under an interruptible rate schedule.

Within 10 days of the date specified on the "Shut-Off-Notice", the Company may, without further notice, disconnect service to a customer between the daily business hours of 8:00 a.m. on Monday to 5:00 p.m. on Thursday. Service will not be disconnected on a Friday or a day preceding a holiday.

The Company will not disconnect service to a customer for any of the reasons stated below:

- (1) Delinquency in payment for services rendered to a prior customer at the premises where service is being provided, except in the instance where the prior customer continues to reside on the premises;

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- (2) Failure of the customer to pay for services or equipment which are not regulated by the Alaska Public Utilities Commission;
- (3) Nonpayment of a bill related to another class of service at a different service location;
- (4) The customer disputes the amount due on the delinquent account, complies with the Company's tariffed rules on customer disputes, and the dispute remains under investigation by the Company or by the Alaska Public Utilities Commission. However, a customer shall pay any undisputed amounts, and the Company may proceed to disconnect service in accordance with the above provisions for failure to pay any undisputed amounts; or
- (5) The customer is unable to pay the full delinquent amount due, qualifies under the Company's tariffed eligibility requirements for deferred payment agreements, and is in compliance with a signed, or is in the process of negotiating a deferred payment agreement.

The Company may remove any or all of its property installed on a customer's premises upon disconnection of service.

The Company will restore service within three working days of correction of the conditions which resulted in the disconnection. Correction includes execution of a deferred payment agreement. The Company may charge a reconnection charge as stated in the Schedule of Fees and Charges and if service is restored at the customer's request during a period

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other than regular working hours, the customer may be required to pay the stated after-hours charge for reconnection.

The Company will maintain a record of each disconnection of service for two years, including the reason for the disconnection.

9.6 Late Fees

A late fee of \$2.50 will be assessed on past due amounts. The late fee is a one time charge on any particular past due amount.

A finance charge of .875% per month will be assessed on all overdue amounts, including both past due amounts and delinquent amounts.

9.7 Nonsufficient Funds Checks

A charge will be made as shown in the schedule of fees and charges when a customer tenders payment with a nonsufficient funds check. When the Company is notified by the customer's bank that there are nonsufficient funds to cover a check tendered for electric service, the Company may require the customer to pay in cash, by money order, certified check or other means which guarantee the customer's payment to the Company.

No customer who tenders a nonsufficient funds check will be relieved of the obligation to pay the Company under the original terms of the bill or be entitled to defer the Company's right to disconnect service for nonpayment of bills.

Effective December 7, 1990

Tariff Advice No. 206

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9.8 Billing Period and Estimated Bills

Normally each meter is read on or about the same date each month and bills are rendered accordingly. Any actual billing period may vary due to weekends, holidays, inclement weather, etc.

The Company may estimate bills only if:

- (1) A customer who reads his or her own meter has failed to transmit the meter reading to the Company in accordance with the requirements of the Company's billing cycle;
- (2) Severe weather conditions prevent the Company from reading the meter; or
- (3) Circumstances make it dangerous or not reasonably feasible to read the meter.

The Company will estimate the consumption considering, where applicable, the customer's usage during the same month of the preceding year or the amount of usage during the preceding month or months. After the second consecutive month of estimating a customer's bill, the Company will obtain an accurate reading of the meter unless the meter is inaccessible due to severe weather or other dangerous conditions.

The Company may allow for customer reading of meters, subject to the following criteria:

- (1) The Company will inform the customer how to properly read the meter;

Effective February 1, 1989

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- (2) The Company will require that the customer read the meter on as close to the same day each month as practical;
- (3) The Company will specify the timing requirements for the customer to submit the monthly meter reading to conform with the Company's billing cycle;
- (4) The Company will verify the customer's reading of the meter at least once each six months; and
- (5) If the customer fails to submit the meter reading on time, the Company may issue the customer an estimated bill.

9.9 "Make-up" Billings

The Company may render a "make-up" bill, without finance charge, for previously unbilled electric service as a result of billing error or more than two consecutive estimated bills subject to the following restrictions:

- (1) The initial make-up bill must be issued within six months of provision of the unbilled service; and
- (2) The period of the payment agreement may, at the option of the customer,
 - (A) extend at least as long as the period during which the excess amount accrued; or

Effective February 1, 1989

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(B) extend as long as necessary so that the quantity of service billed in any billing period is not greater than 150% of the normal estimated quantity for that period.

If the Company becomes aware of a situation whereby two or more meters have been registering for a service location other than that on record with the Company, corrected billings will occur with the next billing cycle. Correction of past billings will be calculated from the time service was initiated by the most recent customer involved, not to exceed six months. The overbilled customer shall be reimbursed by the Company for the overbilling and the underbilled customer shall be billed for this amount. The underbilled customer may pay the unbilled charges by entering into a payment agreement with the Company, with repayment extending no longer than the number of months over which the billing adjustment was made.

9.10 Levelized Billing Option

Residential or small commercial customers receiving service under all-electric rate schedules may elect to sign a levelized payment agreement which provides for payment of their estimated annual billing in equal payments. A levelized payment agreement may commence during the months of April or May.

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Effective May 21, 2008

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The Company will develop an estimate of the customer's levelized billing for a twelve-month period, based upon the customer's actual consumption history for the most recent twelve months, or other representative period, as adjusted for any rate changes in the period, known changes in usage patterns, etc.

The Company will adjust a customer's levelized billing annually or more frequently if the Company's estimate of the customer's usage or cost varies significantly from the customer's actual usage or cost. The Company or the customer may initiate an adjustment for causes including weather and rate changes.

In the case of an overcollection determined at the time of annual true-up, termination of service, or other termination of the levelized billing plan, the Company will adjust the levelized payment accordingly or refund or credit the excess payment to the customer's account, as appropriate.

If the levelized billing plan is terminated with a remaining balance, payment in full is due immediately.

The Company will not refuse enrollment in levelized billing to a customer whose current bill at the time of enrollment is past due or delinquent if the customer enters into a satisfactory deferred payment agreement.

L: Material previously set forth on Original Sheet No. 93 was transferred to Sheet No. 92, 1st Revision.

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Effective May 21, 2008

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9.10.1 Levelized Billing - Temporary Expansion of Eligibility

To help mitigate the impact of the Emergency Fuel Cost Rate Adjustment on Sheet No. 172.1, the levelized billing program set forth previously in Section 9.10 is available to all residential and small commercial customers and levelized billing need not be commenced in April or May, provided that the customer commences levelized billing when the Emergency Fuel Cost Rate Adjustment is in effect for that customer's billing cycle. All other terms and conditions of Section 9.10 shall apply. The expanded eligibility to commence levelized billing provided in this Section 9.10.1 shall terminate when the Emergency Fuel Cost Rate Adjustment on Sheet No. 172.1 is no longer in effect. For a customer that begins levelized billing pursuant to this Section 9.10.1, that customer's participation in the levelized billing program will terminate 12 months after it commenced unless the customer is eligible for levelized billing under the regular criteria set forth in Section 9.10.

Effective May 21, 2008

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9.11 Combined Billings

The rates set forth in the individual rate schedules are based upon the supply of service to one customer through one meter on the premises. Energy and/or demand measured through two or more meters on the same premises will not be combined for billing purposes except in the following instances:

- (1) When two or more service connections are necessary to provide service at the least expense to the Company.
- (2) When two or more service connections are necessary to render proper and reliable service without undue interruption.
- (3) Where two or more meters were originally in-stalled under previous rate schedules requiring multiple meter installations.

Upon request of an applicant, the Company will install more than one meter, but in such instances the bill for service through each meter will be computed separately and billed in accordance with the applicable rate schedules.

L: Material previously set forth on Original Sheet No. 93 has been relocated to Sheet No. 92, 1st Revision.

May 21, 2008

Effective

Tariff Advice No. 363-1

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9.12 Adjustment of Meter Error

When a meter in service is tested and found to have over-registered the amount of power delivered by more than two percent, the Company will recalculate the bills for service from the known date of error and make a refund or credit if the amount of the adjustment exceeds \$5.00. If the beginning date of error is unknown, the Company will refund or credit the most recent customer of record for the billed error for the period since the meter was last tested, not to exceed six months, or the period during which the most recent customer of record received service through the meter, whichever period is less.

If a residential or small commercial meter is tested and found to have under-registered the amount of power delivered, the Company will not charge a customer for the underbillings unless there is evidence of meter or electric service tampering by the customer.

If the meter of a wholesale, large commercial, or large power customer is tested and found to have under-registered the amount of energy or power delivered, the Company will charge the customer for underbillings for usage for no more than four previous months unless there is evidence of meter or electric service tampering by the customer.

The Company will test a meter upon request of a customer and may charge the customer for the meter test per the Company's Schedule of Fees and Charges. However, the Company will not charge for the meter test if the meter is found to over or under-register [continued on sheet 95]

Effective February 1, 1989

Tariff Advice No. 173 Supplement No. 4

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by more than two percent and there is no evidence of meter or electric service tampering by the customer.

9.13 Change of Occupancy

Bills are rendered in the name of the person or entity shown in the Company's records as the party responsible for electric consumption at the specified location. Any change in occupancy, ownership or legal responsibility must be reported either in person or by written notice to the Company within a reasonable time prior to such change. The customer whose name is on record for that service will remain responsible for all charges until such notice of change is received by the Company. The new customer assuming account responsibility is to apply for service under Section 6.

9.14 Between Renters Agreement

The owners or operators of rental properties may sign an agreement for the automatic continuance of service in the owner's or operator's name during periods of vacancy between renters. During such periods of vacancy, the owners will be billed as specified in the applicable rate schedules.

9.15 Disputes - Billing

Whenever a customer has a dispute concerning any bill or service, the customer should request the Company to investigate the grounds for dispute. The Company will respond to the substance of each dispute within the timeframes of Rule 1.8.

Effective February 1, 1989

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If this reply is not satisfactory to the customer and the differences cannot be reconciled by the Company's staff or management, the customer may request assistance from the Alaska Public Utilities Commission, 420 "L" Street, Suite 100, Anchorage, Alaska 99501.

However, the customer shall pay any undisputed amounts, and the Company may proceed to disconnect service in accordance with its disconnection procedures for failure to pay any undisputed amounts.

9.16 Bills Computed to the Kilowatt-hour

Meters without multipliers or constants will be read to the kilowatt-hour of consumption. The resulting bill will be computed to the kilowatt-hour.

9.17 Primary Metering Discount

A discount equal to two and one half percent (2.5%) of the current amount charged for kilowatt hours consumed will be allowed to customers having the Company's metering device on the primary side of a distribution transformer.

9.18 Disclosure of Prior Consumption History

The Company may disclose the prior consumption and/or other relevant information at a particular service address to a new customer or prospective customer at that address for purposes of assisting the new customer in evaluating energy efficiency, etc.

Tariff Advice No. 173 Supplement No. 1 Effective February 1, 1989

Issued by Alaska Electric Light and Power Company

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