

PPL Electric Utilities Corporation

CAP Standard Offer Program Process and Rules

Dated: June 1, 2017

CAP STANDARD OFFER PROGRAM PROCESS and RULES

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ARTICLE 1

INTRODUCTION

1.0 Introduction

1.1 This CAP Standard Offer Program Process and Rules document (“CAP SOP Rules”) defines the processes and rules for PPL Electric Utilities Corporation’s (“Company” or “PPL Electric”) CAP Standard Offer Program (“CAP SOP” or “Program”), implemented pursuant to the Pennsylvania Public Utility Commission’s (“PA PUC” or “Commission”) Final Order to PPL Electric Utilities Corporation Default Service Program and Procurement Plan at Docket No. and P-2016-2526627.

PPL Electric is issuing this CAP SOP Rules document, as a continuous program from June 1, 2017 through May 31, 2021, to solicit participation from Retail Electric Generation Suppliers (“EGS”) in a customer referral program, to serve CAP Customers.

1.2 Customers participating in the CAP SOP will receive a fixed rate for a twelve-month period that is equal to a 7% discount off the Price-to-Compare (PTC) in effect at the time the customer enrolls in the CAP SOP.

1.3 A participating EGS, subject to the qualification requirements discussed in Article 4, will provide retail supply for eligible CAP Customers who elect to participate in the Program and who are successfully enrolled into the Program as discussed in Article 5. Any Participating Customer may return to default service without penalty.

1.4 EGSs interested in participating in the Program must initially meet Pre-Qualification Requirements to participate. Section 4.2 provides details on Pre-Qualification. In summary, to pre-qualify, an interested EGS must be licensed as an EGS by the Commission with authority to provide service to Residential and/or Small C&I customers in PPL Electric’s service territory, and be certified for “Rate Ready Billing” by PPL Electric. Additionally, an interested EGS must also execute the CAP Standard Offer Program Binding Participation Form (Exhibit 1) and CAP Standard Offer Program Contact Form (Exhibit 2), and submit the forms to PPL Electric in hard-copy format. All Pre-Qualification requirements must be completed at least 5 business days prior to the start of a Price-to-Compare Quarter (“PTC Quarter”) in order to participate in that quarter’s Program. Once an EGS is pre-qualified, they are pre-qualified for the entire Program Term.

1.5 Once all Pre-Qualification Requirements are met, an EGS must meet the Quarterly Qualification Requirements in order to be an EGS Participant in any PTC Quarter. Section 4.3 details the Qualification requirements. The EGS must update any contact or Company-related information that has changed since submitting the CAP Standard Offer Program Contact Form, by resubmitting the Form (Exhibit 2) to the Company. . The EGS must also notify the Company via e-mail of their

affirmative inclusion in the upcoming quarterly program. If the EGS does not notify the Company of their intent to participate, they will not be included in that quarter.

- 1.6 Any CAP customer on PPL's default service calling PPL Electric will be initially offered access to the Program once their initial call inquiry has been concluded. If the customer call to the Company was related to a service termination or an emergency, the Program will not be offered. If the customer is interested, the dedicated team will then review the specific terms and conditions of the Program and sign up the customer in the Program. Any shopping customer will not be actively offered the program; however, such customer may request participation in the program, after they have contacted their current supplier for a drop request and it has been received and processed whereby the program will be made available to them. Customers may participate in the Program at any time as long as there are EGSs participating in the program for that quarter. Details regarding the offer process and the assignment of customers to EGSs are provided in Article 5.
- 1.7 If during any PTC quarter there are no EGSs meeting the Pre-Qualification Requirements to provide the Program, or if no pre-qualified EGSs have met the Quarterly Qualification Requirements, the program will not be offered for that quarter. There must be at least one (1) qualified EGS in the program
- 1.8 Each Participating EGS must pay its share of the program costs as set forth in Article 7.
- 1.9 EGSs are required to independently maintain their own data and information for all customers enrolled in the Program. The Company is not responsible for the reporting of any information on the Program for Participating EGSs. See Article 8 for more information.
- 1.10 Definitions:** In addition to terms defined elsewhere in this CAP SOP Rules, the following definitions shall apply:

“CAP customers” means a residential customer enrolled in the Customer Assistance Program.

“EDI” – Electronic Data Interchange, which is a standardized format for the electronic transfer of data between entities.

“Electric Generation Supplier” or “EGS” is defined as a retail generation supplier.

“Participating EGS” or “EGS Participant” is an EGS that has successfully met pre-qualification and quarterly qualification requires.

“Participating Customer” means any CAP Residential customer in PPL Electric’s service territory that affirmatively elects to participate and successfully enrolls in the Program.

“Program Costs” means the costs that PPL Electric will incur to communicate the Program to Eligible Customers.

“Program Term” means the period beginning on June 1, 2017 through May 31, 2021.

“Price-to-Compare Quarter” or “PTC Quarter” means the three (3) calendar month periods as follows: June – August, September – November, December – February, and March – May.

“Pre-Qualification Requirements” are those requirements that any interested EGS must complete to initially qualify for the Program, as set forth in Article 4 of this SOP Rules document.

“Quarterly Qualification Requirements” are those quarterly requirements, corresponding to the Program Term, that an EGS must complete once meeting all Pre-Qualification Requirements, as set forth in Article 4 of this SOP Rules document.

“Rate Ready Billing” billing scenario which describes the Electric Distribution Company as bearing the responsibility of completing the billing calculation and bill delivery.

ARTICLE 2 INFORMATION AND SCHEDULE

2.0 Information and Schedule

- 2.1 PPL Electric will post information for this Program on the PPL Electric website on its General Supplier Information webpage:
<https://www.pplelectric.com/utility/about-us/for-generation-suppliers/general-supplier-reference-information/cap-sop.aspx>. This website will serve as the main source of information for this CAP Standard Offer Program. Prospective EGS Participants are requested to use this website for current information about all aspects of this Program and to access all essential documents.
- 2.2 The Program will be offered by PPL Electric to all CAP non-shopping Residential customers starting in June 2017. The Program will be offered on a quarterly basis based upon the PTC Quarter, which is a three month period. Eligible shopping CAP customers in PPL Electric’s territory who call PPL Electric may also participate to this Program.

ARTICLE 3 GENERAL REQUIREMENTS

3.0 General Requirements

- 3.1 Participating EGSs must adhere to this Program's terms and conditions and fulfill all requirements in Articles 3 through 9 of this Program. In the event an EGS fails to adhere to the Program terms and conditions, or other EGS requirements set forth in this document are not met, the EGS will not be considered for participation in the Program.
- 3.2 The submission of the CAP Standard Offer Program Binding Participation Form to the Company constitutes the EGS's acknowledgement and acceptance of all the terms and conditions of this SOP Rules document, regardless of the outcome of this Program.
- 3.3 All Representations in this Program and documents executed must be done by an individual authorized to 1) make contractual commitments on behalf of the EGS to provide retail customer generation supply and 2) to financially bind the Participating EGS (i.e., an Authorized Individual).
- 3.4 Participation in this Program shall constitute an Agreement by EGS to abide by the terms and conditions of the Program as set forth herein. In the event of a material default by an EGS in any of its obligations under this Program, PPL Electric shall have the right to provide written notice of the default to the EGS, directed to the contact listed in Exhibit 2. If the EGS does not cure the default within 10 business days from the date of the written notice, PPL Electric shall have the right to terminate the EGS from further participation in the Program. PPL Electric also may seek whatever remedies to which it may be entitled before the Commission, in a court of law or otherwise, including reasonable attorneys' fees. Any court action shall be litigated in the Court of Common Pleas for Lehigh County or in the District Court for the Eastern District of Pennsylvania in Allentown.

ARTICLE 4 EGS Qualification Requirements

4.0 EGS Qualification Requirements

- 4.1 The EGS Qualification requirements are broken down into two components: 1) Pre-qualifications (Section 4.2) and 2) Quarterly Qualifications (Section 4.3).
- 4.2 Pre-Qualification Requirements:

- 4.2.1 All EGSs must complete a one-time, pre-qualification to allow the EGS access and future participation in the Program. Pre-qualification is composed of two primary steps: 1) Certification requirements (Section 4.2.2) and 2) Document completion and execution (Section 4.2.3).
- 4.2.2 Pre-qualification initially opens April 25, 2017 and remains open on a rolling basis through May 31, 2021. In order to pre-qualify for participation in any quarterly Program offering, EGSs must submit all materials (as defined in this Article 4) at least 5 business days prior to the start of a new quarter. This is a one-time submission event.
- 4.2.3 Certification:
- 4.2.3.1 An EGS must be licensed as an EGS by the Commission with authority to provide service to Residential customers in PPL Electric's service territory. If an EGS is not licensed to serve customers in PPL Electric service territory but wishes to participate in the PPL Electric CAP Standard Offer Program, it must contact the Commission to request the steps needed to become licensed, and fully execute all the required steps as set forth by the Commission. If an EGS loses its license to serve customers in PPL Electric's service territory it may not participate in the Program.
- 4.2.3.2 An EGS must be certified by PPL Electric to exchange data through the EDI process, through the EDC consolidated billing level. EGSs must be certified by PPL Electric as Rate Ready Billing. If an EGS is not already certified by PPL Electric as Rate Ready Billing, it must contact PPL Electric to enter into a Rate Ready Billing testing group to become certified. Testing and certification is only required once for an EGS.
- 4.2.3.3 An EGS must obtain a new DUNS +4 to participate in this program and fully be EDI tested with this new DUNS+4 prior to being able to take part in the program.
- 4.2.3.4 All EGSs must meet the certification requirements on or before 5 business days prior to the start of a PTC Quarter to be eligible to participate in the Program (contingent upon completion of the additional qualification requirements set forth in Section 4.2 and 4.3). Furthermore, EGSs must meet the certification requirements prior to PPL Electric accepting the CAP Standard Offer Program Binding Participation Form and CAP Standard Offer Program Contact Form.

4.2.4 Documentation:

4.2.4.1 Every EGS must complete and execute the CAP Standard Offer Program Binding Participation Form (Exhibit 1). This document details the primary responsibilities of an EGS who participates in the CAP Standard Offer Program. The CAP Standard Offer Program Binding Participation Form must be executed by an Authorized Individual of the EGS. Additionally, every EGS must fully complete the CAP Standard Offer Program Contact Form.

4.2.4.2 Hardcopies of both the CAP Standard Offer Program Binding Participation Form and CAP Standard Offer Program Contact Form must be received in hard-copy format by PPL Electric at least 5 business days prior to the start of a Program quarter in order for the EGS to be eligible to participate in the Program (contingent upon completion of the additional qualification requirements set forth in Section 4.2 and 4.3). Any EGS failing to execute these documents will result in PPL Electric eliminating that EGS from participating in the Program until such time that the EGS submits completed and executed materials. It is of the sole responsibility of the EGS to cure any deficiency in the documentation materials.

4.2.4.3 All correspondence should be mailed to:

PPL Electric Utilities Corporation
Standard Offer Program
827 Hausman Road, LEHSC
Allentown, PA 18104
Attn: Revenue Assurance

4.3 Quarterly Qualification Requirements

4.3.1 Each EGS must notify the Company via e-mail of their intent to participate in the upcoming quarter, including the Customer Groups in which they are participating. The EGS must notify the Company by e-mail (see Section 4.3.2 for the contact e-mail address) on or before 5 business days prior to the quarter start. If the EGS does not notify the Company of their intent to participate, they will not be included in that quarter's Program. More specifically, the EGS will not be offered to customers or included in the random assignment.

- 4.3.2 All communications must be made to the following e-mail address:
PPLUtilitiesSupplier@pplweb.com.

ARTICLE 5

Customer Communications and Customer Allocation Process

5.0 Customer Communications and Customer Allocation Process

- 5.1 The Program will be initially offered by the Company to all eligible PPL Electric CAP default service customers who contact the Company call center, with the exception of those defined in Section 5.1.3. Before offering the Program, the Company will first resolve the customer's concerns or inquiry that was the reason for the call.
- 5.1.1 Any CAP shopping customer will not be actively offered the program; however, such customer may request participation in the program, after they have contacted their current supplier for a drop request and has been received and processed whereby the program will be made available to them
- 5.1.2 The Company will not offer the Program to default service customers calling for an emergency or for termination of service.
- 5.2 CAP Customers will be handled by a dedicated team, who will then give the customer additional information on the Program and allow the customer to enroll. Customers who have a specific EGS in mind may enroll with that EGS if they are currently participating in the CAP SOP. Otherwise, customers will be told that they will be randomly assigned to a Participating EGS. All customer assignments will be even and random, based upon the terms set forth in Section 5.4.
- 5.3 If during any PTC Quarter there are no EGSs meeting the Quarterly Qualification Requirements, the Program will not be offered to customers for that quarter. If such an event occurs, Company call scripts will be modified to not offer the Program.
- 5.4 As customers accept participation in the Standard Offer, The Company runs an algorithm to assign customers to a participating EGSs on a random and even basis, such that no EGS shall have more than a single customer assigned to them, above those which were assigned to any other Participating EGS through this algorithm. As the customer accounts get assigned to an EGS through this algorithm, the accounts will be added to each EGS's referral report, real time.

- 5.5 At any point during the day, an EGS can access customer-specific data and information for those customers which have been assigned to the EGS through the algorithm. This data is available via The Company's Supplier portal for each participating supplier at:
<https://supplier.prod.pplweb.com/eusupplierportal/Secured/Retail/CAPReferrals.aspx>

ARTICLE 6

EGS Obligations

6.0 EGS Obligations

- 6.1 All Participating EGSs, upon receipt of the customer assignment data file (see Article 5.5), must begin the customer enrollment process. This process includes communicating the terms and conditions of the program to the customer (Section 6.2) and the completion and submission and processing of the EDI 814 enrollment request transaction with the Company (Section 6.3).
- 6.2 Within three (3) business days upon an EGS receiving a list of customer assignments, the EGS must issue a letter to the customer detailing the terms and conditions of the program, including but not limited to, the CAP Standard Offer Program Binding Participation Form (Exhibit 1). Additionally, the EGS is obligated to comply with all rules and requirements set forth in 52 Pennsylvania Code Chapter 54. These terms and conditions of the Program shall include, but are not limited to:
- 6.2.1 The generation rate will be set at 7% below the PTC at the time the customer elects the program. Additionally, the rate must remain fixed for a 12 billing cycle term.
- 6.2.2 There will be no early termination fee or penalties.
- 6.2.3 At the conclusion of the contract, the customer will automatically be put back in the pool of suppliers for a new supplier referral (unless the customer requests to go back to POLR)
- 6.3 Within 3 business days following the customer's rescission period for enrollment or re-enrollment, the EGS must enroll assigned customers through the 814 enrollment process. The Company will respond to the EGS with an 814 enrollment response transaction indicating to the EGS whether the enrollment has been accepted or rejected by the Company and if accepted, the date the EGS should begin serving the customer.
- 6.3.1 An EGS may not limit or reject any customer assigned to it through the Company's assignment process.

- 6.4 Following the submission of the EDI 814 enrollment, a customer will begin supply with the EGS on the date communicated to the EGS by the Company via the 814 enrollment response transaction. This date is calculated according to the 3 Business Day Switching Rule.
- 6.4.1 Customers may choose to return to PPL Electric Default Service without taking service from their assigned EGS during the 3-day contract rescission period.

ARTICLE 7

Program Costs and Invoicing

7.0 Program Costs and Invoicing

- 7.1 EGSs are required to pay a fee of the lesser of \$30 per referred customer or PPL Electric's actual costs per referred customer. Total costs will be tabulated monthly and charged to all Participating EGSs for that month. Any remaining costs shall be included and recovered in the Company's Competitive Enhancement Rider. The allocation of these costs to the Customer Groups will be determined consistent with the cost allocations accepted by the Commission in PPL Electric's most recent base-rate proceeding.
- 7.2 In the event of a charge invoices will be issued within 10 business days following the conclusion of the month. Invoices will be issued via e-mail to the EGS based upon the contact information provided.
- 7.3 Once issued an invoice, the EGS is required to pay the invoice within 20 business days to PPL Electric. Payment must be made via Electronic Funds Transfer (EFT). The Company will issue banking information upon successful completion of Pre-Qualification requirements.

ARTICLE 8

REPORTING REQUIREMENTS

8.0 Reporting Requirements

- 8.1 Each Participating EGS is independently responsible to maintain data and information regarding its participation and assigned customer participation in the Program. It is also the Participating EGS's responsibility to provide support or evidence, if called upon, in the event of a complaint filed by or for a customer with regards to a customer's participation in the Program.

- 8.2 The Company will not be responsible for tracking or reporting on the Program for the benefit of the EGS. Any actions taken by the Company to monitor the program will be completed on its own behalf.

ARTICLE 9 RESERVED RIGHTS

9.0 Non-Binding Program

- 9.1 Prior to the commencement of any quarterly Program offering and with PA PUC approval, PPL Electric has the right to withdraw and terminate this Program without any liability or responsibility to any Participating EGS or any other party, for reasonable cause, including, but not limited to, adverse statutory changes or interpretations, issuance of new PA PUC orders and/or regulations, market conditions, etc., that preclude this Program from being implemented in substantially the manner described herein.
- 9.2 Subject to PA PUC approval, the Company reserves the right to accept or reject, in whole or in part, any and all Agreements, without any liability or responsibility to any Participating EGS or any other party, for reasonable cause including, but not limited to, adverse statutory changes or interpretations, issuance of new PA PUC orders and/or regulations, market conditions, etc., that preclude this Program from being implemented in substantially the manner described herein.
- 9.3 Pursuant to these SOP Rules, PPL Electric shall reject any documents or agreements, including but not limited to the CAP Standard Offer Program Binding Participation Form and CAP Standard Offer Program Contact Form, submitted in response to this Program that are incomplete, or do not conform to the requirements of this Program, or are submitted beyond the deadline for submission. If the Binding Participation Form or Contact form are incomplete or do not conform to Program requirements, the EGS will be given written notice and will have 48 hours to cure non-conformance. In no event shall cure period infringe upon the 5 business day qualification requirements (see Article 4 for details).
- 9.4 All documents and agreements submitted by Participating EGSs in response to this Program will become the exclusive property of PPL Electric upon the receipt of such document(s).

Exhibit 1

CAP Standard Offer Program Binding Participation Form

To be included in PPL Electric Utilities Corporation's ("PPL Electric") CAP Standard Offer Program, _____ ("CAP Standard Offer EGS Participant") agrees to be bound by the terms set forth below.

The Standard Offer EGS Participant hereby agrees that:

- (1) It acknowledges, understands and will abide by the rules set forth in the CAP Standard Offer Program (SOP) Process and Rules document;
- (2) it is obligated to pay a fee per customer referred, as incurred by PPL Electric Utilities from the third party provider, within 20 business days of being invoiced. The fee for this program period is \$0;
- (3) it will issue an EDI 814 enrollment upon notification from PPL Electric of a customer being assigned to it. The EDI enrollment will be processed by the CAP Standard Offer EGS Participant no later than 3 business days after the rescission period for enrollment;
- (4) it must accept all CAP Standard Offer Customers who elect to participate and are assigned to it under the CAP Standard Offer Program;
- (5) it must accept customers enrolled in the CAP Standard Offer Program and implement a new SOP rate code. If the Customer was previously enrolled with the CAP Standard Offer EGS Participant under a different quarterly rate code assignment, the CAP Standard Offer EGS Participant must send an EDI 814 rate code change transaction no later than 3 business days after the rescission period for enrollment or change;
- (6) once notification is received that a CAP Standard Offer Customer is enrolled, the CAP Standard Offer EGS Participant will send notification to such CAP Standard Offer Customer and include the following terms as part of its disclaimer:
 - a. the terms and conditions of the program;
 - b. the CAP Standard Offer price, herein described below, to all its designated CAP Standard Offer Customers for a term of twelve (12) billing cycles;
 - c. notification that there is no early termination penalty to any CAP Standard Offer Customer who leaves the Program at any time during the twelve (12) billing cycles;
 - d. any additional terms or conditions as set forth in Chapter 54 of the Pennsylvania State Code;
- (7) The CAP Standard Offer Customer's price must reflect a 7% discount to PPL Electric's Price to Compare (PTC) in effect at the time the CAP Standard Offer Customer elects service under the Program. This price will be maintained for all 12 billing cycles the for which the CAP Standard Offer Customer participates in the program; and,

- (8) In accordance with the provisions of 52 Pennsylvania Code Chapter 54, prior to the termination of the contract with a CAP Standard Offer Customer under this program, the CAP Standard Offer EGS Participant will notify the CAP Standard Offer Customer regarding the conclusion of the contract, and its offer concerning the terms and conditions for continuation of service.

The CAP Standard Offer EGS Participant warrants and agrees that it hereby undertakes all responsibilities and service delineated herein as to CAP Standard Offer Customers, and expressly absolves PPL Electric from any and all liability for CAP Standard Offer EGS Participant's failure to perform and/ or its default with respect to such responsibilities and service.

The PPL Electric warrants and agrees that it hereby undertakes all responsibilities and service delineated herein as to CAP Standard Offer Customers, and expressly absolves CAP Standard Offer EGS Participant from any and all liability for PPL Electric's failure to perform and/ or its default with respect to such responsibilities and service.

Participation in this Program shall constitute an Agreement by CAP Standard Offer EGS Participants to abide by the terms and conditions of the Program as set forth herein. In the event of a material default by CAP Standard Offer EGS Participant in any of its obligations under this Program, PPL Electric shall have the right to provide written notice of the default to CAP Standard Offer EGS Participant, directed to the Contact listed in Exhibit 2. If CAP Standard Offer EGS Participant does not cure the default within 10 business days from the date of the written notice, PPL Electric shall have the right to terminate CAP Standard Offer EGS Participant from further participation in the Program. PPL Electric also may seek whatever remedies to which it may be entitled before the Commission, in a court of law or otherwise, including reasonable attorneys' fees. Any court action shall be litigated in the Court of Common Pleas for Lehigh County or in the District Court for the Eastern District of Pennsylvania in Allentown.

The CAP Standard Offer EGS Participant acknowledges that if PPL Electric Utilities is not able to confirm that the CAP Standard Offer EGS Participant is licensed by the PUC, approved to participate in PPL Electric's service territory, is registered as an EGS at PJM, and has passed EDI "Rate Ready Billing" certification for the PPL Electric service territory as of the Submission Due Date, the CAP Standard Offer EGS Participant will not be qualified to participate in the CAP Standard Offer Program and will be excluded from the Program until such time as all deficiencies have been rectified. Furthermore, it is of the responsibility of the CAP Standard Offer EGS Participant to cure such deficiencies.

The CAP Standard Offer EGS Participant need only execute and submit this Form to PPL Electric once, unless the Binding Agreement terms are updated by PPL. However, in order to be a participant during each PTC Quarter, it must utilize distinct Rate Codes for each PTC Quarter through the PPL Electric System and notify the Company via e-mail of its intent to participate per

Article 4 of the SOP Rules. Any EGS failing to notify the Company of its intent to participate in the Program will be excluded from that quarter's SOP offering.

The submission of this Form to PPL Electric shall constitute the CAP Standard Offer EGS Participant's acknowledgment and acceptance of all the terms, conditions and requirements of this Standard Offer Program.

The undersigned represents and warrants that he/she has the authority to act on behalf of, and to bind, the CAP Standard Offer EGS Participant to perform the terms and conditions and otherwise comply with all obligations stated herein.

Signature of Authorized Individual: _____

Name of Authorized Individual (*print*): _____

Title of Authorized Individual (*print*): _____

Date Signed: _____

As part of your submission to participate in the CAP Standard Offer Program, please send one (1) original of this Form to:

PPL Electric Utilities Corporation
Standard Offer Program
827 Hausman Road, LEHSC
Allentown, PA 18104
Attn: Revenue Assurance

EXHIBIT 2
CAP Standard Offer Program Contact Form

Please provide contact information for purposes of the CAP SOP (*items with an * are required*):

Company:* _____

Contact Name:* _____

Contact Title:* _____

Address:

Street 1* _____

Street 2 _____

City* _____

State* _____

Zip Code* _____

Phone Number:* _____

E-mail Address:* _____

Fax (Optional):
