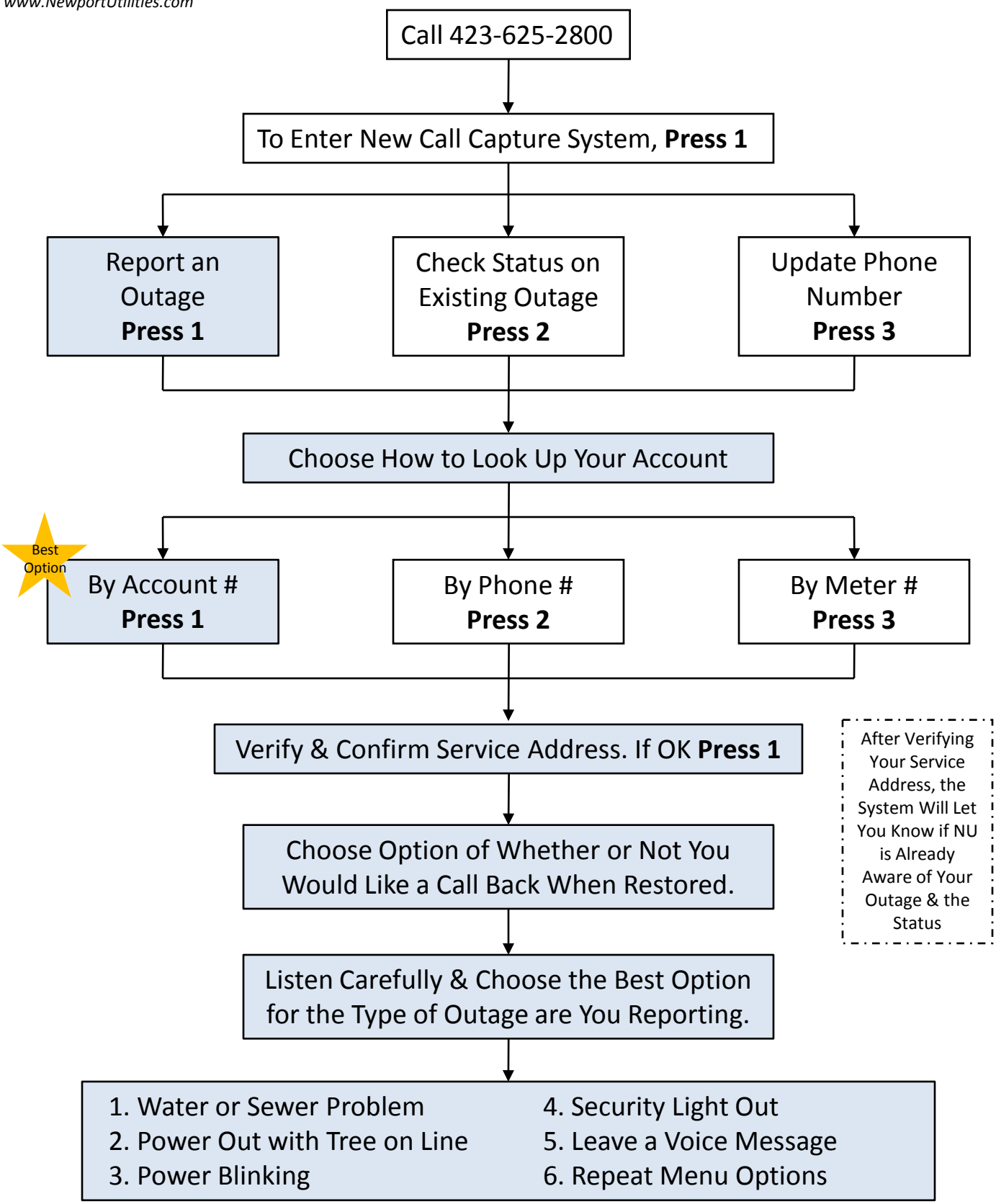


New Automated System Outage Call Flow



After Verifying Your Service Address, the System Will Let You Know if NU is Already Aware of Your Outage & the Status

- | | |
|--------------------------------|--------------------------|
| 1. Water or Sewer Problem | 4. Security Light Out |
| 2. Power Out with Tree on Line | 5. Leave a Voice Message |
| 3. Power Blinking | 6. Repeat Menu Options |