

# Comcast Xfinity Privacy Policy

Effective January 1, 2024

We know you care about your privacy and the protection of your personal information<sup>①</sup>. We also know it is our responsibility to be clear about how we protect your information. We designed this Privacy Policy to do just that. It explains the types of personal information we collect, and how we collect, use, maintain, protect, and share this information. This Privacy Policy also tells you about the rights and choices you may have when it comes to your personal information.

Some of what we say in our Privacy Policy is required by law, and may at times seem long and complicated, but we've worked hard to try to make our Privacy Policy easy to understand and provide examples where possible. The Xfinity Privacy Center ([www.xfinity.com/privacy](http://www.xfinity.com/privacy)) includes more information about:

- How to review and manage your personal information and account activity
- How to manage your preference, including setting your marketing and advertising preferences, and restricting certain uses and sharing
- How you can better protect yourself online

You can review this Privacy Policy and the information in the Xfinity Privacy Center anytime. If you still have questions, you can [contact us](#)<sup>①</sup> for more information.

## WHEN THE PRIVACY POLICY APPLIES

This Privacy Policy applies to the information we collect when you use or interact with the business entities, products, services, networks, and platforms<sup>①</sup>, including our websites, mobile apps, and other services and devices where this policy is referenced. These may include Xfinity-branded services, Comcast-branded Services, Xumo-branded Services, and other products and services we deliver. This Privacy Policy also applies when you otherwise interact with us. We'll refer to all of these as our "Services" in this Privacy Policy. It also applies to the information we collect about you from third parties.

This Privacy Policy does **not** apply to the other products, services, websites, and applications<sup>①</sup> (mobile or television) that you may use or interact with through Xfinity platforms.

### Learn more about when the Privacy Policy applies

Because this Privacy Policy describes the privacy practices for all of our Services, some parts may not apply to you. For example, if you do not subscribe to Xfinity Voice (home phone service) or Xfinity Mobile, we will not collect call detail information. If you do not subscribe to Xfinity Home, we will not collect home security event information.

Some Services may have additional privacy practices that may be described to you in different ways, such as in a separate contract for Comcast Business Services. To the extent there is an overlap between this Privacy Policy and a Service-specific privacy policy, the Service-specific policy or agreement will control with respect to that Service.

This Policy does **not** apply to the non-Xfinity products, services, websites, and applications that you may use through the Xfinity platforms and we are not responsible for the practices of the companies providing those offerings. For example, if you subscribe to Xfinity Internet and visit a news or shopping website, the privacy policy for that website will apply. If you use one of our platforms to use another company's streaming service, the privacy policy for that streaming service will apply to information it collects about your activity within the app. Likewise, if you connect your smart thermostat to your Xfinity Home security and automation service, the privacy policy of the smart thermostat company will apply to the information it collects. For more information about how these non-Xfinity products, services, websites, and applications use your information, please review their privacy policies.

## THE PERSONAL INFORMATION WE COLLECT AND HOW WE COLLECT IT

To provide you with our Services, we collect your personal information. This can include information that does not personally identify you — such as device numbers, IP addresses, and account numbers. It may also include information that does personally identify you, such as your name, address, and telephone number. We call any information that identifies you "personally identifiable information" or "PII."

If you allow others to use your Services, we will also collect personal information about those individuals. If you use our Services through someone else's account, we will collect information about you, but it may not identify who you are to us. We may also collect information about you from third parties<sup>①</sup>.

We collect this information to provide our Services, communicate with you, [respond to your requests](#)<sup>①</sup>, and to [tailor our Services](#)<sup>①</sup> to best meet your needs and interests.

### Learn more about the information we collect and see examples

#### What We Collect

- **Contact Information** – Information such as your full name and telephone number that we use to stay in contact with you
- **Account Information** – Information we use to identify who you are and/or to provide or maintain your account and Services, which may include biometric information, such as audio recordings and facial scans when used as a means of identification
- **Analytics and Inferences** – Information related to your household, account, or your use of our Services, and our predictions about what you might like or not like
- **Billing Information** – Information including your financial transactions that are available on your billing statements and other payment receipts
- **Demographic and Interest Information** – Information we obtain from other companies to better tailor our programming, marketing, and advertising services to you
- **Service Activity Information** – Information associated with your use of our Services

In some cases, California requires that we use different names to describe the categories of information that we collect. For more information about these categories, please see the "Additional information regarding other laws and individual rights" section of this Privacy Policy.

#### How We Collect Personal Information

We collect personal information about you in several ways.

1. Directly from you when you create an account, interact with our customer service, or interact with us on behalf of your business, such as:
  - Contact information, which may include your name, mailing address, email address, or telephone number
  - Login credentials for our Services, such as your username and password
  - Information regarding your preferences for your experience on the Services, such as your settings and other information you provide us to enable personalization of content
  - Biometric information, such as audio recordings for voiceprints and facial scans that we create in the identity verification process
  - Customer communications records, including records of calls and chats with our customer service representatives
  - Information that you provide when interacting with us on our social media pages, message boards, and other forums, including your username, profile pictures, and comments, as well as information you publicly share about us
  - [Photographs](#)<sup>①</sup> or images of your property
  - Payment information, such as your credit/debit card or other financial account information
  - Your Social Security number
  - Your driver's license, state identification cards, or other forms of identification
  - Legal documents, such as documentation of the authority to act on behalf of another person
2. When you use or interact with our Services, such as:
  - Household and device video selection and viewing activity<sup>①</sup>
  - Voice commands and audio recordings made through voice activated devices that are part of the Services, such as the Voice Remote or our app-based remote

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- Geolocation information on where you are at a specific point in time based on your service address to help us authenticate you<sup>①</sup> for certain services on our platform
  - IP addresses, device identifiers, and network equipment addresses when devices connect to our Services, and other device information, including information about Devices provided by other companies from which you use our Services
  - User activity information on our websites and applications using cookies and other technologies (Cookie Notice: [www.xfinity.com/privacy/policy/cookie/notice](http://www.xfinity.com/privacy/policy/cookie/notice)) and information provided by other companies when you integrate their services with our Services<sup>①</sup>
  - Domain Name Server or "DNS"<sup>①</sup> searches and network traffic activity<sup>①</sup> when you use our Services, such as Xfinity Internet, Xfinity Mobile or Xfinity WiFi
  - Geolocation information that indicates where your device is at a specific point in time when you use Xfinity Mobile<sup>①</sup> or enable that function in our mobile apps<sup>①</sup>
  - General location information, such as the city or ZIP Code that correlates with the location of a WiFi service access point or with the lease of your device IP address when you use Xfinity Internet or Xfinity WiFi
  - The quantity, technical configuration, type, features, call history, and amount of your use of voice services (known as Customer Proprietary Network Information or "CPNI")
  - Video and audio recordings, live video and audio streams, motion activity, images, and other events that are captured or recorded when using our Services. For example, this may include capturing video, audio, or motion information (if you have turned these features on) when you use Services such as Xfinity Home security and automation
3. From third parties, such as:
- Credit reporting agencies and other entities that provide credit scoring, identity verification, fraud prevention, and similar services
  - Landlords and property owners that provide contact and other information
  - Government entities that offer public records
  - Consumer data providers that offer demographic<sup>①</sup>, interest<sup>①</sup>, purchase<sup>①</sup>, and other data that we use to tailor our marketing and communications to your interest
  - Providers of third-party apps that you use on devices governed by this privacy policy
  - Social networks and other publicly available data, like Facebook<sup>①</sup>
  - Online advertising companies who may share information about the marketing and advertisements you have seen or clicked on

We do not knowingly allow others to collect personally identifiable information about your online activities over time and across third-party websites when you use our online Services. For more information about cookies and other online tracking technologies, please visit our Cookie Notice ([www.xfinity.com/privacy/policy/cookie/notice](http://www.xfinity.com/privacy/policy/cookie/notice)); to manage your preferences, please visit the Xfinity Privacy Preferences Center ([www.xfinity.com/privacy/your-privacy-choices](http://www.xfinity.com/privacy/your-privacy-choices)). You can also use a browser that offers you the ability to use the Global Privacy Control to communicate your privacy preferences to us when you visit our websites; please note that this will not affect how we process your information when you interact with our products and services. In some of our Services, such as Xumo TV, we may also use technologies to attempt to recognize when different devices are used by the same individual. Because definitions and rules for a "Do Not Track" standard have not yet been established, including whether such signals must be user-enabled, Comcast does not yet respond to "Do Not Track" signals sent from browsers.

## HOW AND WHEN WE USE INFORMATION, INCLUDING FOR MARKETING AND ADVERTISING

We use the information we collect to provide our Services and communicate with you. We also use it to improve our Services, develop new products and services, give recommendations, deliver personalized consumer experiences (including marketing and advertising for our own and others' products and services), investigate theft and other illegal activities, and to ensure a secure online environment.

We may combine information across our systems, platforms, and databases. This includes combining information we receive from third parties and information about your use of our Services. We may also combine information about your use of one Service with information we get from your use of another Service.

### **Learn more about our uses of your information and see examples**

#### **To Provide the Services**

- Set up your account and account management
- Measure credit and payment risk
- Service delivery
- Bill and invoice
- Authenticate access to your account, including identity verification
- Management of the network and devices supporting our service and our systems, and other maintenance and operations
- Provide technical support
- Help with hardware and software upgrades for devices and systems

#### **To Communicate with You**

- Respond to your questions
- Personalize communications and your experience
- Send you service-related announcements and surveys

#### **To Understand Your Use of and Make Improvements to Our Services**

- Understand the use of our existing Services
- Identify and develop new products and services
- Create measurement and analytics reports for us and others<sup>①</sup>

#### **To Provide Recommendations and Deliver Relevant Advertising**

- Market the Services
- Recommend movies or television shows to you
- Let you know which products and services we think may be of interest to you
- Help third-party advertisers and programmers deliver more relevant advertising on our Services and other services and platforms

#### **To Investigate Theft or Other Illegal Activities, to Ensure a Secure Online Environment, and to Protect Health and Safety**

- Detect the unauthorized use, or abuse of the Services
- Protect our customers from fraudulent, abusive, or unlawful use of the Services
- Protect our rights, our personnel, and our property
- Comply with applicable law
- To protect the health and safety of our customers, employees, contractors, or the general public

## WHEN AND WITH WHOM WE SHARE INFORMATION

You are in control of your data. We do not sell, and have never sold, information that identifies who you are to anyone. This includes your Internet usage information, video usage information, or call detail information. If you participate in offers that require us to disclose your identifiable data, we will, but only at your direction and with your consent.

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We share personal information with others when it's needed to provide you with our Services, including with credit reporting agencies. We also share personal information with others:

- When you direct us to do so, including to authorize other users on your account
- When required by law or to respond to legal process
- To protect our property or rights or the safety of our employees, our customers, or other individuals

If we share your personal information with other companies for their own marketing and advertising activities, we will first get your consent. This may be through [opt-in or opt-out settings](#)<sup>Ⓛ</sup>, depending on the type of personal information shared.

We may also share personal information that does not identify you with third parties for their own marketing and advertising purposes, which you can opt out of. This mainly occurs when you interact with our websites and mobile applications that contain third-party cookies or other advertising trackers. To learn more about this, please read our [Cookie Notice \(www.xfinity.com/privacy/policy/cookie notice\)](#).

### **Learn more about when and with whom we share information**

#### **The Comcast Family of Businesses**

If Comcast shares the personal information it collects about you with separate Comcast companies, such as NBCUniversal-branded companies, to use for their own purposes, we will first give you the choice to opt out of or opt in to any sharing in the [Xfinity Privacy Preferences Center \(www.xfinity.com/privacy/your-privacy-choices\)](#).

#### **Account Owners and Other Authorized Users**

We may share information about a customer's account and use of a Service to the primary account owner following appropriate authentication. The primary account owner may also allow others to see information on the account.

#### **Service Providers**

To provide and support the Services, sometimes we use other companies as service providers to transmit, collect, process, or store information for us. We require these service providers to treat the information we share with them as confidential and to use it only for providing their services to us. These include:

- **Billing and collection providers**, such as payment processors and organizations that assist us in assessing your credit and payment status
- **Accounting, auditing, and tax providers**
- **Insurance providers**
- **Professional services providers**, such as firms that provide consultative services, assist with improving our programming, provide legal services, or supply project-based resources and assistance
- **Analytics services**, including entities that analyze traffic to and on our websites, analyze how our Services are used, and assist with identifying and communicating with potential customers
- **Marketing, advertising, and sales entities** that assist us in creating and executing marketing, advertising, and sales programs, including order application processing, and printing, mailing, and electronic communications services
- **Security providers**, such as entities that assist with security incident verification and response, service notifications, fraud prevention, identity verification and management, and authentication
- **Information technology providers**, such as entities that assist with website design, hosting, and maintenance, data and software storage, and network operations
- **Customer service support**, including services related to our call centers, installation, maintenance, and repair services

#### **Third Parties**

We do not sell, and have never sold, information that personally identifies who you are to anyone. Although permitted by federal law, we do not disclose your name and address to non-governmental entities, such as charities or businesses, for their own marketing purposes.

Sometimes, you may ask us to share information that personally identifies you with [another company](#)<sup>Ⓛ</sup>. In that instance, we will make sure you give us clear direction about what you want us to share and with whom, before we share that information.

Other sharing with third parties can include:

#### **Social Media Companies**

You may interact with parts of our Services that cause information to be published to your social networks. For example, you may click on a Facebook "like" button, which publishes to your Facebook account that you "like" one of our Services. On those parts of our websites with social network functionality, a social network may be able to collect information about you. For example, if a page contains a Facebook "like" button, Facebook may be able to collect data about your visit to that page, even if you don't click on the "like" button. To control this sharing of information, please review the privacy policy of the relevant social network and/or sign out of it before you use our Services.

#### **Online Advertising Partners**

We may use cookies or other technology to deliver personalized advertising to you when you visit other websites, including advertising based on the products and services you viewed on our Services. We also allow our partners, including advertisers and service providers, to use cookies and similar tracking technologies when you use our Services. For more information about the use of cookies and other technologies on our online Services, please see the [Cookie Notice \(www.xfinity.com/privacy/policy/cookie notice\)](#).

#### **Audience Measurement and Analytics Companies**

We work with business partners to help us measure and analyze how our customers are using our Services. For video, this includes assessing which programs are most popular, how many people watch a program to its conclusion, whether people are watching advertisements, and what programming and video content we will carry on the Services. It also includes determining how our customers prefer to view certain kinds of programming when they use our Services, such as whether they like to watch certain programs live, or if they prefer to view them on demand, on mobile devices, or online. Our business partners may compile this information into reports with aggregated and anonymous statistics that are then made commercially available (for example, a ratings report that indicates what percentage of viewers watched a particular program live vs. on-demand). Xfinity Stream includes Nielsen's proprietary measurement software, which will allow users to contribute to market research, like Nielsen's television ratings. By visiting [www.nielsen.com/digitalprivacy](#), users can access more information about the measurement software and learn about their choices with regard to Nielsen's measurement.

#### **Non-Xfinity Apps and Partners**

Certain Services enable you to interact directly with technology provided by other companies, such as using a non-Xfinity video app<sup>Ⓛ</sup> available through our Services, or accessing our Services through [another company's platform or device](#)<sup>Ⓛ</sup>. When you use our Services in connection with any technology provided by another company, you are directing us to interact with that company and that company may collect information from you and our Services. This Privacy Policy does not cover the privacy practices of other companies. For more information about how those companies use your information, please review their privacy policies. For more information about non-Xfinity apps supported on our video Services, please visit <https://my.xfinity.com/privacy/providers>. Certain apps may also run using technology provided by Metrological, a separate Comcast company not subject to this Privacy Policy, whose privacy practices are described at [www.metrological.com/privacypolicy](#).

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### Consumer Reporting Agencies

We disclose information that personally identifies you to consumer reporting agencies that may be subject to other laws, including the Fair Credit Reporting Act. These disclosures may include information that helps validate your identity, such as your name, current and former addresses, contact information, Social Security number, government-issued identifiers, your payment history and account status, and other identifying information.

### Public Safety Authorities

If you have our Xfinity Voice service, Comcast will disclose your name and contact information to public safety authorities such as 911/E911 and related emergency services.

### Directory Services, Assistance, and Caller ID

Your name, address, and telephone number may be sent to publishers to be printed in directories and posted in online directories. Once that information is printed or posted online, it is outside of our control and may be sorted or repackaged and made available again in different formats by anyone, including data aggregators, for a variety of purposes, including marketing. For a fee, you can choose to have a nonpublished number, which means that Comcast will not provide your name, address, and telephone number for publishing in the phone book and online directories. You can also choose to have a published number, but choose the "omit address feature," which means we will not provide your street address for publishing in the phone book and online directories. If initiating service online, select "non-published" option, otherwise call 1-800-XFINITY to sign up.

We may also make your number, name, and address available to directory assistance (411) providers. If you have a nonpublished number, Comcast will not make your number available through directory assistance. Comcast may still share your name and address with the 411 provider when specified by law (but the provider is not authorized to share your non-published number).

Please note: While the non-published feature will keep your name, address, and telephone number out of printed and online directories over which Comcast exercises control, even a non-published phone number may exist in databases not controlled by Comcast – if, for example, your present telephone number or address was previously published under your name, or if you provided this information to businesses or government agencies. One way to help protect your privacy may be to request assignment of a new telephone number (with which your name has not previously been associated). You may also want to activate Caller ID Blocking or select the do-not-call option.

Caller ID provides your name and telephone number to the person you are calling – even if you have a nonpublished number. Per Line Caller ID Blocking will automatically block Caller ID for all calls you make from your registered telephone number and can be activated by calling 1-800-XFINITY. Per Call Caller ID Blocking will block name and number on a per-call basis and can be activated by dialing \*86 before each call you want to block.

### Potential Purchasers of our Business

If we enter into a potential or actual merger, acquisition, or sale of all or a portion of our assets, then information about you and your subscription will, in most cases, be shared or transferred as part of the transaction. This includes information that personally identifies you. If this Policy will be changed as a result of such a transaction, you should refer below under "Changes to this Privacy Policy."

### Government and Other Entities When Required by Law or To Protect Comcast and Others

There are times when we may be required by law to disclose information about you to third parties. This may happen with or without your consent, and with or without notice, in compliance with the terms of valid legal process such as a subpoena, court order, or search warrant.

If you subscribe to our Xfinity Video service, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a court order. In this case, the Cable Act requires that you be given the opportunity to appear in a court proceeding to contest any claims made in support of the court order, and the governmental entity must offer clear and convincing evidence that you are reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. For more information, see "Your Rights and Our Limitations Under Federal Laws."

If you subscribe to the Xfinity Internet, Voice, Mobile, or Home security and automation Services, Comcast may be required to disclose information that personally identifies you to a governmental entity in response to a subpoena, court order, or search warrant, depending on the type of information sought. We may be prohibited from notifying you of any such disclosures by the terms of the legal process.

A non-governmental entity, such as a civil litigant, can seek information that personally identifies you or your use of the Xfinity Video, Internet, or Voice Services only pursuant to a court order, and we are required by the Cable Act to notify you of such court order. If Comcast is required to give information that personally identifies you to a private third party in response to a civil court order for these or other Services, we will notify you prior to making such disclosure unless legally prohibited from doing so.

We may also disclose information that personally identifies you as permitted by law and without your consent when it is necessary to protect our customers, employees, or property; in emergency situations; or to enforce our rights under our terms of service and policies.

### HOW WE PROTECT YOUR INFORMATION

We follow industry-standard practices to secure the information we collect to prevent the unauthorized access, use, or disclosure of any personal information we collect and maintain. These security practices include technical, administrative, and physical safeguards, which may vary, depending on the type and sensitivity of the information. Although we take the responsibility of safeguarding your personal information seriously, no security measures are 100% effective and we cannot guarantee that these practices will prevent every unauthorized attempt to access, use, or disclose your information. Comcast also takes additional steps to increase the security and reliability of customer communications. We do not read your outgoing or incoming email, file attachments, video mail, private chat, or instant messages. However, we (along with our service providers) use software and hardware tools to help prevent and block "spam" emails, viruses, spyware, and other harmful or unwanted communications and programs from being sent and received over Comcast.net email and the Comcast Services. To help protect you and the Services against these harmful or unwanted communications and programs, these tools may automatically scan your emails, video mails, instant messages, file attachments, and other files and communications. We do not use these tools for marketing or advertising.

### HOW LONG WE KEEP YOUR INFORMATION

We keep your personal information for different lengths of time depending on the type of information and the business and legal requirements. For example, if you are a customer, we keep information that personally identifies you as long as you subscribe to one or more of our Services. If you no longer subscribe to a Service, we still may need that information for business and legal requirements, such as to protect against fraud, calculate taxes, or respond to legal requests. Other information is deleted automatically after a set period of time, often set by law, unless we are legally required to hold it longer, such as for pending litigation. We destroy, de-identify, or anonymize the information when it is no longer needed in identifiable form.

### THE CHOICES YOU HAVE TO CONTROL OUR USE OF PERSONAL INFORMATION

You have many choices about how we communicate with you and how we use or share your information. You can manage these settings in the Xfinity Privacy Preferences Center ([www.xfinity.com/privacy/your-privacy-choices](http://www.xfinity.com/privacy/your-privacy-choices)). If you change your mind, you can update your preferences any time.

#### Learn more about your privacy choices

For your convenience, we have created the Xfinity Privacy Preferences Center ([www.xfinity.com/privacy/your-privacy-choices](http://www.xfinity.com/privacy/your-privacy-choices)), where you can manage:

- how we process personal information linked to your account for certain uses associated with audience measurement, analytics, and personalized advertising for third-party products and services based on your interests
- whether we use your sensitive personal information for personalized recommendations, advertising, and marketing
- your preferences regarding which cookies are stored by our website in your browser when you visit

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- your preferences regarding communications, offers, and notifications from us

You can find out more about the choices you have and set your preferences. If you change your mind, you can return any time to update it. Some of the choices are limited to our use of certain customer information and may require you to sign into your account.

We understand that sometimes you may want to speak to a Comcast representative who can assist you with your choices. You can contact Comcast at [1-800-XFINITY](tel:1-800-XFINITY) and ask us to put your name on our internal company "do not call," "do not mail," or "do not knock" list.

If you subscribe to Xfinity voice service, when you are interacting with one of our customer service representatives, such as on a call, in our offices, or during an online chat session, we may ask you for your oral consent to the use of your customer proprietary network information or "CPNI" for the purpose of reviewing your account and providing you with an offer for other products and services. If you provide consent, Comcast may use your CPNI only for the duration of that telephone call or discussion in order to offer you additional services. If you deny or restrict your approval for us to use your CPNI, you will suffer no effect, now or in the future, on how we provide any services to which you subscribe.

Additional privacy preferences may be available to you on the devices you use to access the Services.

## HOW TO ACCESS AND CORRECT THE INFORMATION IN OUR RECORDS

Part of our commitment to transparency includes giving our customers access to the personal information we have about them. If you subscribe to our Services, you have the ability to see and correct your personally identifiable information through your online account services.

Certain states may give you additional rights, as described in the "Additional information regarding other laws and individual rights" section of this Privacy Policy.

All individuals may also make requests to access and correct certain personal information, and to have us delete certain personal information through our Privacy Center by visiting [www.xfinity.com/privacy/requests](http://www.xfinity.com/privacy/requests).

### Learn more about how to access personally identifiable customer information

If you subscribe to an Xfinity Service, you may correct or update information in your account by visiting [www.xfinity.com](http://www.xfinity.com) or by contacting us as described below. If you are an Xfinity Home customer, you can also correct or update your contact and emergency information in the Xfinity Home app. We will correct our records once we have verified that the changes you request are proper.

If you subscribe to Xfinity TV, Internet, or Voice services and would like to see your own personally identifiable information, other than your customer proprietary network information ("CPNI"), you may do so at your local Comcast office. To do so, please contact us by email at [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com) or by phone at 1-800-XFINITY, giving us a reasonable period of time to locate and, if necessary, prepare the information for review, and to arrange an appointment during regular business hours. You will need to have proper identification and will only be able to see the personally identifiable information in your account and no other account.

If you make a written request for a copy of your Xfinity Voice or Mobile CPNI, we will provide you with the relevant information we have by mailing it to your account address, or to any person authorized by you, if we reasonably believe the request is valid. However, subscribers to our Xfinity Voice and Mobile Services should be aware that we generally do not provide them with records of any inbound or outbound calls or other records that we do not furnish in the ordinary course of business (for example, as part of a bill) or which are available only from our archives, without valid legal process such as a court order. In addition, we cannot correct any errors in customer names, addresses, or telephone numbers appearing in, or omitted from, our or our vendors' directory lists until the next available publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers that are not owned by us.

Comcast reserves the right to charge you for the reasonable cost of retrieving and photocopying any information or documents that you request, where permitted by law.

## YOUR RIGHTS AND OUR LIMITATIONS UNDER FEDERAL LAWS

The federal Cable Act imposes limitations on our collection and sharing of information that personally identifies you when you subscribe to Services that use the facilities of the Comcast cable system. The Communications Act imposes restrictions on our use and sharing of CPNI when you use Services that are deemed telecommunications services.

### Learn more about your rights and our limitations under federal laws

#### The Cable Act and Personally Identifiable Information

This Privacy Policy is designed to comply with Section 631 of the Cable Communications Policy Act of 1984, as amended, (the "Cable Act"). The Cable Act permits Comcast to use the cable system to collect personally identifiable information about you. Personally identifiable information is information that identifies you specifically; it does not include de-identified, anonymous, aggregate, or other data that does not identify you. We may collect personally identifiable information when it is necessary to render cable services or other services to you and to detect unauthorized reception or use of the services. We may use the cable system to collect personally identifiable information about you for additional purposes with your prior written or electronic consent. The Cable Act also permits Comcast to disclose personally identifiable information if the disclosure is necessary to render, or conduct a legitimate business activity related to, the cable service or other services provided to you; required by law or legal process; or limited to your name and address, subject to your opt-out consent. The frequency of any disclosure of personally identifiable information varies in accordance with our business needs and activities as described in this Policy.

If you believe that you have been aggrieved by any act of ours in violation of the Cable Act or other applicable laws, we encourage you to contact us directly at [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com) in order to resolve your question or concern. You may also enforce the limitations imposed on us by the Cable Act as applicable with respect to your personally identifiable information through a civil lawsuit seeking damages, attorneys' fees, and litigation costs. Other rights and remedies may be available to you under federal or other applicable laws as well.

This Privacy Policy neither supersedes, enhances, nor modifies any arbitration agreement to which you may be bound as a subscriber to one or more of the Services.

#### The Communications Act and CPNI

Section 222 of the Communications Act of 1934, as amended (the "Communications Act"), provides additional privacy protections for information about the quantity, technical configuration, type, destination, location, and amount of your use of telecommunications services, including Xfinity Voice and Mobile Services, and the information about those services contained on your bills for those Services. This information is known as customer proprietary network information or "CPNI." CPNI does not include your name, address, or telephone number, which is defined by the Communications Act as "subscriber list information." However, that information is otherwise considered personally identifiable information.

If you are a customer of Xfinity Voice or Mobile Service, or another Service that is subject to these requirements, you have the right, and Comcast has a duty, under the Communications Act and other applicable laws, to protect the confidentiality of your CPNI. In addition, the FCC's rules provide additional privacy protections and choices regarding use and sharing that are specific to our Voice and Mobile service that we describe in this Policy.

## ADDITIONAL INFORMATION REGARDING OTHER LAWS AND INDIVIDUAL RIGHTS

If you're a resident of one of the following places, go to [xfinity.com/privacy/policy](http://xfinity.com/privacy/policy) to review the additional privacy notice and information that applies to you.

California  
Colorado  
Connecticut  
Maine

N001EY24

Utah  
Virginia  
EEA, Switzerland, and United Kingdom

## CHANGES TO THIS PRIVACY POLICY

We may change this Privacy Policy over time as our business needs and those of our customers change. If we make material changes to this Privacy Policy that increase our rights to use personal information that we have previously collected about you, we will notify you through written, electronic, or other means so that you can make any necessary decisions about your ongoing use of our Services.

## HOW TO CONTACT US WITH QUESTIONS ABOUT THIS PRIVACY POLICY

- **Send Us a Message:** [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com)

Be sure to include your name and address, your Comcast account number (if applicable), and a daytime telephone number where we can reach you.

## MORE INFORMATION ABOUT SOME OF THE TERMS AND PHRASES USED IN THE POLICY

Below you can find illustrative examples and more information about the terms used in the policy that have ⓘ next to them.

**Personal Information:** Includes any information that is linked or reasonably linkable to you.

**Products, services, networks, and platforms:** Examples of when this policy applies include: Xfinity® TV and Streaming, Xfinity Internet, xFi and Xfinity Advanced Security, Xfinity Voice, Xfinity Stream app, Xfinity WiFi service, Xfinity Home, Xfinity Mobile, Xfinity Flex, Comcast Business Services, Effectv, Xumo, Xumo TV, Xumo Play.

**Other products, services, websites, and applications:** For example, if you use the Peacock app on your X1 or Xfinity Mobile phone, NBCUniversal's privacy policy will apply to the information collected through that app.

**Third parties:** Third parties are other companies that collect or maintain information about you and share it with us, such as credit bureaus who share information with us when you sign up for service and consent to a credit check.

**Respond to your requests:** In order to provide better customer service, we keep track of when you contacted us, what the issue was and what is the best way to get in contact with you.

**Tailor our services:** We collect data from third parties to better understand your interests and provide personalized offers.

**Photographs:** For example, we may take a picture of your porch or doorstep with the equipment we deliver to you or aerial photographs of our network to assess network safety and compliance.

**Video selection and viewing activity:** When you use the video services we directly provide, such as Xfinity TV and the Xfinity Stream app, we know what video selection you made in order to deliver it to you. When you access content from third-party applications on the X1, Flex, or Xumo TV platform, we will only know that you accessed that application, not what you do within those video selections unless you have allowed the sharing of this information.

**To help us authenticate you:** Some of our services can only be provided in certain geographic areas and require us to know that you are physically located at your service address in order to use them or access information.

**Information provided when you integrate other services with our Services:** For example, if you download or use another company's tools or features that are compatible with our Services, that other company will collect information about your use of those tools and features and may share additional information with us.

**DNS:** The address book of the Internet is known as DNS, or Domain Name System. It's how people navigate the Internet. Millions of Comcast customers look up billions of addresses online every day. We delete the DNS queries generated by our Internet customers every 24 hours except in very specific cases where we need to research a security or network performance issue, protect against security threats, or comply with a valid legal request. You may decide to keep that information in your account longer when you enable certain features, such as our advanced security services that allow you to see the websites that are blocked for up to 30 days. But we've never used that data for any sort of marketing or advertising – and we have never sold it to anyone.

**Network traffic activity:** Where you go on the Internet is your business, not ours. We limit our use of customer network traffic activity to assess how the network is performing; understand trends; stay ahead of capacity demands; build, test, and improve our products and services; and for fraud and security purposes. We do that with a sample of network data and we only connect our customer's network activity to particular individuals when necessary for security or fraud purposes, or required by law.

**Xfinity Mobile:** We don't sell, and have never sold, your location data when you use our Xfinity Mobile service.

**Mobile apps:** If you are using a mobile device to access our Services, we may need to know the location of your mobile device or other device in which you have installed one of our applications for certain functionality, such as connecting you to a nearby Xfinity WiFi Hotspot. We will request your consent to collect and use precise geolocation information before we do so. You can prohibit the collection of this information through your device's settings (see "Your Choices") but doing so may limit certain functions and features of our Services.

**Demographic:** Information like gender, age, and census records.

**Interest:** Information that indicates your interest in things like sports, travel, or cooking.

**Purchase:** Information from loyalty program or public records.

**Facebook:** If you interact with our Services on a device through which you also interact with social networks or if you interact with us through a social media function such as a plug-in (for example, a Facebook "like" button) then you may be permitting us to have on-going access to some information from your social network profile (such as your name, email address, your friend list, photo, age, gender, location, birthday, social networking ID, current city, the people/sites you follow, and so forth). If you don't want a social network to collect the information about you as described above, or you don't want a social network to share it with us and other third parties, please review the privacy settings and instructions of the applicable social network before you interact with our Services.

**Measurement and analytics reports for us and others:** We and service providers who work on our behalf may combine and use data from our business records – including account information, video activity data, and other usage data – with data from third parties to create measurement and analytics reports. These reports are de-identified or aggregated and do not contain any information that personally identifies you.

We use these reports for many of the purposes described in the Privacy Policy, such as for improving the Services, creating and delivering more personalized advertising on behalf of Comcast and other third parties, determining whether and how an advertiser's messages are viewed, and analyzing the effectiveness of certain advertisements on the Comcast Services and other platforms and services. We also use these reports to work with academic or research groups, and for other uses that help us develop and fund improvements in services and infrastructure. We may share these reports with programmers, advertisers, or others. To learn about the choices you have with respect to our use of your information for these purposes, visit the Xfinity Privacy Preferences Center ([www.xfinity.com/privacy/your-privacy-choices](http://www.xfinity.com/privacy/your-privacy-choices)).

**Opt-in or opt-out settings:** For example, if we share personal information that does not personally identify you with others for their own use, we will first give you the choice to opt out of such sharing. In other instances, you may want us to share your name, physical address, or email address with another company, such as when you are signing up for a third-party service through one of our platforms, such as the X1, Flex, or Xumo TV platform. In that instance, we will make sure you give us clear direction to do so, before we pass that information on.

N001FY24

**Another company:** For example, when you are signing up for a third-party service through our X1 or Flex, you may ask us to share contact information to help you register or log on. Or if you were interested in a product you saw advertised on television and wanted to share your contact information so that the product provider could send you more information, we might present that option to you.

**Non-Xfinity video app:** For example, when you use Peacock on the X1, Flex, or Xumo TV platform.

**Another company's platform or device:** For example, when you use the Xfinity Stream app from devices operated by other companies, such as an Apple or Android device.

N001GY24

# **EXHIBIT 54**

## Hello Nancy Mace,

Thank you for choosing Xfinity.

### Your bill at a glance

For [REDACTED] WASHINGTON, DC, 20003-4003

Previous balance		\$55.90
Credit card payment - thank you	Mar 02	-\$55.90
<b>Balance forward</b>		<b>\$0.00</b>
Regular monthly charges	Page 3	\$80.00
Taxes, fees and other charges	Page 3	\$0.90
<b>New charges</b>		<b>\$80.90</b>

**Amount due \$80.90**

#### Thanks for paying by Automatic Payment

Your automatic payment on Apr 01, 2024, will include your amount due, plus or minus any payment related activities or adjustments, and less any credits issued before your bill due date.

#### Need help?

Visit [xfinity.com/customersupport](https://www.xfinity.com/customersupport) or see page 2 for other ways to contact us.

### Your bill explained

- This page gives you a quick summary of your monthly bill. A detailed breakdown of your charges begins on page 3.

Detach the bottom portion of this bill and enclose with your payment

Please write your account number on your check or money order

Do not include correspondence with payment



676 ISLAND POND RD  
MANCHESTER NH 03109

NANCY MACE

[REDACTED]  
WASHINGTON, DC 20003-4003

Account number

[REDACTED]

Automatic payment

Apr 01, 2024

**Please pay**

**\$80.90**

Credit card payment will be applied Apr 01, 2024

COMCAST  
P.O. BOX 70219  
PHILADELPHIA PA 19176-0219

## Move in a minute

Transfer your services in a few simple steps.

It's easy to schedule your move in just about a minute. On the way, you'll stay connected with our WiFi hotspots.

Learn more at [xfinity.com/moving](https://xfinity.com/moving).



## You're in control of your Xfinity account

You can easily view and update your Xfinity account from anywhere.

- **Mobile:** Go to [xfinity.com/apps](https://xfinity.com/apps) to download the free Xfinity app
- **Online:** Sign into [xfinity.com](https://xfinity.com)
- **X1 or Flex TV box:** Open the Xfinity My Account app from the Apps menu



## Contact us

We're here to help.

 **Chat**  
Visit [xfinity.com/chat](https://xfinity.com/chat)

 **Social**  
Tweet us @XfinitySupport

 **App**  
Download the Xfinity app at [xfinity.com/apps](https://xfinity.com/apps) or in your app store

 **Phone**  
Call 1-800-xfinity (1-800-934-6489)

 **Store**  
At your nearest Xfinity store  
find one at [xfinity.com/storelocator](https://xfinity.com/storelocator)

## Additional information

### Your nearest Service Center:

Xfinity Store Location: Your nearest Xfinity Store location is 715 7th St NW, Washington, DC 20001, Mon-Wed 10am-6pm, Thurs-Fri 10am-7pm, Sat 10am-6pm, Sun Closed.

### Accessibility:

If you are hearing impaired, call 711. For issues affecting customers with disabilities, call 1-855-270-0379, chat live at [support.xfinity.com/accessibility](https://support.xfinity.com/accessibility), email [accessibility@comcast.com](mailto:accessibility@comcast.com), fax 1-866-599-4268 or write to Comcast at 1701 JFK Blvd., Philadelphia, PA 19103-2838 Attn: M. Gifford.

## Ways to pay

 **Looking to shorten your to-do list?**  
Set up automatic monthly payments and never worry about remembering to pay your bill again.  
Enrolling is fast, easy, and free at [xfinity.com/autopay](https://xfinity.com/autopay).

 **Hello paperless billing, goodbye clutter**  
With paperless billing, you can pay and view your bill online. It's faster, easier and helps cut down the clutter, not the trees! Visit [xfinity.com/ecobill](https://xfinity.com/ecobill) to go green.

## Additional billing information

### Other ways to pay

Visit [xfinity.com/myaccount](https://xfinity.com/myaccount) and use the Xfinity app



## Regular monthly charges \$80.00

<b>My Xfinity plan</b>	<b>\$65.00</b>
<b>My Xfinity services</b>	<b>\$110.00</b>
<b>Internet:</b> Superfast	\$110.00
<b>Discounts</b>	<b>-\$45.00</b>
<b>Promotional Discount</b>	<b>-\$40.00</b>
Includes a 24-month \$40.00 Promotional Discount. A portion of this discount will end on Feb 10, 2026. The remainder of your discount will expire when your promotion ends on Feb 10, 2027.	
<b>Automatic Payments Discount</b>	<b>-\$5.00</b>
Including Paperless Billing Discount applied while enrolled in both Automatic Payments and Paperless Billing.	

## Equipment & services \$15.00

Modem Rental	\$15.00
--------------	---------

## Taxes, fees and other charges \$0.90

<b>Taxes &amp; government fees</b>	<b>\$0.90</b>
Sales Tax	\$0.90

## What's included?



**Internet:** Download as fast as 800 Mbps

Visit [xfinity.com/myaccount](http://xfinity.com/myaccount) for more details

You've saved \$45.00 this month with your promotional and automatic payments discounts.

You receive a monthly discount for using automatic payment and paperless billing.

## Additional information

Franchise Authority: Government of the District of Columbia, Office of Cable Television, Film, Music and Entertainment, 1899 9th Street NE, Washington, DC 20018; [www.oct.dc.gov](http://www.oct.dc.gov); 202-671-0066, Mon-Fri 9am-5pm. After 5pm HOTLINE 202-671-1OCT. FCC Community ID: DC0002.

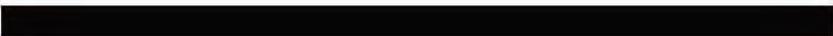
A late fee of \$5.95 will be assessed for any balance that has not been paid in full by Apr 05, 2024.

You have 120 days from the date of this bill to dispute any charges included on this bill.

### Moving?

Visit [xfinity.com/moving](http://xfinity.com/moving) today to help you stay connected to all of your Xfinity services.

Are you a business owner? Did you know Comcast offers a full array of Internet, Voice and Video products designed to help businesses meet all of their telecommunications needs? Visit <http://business.comcast.com/> today for details about special offers and promotions. Not all products and services available in all areas. Certain restrictions apply.



# **EXHIBIT 55**

## Hello Witness 2

Thank you for choosing Xfinity.

### Your bill at a glance

For [REDACTED] WASHINGTON, DC, 20003-4003

Previous balance		\$60.90
Payments		\$0.00
<b>Past due balance</b>		<b>\$60.90</b>
Regular monthly charges	Page 3	\$60.00
Taxes, fees and other charges	Page 3	\$0.90
<b>New charges due Apr 02, 2024</b>		<b>\$60.90</b>

**Amount due \$121.80**

### Your bill explained

- Any payments received or account activity after Mar 10, 2024 will show up on your next bill. View your most up-to-date account balance at [xfinity.com/myaccount](https://xfinity.com/myaccount).
- This page gives you a quick summary of your monthly bill. A detailed breakdown of your charges begins on page 3.

### Need help?

Visit [xfinity.com/customersupport](https://xfinity.com/customersupport) or see page 2 for other ways to contact us.

Detach the bottom portion of this bill and enclose with your payment

Please write your account number on your check or money order

Do not include correspondence with payment

# xfinity

676 ISLAND POND RD  
MANCHESTER NH 03109

Witness 2

[REDACTED]  
MT PLEASANT, SC 29464-1701

Account number [REDACTED]  
Past due balance **\$60.90**  
New charges due Apr 02, 2024 \$60.90  
**Total amount due \$121.80**  
Amount enclosed \$ [REDACTED]

Make checks payable to Comcast  
Do not send cash

Send payment to

COMCAST  
P.O. BOX 70219  
PHILADELPHIA PA 19176-0219

## Move in a minute

Transfer your services in a few simple steps.  
It's easy to schedule your move in just about a minute.  
On the way, you'll stay connected with our WiFi hotspots.  
Learn more at [xfinity.com/moving](https://xfinity.com/moving).



## You're in control of your Xfinity account

You can easily view and update your Xfinity account from anywhere.

- **Mobile:** Go to [xfinity.com/apps](https://xfinity.com/apps) to download the free Xfinity app
- **Online:** Sign into [xfinity.com](https://xfinity.com)
- **X1 or Flex TV box:** Open the Xfinity My Account app from the Apps menu



## Contact us

We're here to help.

-  **Chat**  
Visit [xfinity.com/chat](https://xfinity.com/chat)
-  **Social**  
Tweet us @XfinitySupport
-  **App**  
Download the Xfinity app at [xfinity.com/apps](https://xfinity.com/apps) or in your app store
-  **Phone**  
Call 1-800-xfinity (1-800-934-6489)
-  **Store**  
At your nearest Xfinity store  
find one at [xfinity.com/storelocator](https://xfinity.com/storelocator)

## Additional information

### Your nearest Service Center:

Xfinity Store Location: Your nearest Xfinity Store location is 715 7th St NW, Washington, DC 20001, Mon-Wed 10am-6pm, Thurs-Fri 10am-7pm, Sat 10am-6pm, Sun Closed.

### Accessibility:

If you are hearing impaired, call 711. For issues affecting customers with disabilities, call 1-855-270-0379, chat live at [support.xfinity.com/accessibility](https://support.xfinity.com/accessibility), email [accessibility@comcast.com](mailto:accessibility@comcast.com), fax 1-866-599-4268 or write to Comcast at 1701 JFK Blvd., Philadelphia, PA 19103-2838 Attn: M. Gifford.

## Ways to pay

-  **Looking to shorten your to-do list?**  
Set up automatic monthly payments and never worry about remembering to pay your bill again.  
Enrolling is fast, easy, and free at [xfinity.com/autopay](https://xfinity.com/autopay).

-  **Hello paperless billing, goodbye clutter**  
With paperless billing, you can pay and view your bill online. It's faster, easier and helps cut down the clutter, not the trees! Visit [xfinity.com/ecobill](https://xfinity.com/ecobill) to go green.

## Additional billing information

### Other ways to pay

Visit [xfinity.com/myaccount](https://xfinity.com/myaccount) and use the Xfinity app

## Regular monthly charges **\$60.00**

**My Xfinity plan** **\$45.00**

**My Xfinity services** **\$105.00**

**Internet: Fast** \$105.00

**Discounts** **-\$60.00**

**Promotional Discount** **-\$60.00**

Includes a 24 month \$60.00 Promotional Discount. A portion of this discount will end on Feb 14, 2026. The remainder of your discount will expire when your promotion ends on Feb 14, 2027.

**Equipment & services** **\$15.00**

Modem Rental \$15.00

## Taxes, fees and other charges **\$0.90**

**Taxes & government fees** **\$0.90**

Sales Tax \$0.90

## What's included?



**Internet:** Download as fast as 500 Mbps

Visit [xfinity.com/myaccount](https://xfinity.com/myaccount) for more details

You've saved \$60.00 this month with your promotional discount

## Additional information

Franchise Authority: Government of the District of Columbia, Office of Cable Television, Film, Music and Entertainment, 1899 9th Street NE, Washington, DC 20018; [www.oct.dc.gov](http://www.oct.dc.gov); 202-671-0066, Mon-Fri 9am-5pm. After 5pm HOTLINE 202-671-1OCT. FCC Community ID: DC0002.

A late fee of \$5.95 will be assessed for any balance that has not been paid in full by Apr 09, 2024.

You have 120 days from the date of this bill to dispute any charges included on this bill.

### Moving?

Visit [xfinity.com/moving](https://xfinity.com/moving) today to help you stay connected to all of your Xfinity services.

Are you a business owner? Did you know Comcast offers a full array of Internet, Voice and Video products designed to help businesses meet all of their telecommunications needs? Visit <http://business.comcast.com/> today for details about special offers and promotions. Not all products and services available in all areas. Certain restrictions apply.

# **EXHIBIT 56**

# Hello Nancy Mace,

Thank you for choosing Xfinity.

## Your bill at a glance

For [REDACTED] WASHINGTON, DC, 20003-4003

Previous balance		\$80.90
Credit card payment - thank you	Apr 02	-\$80.90
<b>Balance forward</b>		<b>\$0.00</b>
Regular monthly charges	Page 3	\$80.00
Taxes, fees and other charges	Page 3	\$0.90
<b>New charges</b>		<b>\$80.90</b>

**Amount due \$80.90**

### ! Thanks for paying by Automatic Payment

Your automatic payment on May 01, 2024, will include your amount due, plus or minus any payment related activities or adjustments, and less any credits issued before your bill due date.

### Need help?

Visit [xfinity.com/customersupport](https://www.xfinity.com/customersupport) or see page 2 for other ways to contact us.

## Your bill explained

- Residential Services Agreement Update: We've made updates to our Xfinity Residential Services Agreement which include changes to the arbitration provisions and a provision addressing cloud DVR technology in more detail. Please see the revised agreement enclosed with this bill.
- This page gives you a quick summary of your monthly bill. A detailed breakdown of your charges begins on page 3.

Detach the bottom portion of this bill and enclose with your payment

Please write your account number on your check or money order

Do not include correspondence with payment



676 ISLAND POND RD  
MANCHESTER NH 03109

NANCY MACE

[REDACTED]  
WASHINGTON, DC 20003-4003

Account number

[REDACTED]

Automatic payment

May 01, 2024

**Please pay**

**\$80.90**

Credit card payment will be applied May 01, 2024

COMCAST  
P.O. BOX 70219  
PHILADELPHIA PA 19176-0219

## Move in a minute

Transfer your services in a few simple steps.  
It's easy to schedule your move in just about a minute.  
On the way, you'll stay connected with our WiFi hotspots.  
Learn more at [xfinity.com/moving](https://xfinity.com/moving).



## Our thanks. Your rewards.

There's always something new to explore—and the longer you're with us, the more rewards you get.

See what's new in the **Xfinity app**.  
Not a member? Join for free in the app.



xfinity rewards

## Contact us

We're here to help.

-  **Chat**  
Visit [xfinity.com/chat](https://xfinity.com/chat)
-  **Social**  
Tweet us @XfinitySupport
-  **App**  
Download the Xfinity app at [xfinity.com/apps](https://xfinity.com/apps) or in your app store
-  **Phone**  
Call 1-800-xfinity (1-800-934-6489)
-  **Store**  
At your nearest Xfinity store  
find one at [xfinity.com/storelocator](https://xfinity.com/storelocator)

## Additional information

### Your nearest Service Center:

Xfinity Store Location: Your nearest Xfinity Store location is 715 7th St NW, Washington, DC 20001, Mon-Wed 10am-6pm, Thurs-Fri 10am-7pm, Sat 10am-6pm, Sun Closed.

### Accessibility:

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## Ways to pay

-  **Looking to shorten your to-do list?**  
Set up automatic monthly payments and never worry about remembering to pay your bill again.  
Enrolling is fast, easy, and free at [xfinity.com/autopay](https://xfinity.com/autopay).
-  **Hello paperless billing, goodbye clutter**  
With paperless billing, you can pay and view your bill online. It's faster, easier and helps cut down the clutter, not the trees! Visit [xfinity.com/ecobill](https://xfinity.com/ecobill) to go green.

## Additional billing information

### Other ways to pay

Visit [xfinity.com/myaccount](https://xfinity.com/myaccount) and use the Xfinity app



## Regular monthly charges \$80.00

<b>My Xfinity plan</b>	<b>\$65.00</b>
<b>My Xfinity services</b>	<b>\$110.00</b>
<b>Internet:</b> Superfast	\$110.00
<b>Discounts</b>	<b>-\$45.00</b>
<b>Promotional Discount</b>	<b>-\$40.00</b>
Includes a 24-month \$40.00 Promotional Discount. A portion of this discount will end on Feb 10, 2026. The remainder of your discount will expire when your promotion ends on Feb 10, 2027.	
<b>Automatic Payments Discount</b>	<b>-\$5.00</b>
Including Paperless Billing Discount applied while enrolled in both Automatic Payments and Paperless Billing.	

## Equipment & services \$15.00

Modem Rental	\$15.00
--------------	---------

## Taxes, fees and other charges \$0.90

<b>Taxes &amp; government fees</b>	<b>\$0.90</b>
Sales Tax	\$0.90

## What's included?



**Internet:** Download as fast as 800 Mbps

Visit [xfinity.com/myaccount](https://xfinity.com/myaccount) for more details

You've saved \$45.00 this month with your promotional and automatic payments discounts.

You receive a monthly discount for using automatic payment and paperless billing.

## Additional information

Franchise Authority: Government of the District of Columbia, Office of Cable Television, Film, Music and Entertainment, 1899 9th Street NE, Washington, DC 20018; [www.oct.dc.gov](http://www.oct.dc.gov); 202-671-0066, Mon-Fri 9am-5pm. After 5pm HOTLINE 202-671-1OCT. FCC Community ID: DC0002.

A late fee of \$5.95 will be assessed for any balance that has not been paid in full by May 06, 2024.

You have 120 days from the date of this bill to dispute any charges included on this bill.

### Moving?

Visit [xfinity.com/moving](https://xfinity.com/moving) today to help you stay connected to all of your Xfinity services.

Are you a business owner? Did you know Comcast offers a full array of Internet, Voice and Video products designed to help businesses meet all of their telecommunications needs? Visit <http://business.comcast.com/> today for details about special offers and promotions. Not all products and services available in all areas. Certain restrictions apply.



# Xfinity Residential Services Agreement

The terms of this agreement (the “**Agreement**”) apply to your use of any of the Xfinity services described in Section 1 below and the Xfinity Equipment described in Section 7 below (collectively, the “**Services**”). An operating subsidiary or other affiliate of Comcast Cable Communications, LLC (collectively, “**Comcast**,” “**we**,” “**us**,” or “**our**”) provides the Services. You accept this Agreement and agree to its terms by activating the Services, using the Services, continuing to use the Services after we provide notice of a change to this Agreement, or otherwise indicating your acceptance of the Services. You may not modify this Agreement by making any typed, handwritten, or other changes.

**Note: THIS AGREEMENT CONTAINS A BINDING ARBITRATION PROVISION IN SECTION 13 THAT AFFECTS YOUR RIGHTS UNDER THIS AGREEMENT WITH RESPECT TO ALL SERVICES. UNLESS YOU HAVE OPTED OUT IN A TIMELY MANNER, THE ARBITRATION PROVISION REQUIRES THAT ALL DISPUTES BE RESOLVED IN INDIVIDUAL ARBITRATIONS OR SMALL CLAIMS COURT PROCEEDINGS. IN ARBITRATION, THERE IS NO JUDGE OR JURY AND THERE IS LESS DISCOVERY AND APPELLATE REVIEW THAN IN COURT. THIS AGREEMENT FURTHER AND SEPARATELY CONTAINS A WAIVER OF JURY TRIAL IN SECTION 14, AND A WAIVER OF CLASS, COLLECTIVE, AND REPRESENTATIVE ACTIONS IN SECTION 15 TO THE EXTENT ALLOWABLE IN YOUR STATE.**

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## 1. COVERED XFINITY SERVICES

The following services are covered by this Agreement: Xfinity cable television and other video and streaming services (“**TV**”); Xfinity Internet services (“**Internet**”); Xfinity digital phone services (“**Voice**”); and other ancillary services Comcast may designate.

The terms of this Agreement do not apply to any other services provided by Comcast (such as Xfinity Home or Xfinity Mobile). This Agreement also does not apply to any Comcast-owned or -controlled websites and mobile apps that do not link to this Agreement, which are subject to their own terms of service and policies, such as our Web Services Terms of Service (available at <https://www.xfinity.com/terms/web/>) and our Website Terms of Service (available at <https://www.xfinity.com/corporate/legal/visitoragreement>).

## 2. ADDITIONAL TERMS

Tariffs, service guides, and posted policies and procedures may apply to the Services. Additional Service-specific terms may apply to your use of TV, Internet, Voice, or any ancillary service or device. These additional terms are available at <https://www.xfinity.com/policies> (under “Xfinity Residential Services”) and at <https://www.xfinity.com/Corporate/Customers/Policies/additionalterms>. We reserve the right to provide notice of new websites or locations for additional terms. These additional terms are also part of this Agreement. If any additional terms conflict with these terms, the additional terms specific to the particular Service will govern.

If the Services you subscribe to include cloud DVR and you use this technology, you confirm that you want to activate cloud DVR in connection with the Services, subject to this Agreement. You agree that cloud DVR technology will enable you to schedule, make, and access your recordings using this technology on any supported devices, such as supported set-top boxes, streaming video players, smart televisions, computers, smartphones, and tablets, and you confirm that when you record using this technology, you would like your recordings to be saved and stored, on both your set-top DVR (if applicable) and automatically on Comcast’s or Comcast’s service provider’s network, in one or more formats to (1) enable you to play and navigate within such recordings on different supported devices and (2) optimize the video and audio quality of your viewing experience during playback.

## 3. CHARGES AND BILLINGS

### a. You must pay certain charges, fees, and taxes

**You agree to pay all amounts due upon demand. You agree to pay any monthly Service charges.** We will give you notice of applicable pricing at the time of your order or activation of the Services. If you receive the Services at a promotional rate, our then-current standard pricing will apply to you at the end of the promotional period. You should consult our rate card for then-current standard charges. If you receive the Services under a minimum term agreement, we will charge you the specified price for the Services subject to the minimum term pricing for the duration of the minimum term agreement. All other pricing is subject to change at any time and from time to time.

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**You agree to pay all other charges associated with the Services.** These may include charges for installation and service calls. These may also include fees identified at the time of your order or imposed after you begin receiving Services. You may incur charges for Xfinity Equipment (as defined in Section 7 below), purchases or rentals, or ancillary services. You may also incur measured and per-call charges. You can find price information for Voice at [www.xfinity.com/corporate/about/phonetermsofservice/comcastdigitalvoice/cdvresidential](http://www.xfinity.com/corporate/about/phonetermsofservice/comcastdigitalvoice/cdvresidential).

**You agree to pay any applicable taxes and fees.** These include applicable federal, state, and local taxes and fees (however designated), fees to recoup governmental or quasi-governmental assessments on us, and cost recovery charges. These include fees for any governmental or public programs in which we participate, such as public, educational, and governmental access, telecom relay services, and programs supporting the 911/E911 system. **YOU ARE RESPONSIBLE FOR PAYING ANY SUCH FEES AND TAXES (WHETHER IMPOSED ON YOU OR ON US), INCLUDING THOSE THAT BECOME APPLICABLE RETROACTIVELY.**

**b. Third-party charges are your responsibility**

In addition to the amounts we charge, you may incur charges from third-party services providers. These third parties may charge you for access to online services, telephone-based services, or other offerings. You are solely responsible for these third-party charges, including any applicable taxes. If we have agreed to provide billing services on behalf of a third party, you agree to make these payments to us. We will not be responsible for any disputes between you and any third party regarding any third-party charges.

**c. Changes to pricing, charges, and fees**

Certain pricing, charges, and fees may change at any time and from time to time. In general, we will provide you with notice of any change in our standard prices or fees or new prices or fees. However, if there is a change in governmental or quasi-governmental taxes, fees, or assessments, or in any third-party charges billed through us, we may not provide notice unless required by applicable law.

**d. How we bill you**

We generally bill you monthly, in advance, for recurring monthly Service charges, equipment charges, and fees. **UPON REQUEST, YOU MUST PAY THE FIRST MONTH'S SERVICE CHARGES, XFINITY EQUIPMENT CHARGES, DEPOSITS, ACTIVATION FEES AND INSTALLATION CHARGES ON OR BEFORE THE DATE THAT WE INSTALL ANY OR ALL OF THE SERVICES.** We may bill you for some Services individually after we provide the Services to you. For example, we may bill you for measured and per-call charges, pay-per-view movies or events, interactive television, e-commerce purchases, and other third-party services after you incur these charges.

The Service charges will begin on one of the following dates, whichever occurs first: (i) the day you pick up Xfinity Equipment at our service center; (ii) the day you or we install the Services; (iii) the day your order for the Services is entered into our billing system, if Xfinity Equipment is not required; or (iv) five (5) days after the date we ship Xfinity Equipment to you.

**e. Payment methods**

You may pay by credit card, debit card, check, or certain third-party services, and we may change the payment methods we accept from time to time. Certain additional terms may apply depending on your selected payment method. If we do not receive your payment by the due date, you agree to pay any amounts due upon demand, regardless of your selected payment method. If you pay by check, you authorize us to collect your check electronically. You may not make restrictive endorsements (such as "paid in full") or other statements or releases on or with checks or other payments accepted by us. If you do so, we may disregard the restrictive endorsement or reject the payment.

**f. Our remedies if you pay late or fail to pay**

If, for any reason, we do not receive payment for the full amounts billed to you by the due date, you may be billed additional fees, charges, and assessments.

We may accept a partial payment, but we still have the right to collect the full balance. We will apply any partial payment to outstanding charges in amounts and in the order we determine, in our sole discretion.

**g. Our fees are not interest or penalties**

We expect you to pay amounts due on a timely basis, and we do not extend credit to customers. Any fees, charges, and assessments due to late payment or non-payment will be difficult to calculate or predict, and are liquidated damages intended to be a reasonable estimate of our costs resulting from late payments and non-payments.

**h. We may charge fees for suspension or disconnection**

If you fail to pay the full amount due for any or all charges, we may suspend or disconnect any or all of the Services without reducing fees or charges for the Services, in our sole discretion and subject to applicable law.

**i. We may charge fees to reconnect services**

If you ask us to resume any Services after a suspension or disconnection, we may charge you additional installation or activation fees. These fees are in addition to all past-due charges and other fees. Reconnection of the Services is subject to this Agreement, and applicable law.

**j. We may charge you collection costs**

We may use a collection agency or attorney to collect money you owe. If we do so, you agree to pay our reasonable costs of collection, including any collection agency fees, reasonable attorneys' fees, and arbitration or court costs.

**k. We have the right to make credit inquiries**

**YOU AUTHORIZE US TO MAKE INQUIRIES AND TO RECEIVE INFORMATION ABOUT YOUR CREDIT EXPERIENCE FROM OTHERS, TO ENTER THIS INFORMATION IN YOUR FILE, AND TO DISCLOSE THIS INFORMATION TO APPROPRIATE THIRD PARTIES FOR REASONABLE BUSINESS PURPOSES.** We will not discriminate in the application of our credit inquiries and deposit policy on the basis of race, color, sex, creed, religion, nationality, sexual orientation, or marital status. We (or third-party credit bureaus) will conduct risk assessments in accordance with all applicable laws.

**l. Contact us with billing questions or disputes**

You may dispute charges on a bill or request billing credits. You must contact us within 120 days of the date on your bill, or you waive any disputes or credits, subject to applicable law and our binding legal obligations.

**m. We may require a refundable deposit**

We may require you to pay a refundable deposit when you activate the Services, add Services, or fail to pay any amounts when they are due. Subject to applicable law, your deposit will be credited to your account (without interest) if your account remains in good standing for twelve (12) months. We may refund your deposit sooner if all of the Services are disconnected. We will provide this refund within thirty (30) days of Service disconnection and the return of all Xfinity Equipment, or within the timeline set by applicable law. Refund amounts are equal to the credit balance on your account, if any, minus any amounts due on your account. Amounts due on your account may include amounts owed for the Services, including for any Xfinity Equipment that is damaged, altered, or subject to an Unreturned Equipment Fee (as defined in Section 7(b) below).

**4. CHANGES TO SERVICES, RATES, CHARGES, AND THIS AGREEMENT**

**a. Changes to Services, Rates, and Charges**

We reserve the right to change the Services, rates, and charges at any time, with or without notice to you, to the extent permitted by applicable law. For example, we may delete or change content, programming, functionality, features, rate limitations, available speeds, or Xfinity Equipment. If we provide notice of such a change, it will be in accordance with Section 4(b), below. If any such change is material and negatively affects your Services, you have the right to cancel your Services; but you accept any such change if you continue to use or receive the Services for more than thirty (30) days after the change.

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We apply a monthly data consumption threshold to Xfinity Internet accounts. We retain the right to trial or adopt different data consumption thresholds or other usage plans for the Service at any time. If we do this we will notify you. You can learn about the data plan that applies in your area by going to <https://dataplan.xfinity.com/>. You can view your current data usage at any time by logging into your account and viewing the data usage meter at <https://customer.xfinity.com/MyServices/Internet/UsageMeter/>. You can also use the Xfinity app to view your data usage.

#### **b. Changes to this Agreement**

We reserve the right to make changes to this Agreement. We may deliver any notice concerning our relationship with you and any change to our relationship, including notice of any change to this Agreement, in any one or more of the following ways (at our discretion): (i) post notice on [www.xfinity.com](http://www.xfinity.com), your account, or another website we identify; (ii) send notice by mail or hand delivery to your home or other property where the Services will be provided (the "Premises"); (iii) send notice by email to the email address we have on file for your account; (iv) include information about the change on or with your bill for the Services; or (v) use any other method of notice reasonably determined by us to result in your receipt of such notice. You agree that any one of these methods is sufficient and effective notice. It is your responsibility to check your postal mail, email, service texts, and postings at [www.xfinity.com](http://www.xfinity.com), your account, or another website we identify.

If any material change to our relationship with you, including any material change to this Agreement, negatively affects your Services, or if any material change is made to the Arbitration Provision in Section 13, you have the right to cancel your Services; but you accept any such change if you continue to use or receive the Services for more than thirty (30) days after such change.

### **5. ACCESS TO YOUR PREMISES**

To provide you with the Services, we may need to enter your Premises. We may have our agents enter your Premises on our behalf. You agree that we (or our agents) may enter your Premises at reasonable times to install, configure, maintain, inspect, upgrade, replace, and remove the Services.

You represent and warrant that you own the Premises or have obtained the authority to give us access to the Premises. If you do not own the Premises, you agree to supply the owner's name, address, and phone number, and evidence that the owner has approved our access, upon request.

### **6. CUSTOMER EQUIPMENT AND INSIDE WIRING**

#### **a. You may use your own Customer Equipment**

"Customer Equipment" means software, hardware, or services used in connection with the Services that we (or our agents) do not provide or lease. Customer Equipment also includes certain equipment that you purchase from us (or our agents) under an express sale agreement. Customer Equipment does not include Xfinity Equipment for which you have paid an Unreturned Equipment Fee (as defined in Section 7(b) below).

You agree that we (or our agents) may access your Customer Equipment in order to configure, maintain, inspect, or upgrade it, set up Services, or install or download software. For example, we may send software, downloads, or updates remotely to modems, gateways, routers, and digital interactive televisions with CableCARDs. These updates may change, add, or remove features or functionality of your Customer Equipment or the Services.

You represent and warrant that you own your Customer Equipment or have obtained the authority to give us access to your Customer Equipment. If you do not own your Customer Equipment, you agree to supply the owner's name, address, and phone number, and evidence that the owner has approved our access, upon request.

#### **b. You are solely responsible for your Customer Equipment**

We have no responsibility for the operation, support, maintenance, or repair of any Customer Equipment, including Customer Equipment to which we (or third parties) send software or downloads.

We may certify certain Customer Equipment or recommend particular configurations. Any other Customer Equipment or configuration may not meet our minimum technical or other specifications (a "Non-Recommended Configuration"). We reserve the right to deny support for the Services, or terminate the Services, if you use a Non-Recommended Configuration. **WE AND THE RELEASED ENTITIES (AS DEFINED IN SECTION 10 BELOW) MAKE NO REPRESENTATIONS OR WARRANTIES ABOUT NON-RECOMMENDED CONFIGURATIONS, WHICH COULD CAUSE CUSTOMER EQUIPMENT TO FAIL OR OTHERWISE CAUSE DAMAGE. WE AND THE RELEASED ENTITIES ARE NOT LIABLE FOR SUCH FAILURE OR DAMAGE.**

#### **c. You are solely responsible for Inside Wiring**

Wiring inside the Premises, including additional cable wiring, telephone wiring, and outlets, is "Inside Wiring." Inside Wiring must not interfere with the Services or the normal operations of our cable network. Upon your request, we can install, repair, or maintain Inside Wiring. If we perform this work, we will charge you for that service. Regardless of who installed it, the Inside Wiring is your property, or the property of whomever owns the Premises. If you do not own the Premises, contact your landlord or building manager about the installation, repair, or maintenance of Inside Wiring. We have no responsibility for the operation, support, maintenance, or repair of Inside Wiring, except as set forth below.

### **7. XFINITY EQUIPMENT**

"Xfinity Equipment" means all new or reconditioned equipment that we or our agent provides or leases to you, including, but not limited to, cabling or wiring (except for Inside Wiring, as defined above) and related electronic devices, modems, routers, CableCARDs, and any other hardware and includes all software and programs contained within Xfinity Equipment or downloaded to Customer Equipment by us.

#### **a. We own all Xfinity Equipment**

You expressly agree that you will use the Xfinity Equipment exclusively in connection with the Services. You agree that all Xfinity Equipment belongs to us or other third parties and will not be deemed fixtures or in any way part of the Premises. We may remove or change the Xfinity Equipment at our discretion at any time the Services are active or following the termination of your Services. You acknowledge that any addition to, removal of, or change to the Xfinity Equipment may interrupt your Services. You may not sell, lease, abandon, or give away the Xfinity Equipment, or permit any other service provider to use the Xfinity Equipment, including Xfinity Equipment for which an Unreturned Equipment Fee has been paid. The Xfinity Equipment may only be used in the Premises unless expressly permitted by us. At your request, we may relocate the Xfinity Equipment for an additional charge. **YOU UNDERSTAND AND ACKNOWLEDGE THAT IF YOU ATTEMPT TO INSTALL OR USE THE XFINITY EQUIPMENT OR SERVICES AT A LOCATION OTHER THAN THE PREMISES OR OTHERWISE EXPRESSLY AUTHORIZED BY US, THE SERVICES MAY FAIL TO FUNCTION OR MAY FUNCTION IMPROPERLY.** You agree that you will not allow anyone other than us or our agents to service the Xfinity Equipment. You are responsible for loss, repair, replacement, and other costs, damages, fees, and charges if you do not return the Xfinity Equipment to us in an undamaged condition.

#### **b. You do not own Xfinity Equipment, even if you pay an Unreturned Equipment Fee**

For avoidance of doubt, Xfinity Equipment remains Comcast-owned equipment, and Comcast retains title to all Xfinity Equipment, at all times, including but not limited to after payment of an Unreturned Equipment Fee. "Unreturned Equipment Fee" refers to a fee charged by Comcast to a subscriber for any unreturned Xfinity Equipment upon termination of the Services provided under this Agreement. The payment of an Unreturned Equipment Fee shall not result in a sale of, or the transfer of title to, any Xfinity Equipment, and such Xfinity Equipment shall remain the property of Comcast, and Comcast retains title to Xfinity Equipment at all times. Comcast in no way relinquishes ownership of (including title to) Xfinity Equipment by the payment of an Unreturned Equipment Fee. Even if an Unreturned Equipment Fee has been paid, Xfinity Equipment shall not be resold, used, or operated in any manner. If you pay an Unreturned Equipment Fee and subsequently return the Xfinity Equipment undamaged (with the exception of normal wear and tear), you will be refunded your Unreturned Equipment Fee in full.

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## 8. USE OF THE SERVICES

The Services are for personal, residential, non-commercial use only, unless otherwise specifically authorized by us in writing.

We prohibit the following activities:

- Reselling the Services in whole or in part;
- Using the Services, directly or indirectly, for any unlawful purpose or in violation of any applicable policy that we make available to you;
- Using the Services to transmit, communicate, or store any information, data, or material in violation of any law, rule, or regulation;
- Tampering with, making any unauthorized connection to, or modifying any part of our cable network or the Services for any purpose;
- Attaching any unauthorized device to our cable network or the Services; or
- Attaching anything to the Inside Wiring, the Xfinity Equipment, or Customer Equipment that impairs the integrity of our cable network, that degrades our cable network's signal quality or strength, or that creates signal leakage.

You agree not to engage in these or other similar prohibited activities, or help anyone else do so. You acknowledge that you are accepting this Agreement on behalf of all persons who use the Services at your Premises (or any other locations authorized by us). You are solely responsible for ensuring that all other users of the Services understand and comply with this Agreement and any applicable policies. You are liable for all authorized and unauthorized use of the Services. If the Xfinity Equipment has been stolen or the Services have been used without your authorization or in violation of this Agreement, you agree to notify us immediately in writing, or by calling 1-800-XFINITY during normal business hours.

If you violate this Agreement, or if you fail to notify us of unauthorized use in a timely manner, we may terminate the Services and recover damages. Since it would be difficult, if not impossible, to precisely calculate our lost revenue from unauthorized Services or tampering, you agree to pay \$500.00 per device used to receive unauthorized Services as liquidated damages. These liquidated damages are in addition to our cost to replace any altered, damaged, or unreturned Xfinity Equipment, or other equipment owned by us, including any incidental costs. The unauthorized reception of the Services may also result in criminal fines and/or imprisonment, and we reserve the right to report any illegal activities to law enforcement.

In connection with your use of the Services, if you need to access third-party software or hardware, you will be subject to third-party terms and conditions. Certain components of the Services are also subject to our Software License Agreement, available at <https://www.xfinity.com/terms/license>.

Your use of certain Services may also be subject to acceptable use policies, available at <https://www.xfinity.com/policies>. For example, our Acceptable Use for Xfinity Internet Policy is available at <https://www.xfinity.com/Corporate/Customers/Policies/HighSpeedInternetAUP>. To understand how we collect and use information through the Services, please read our privacy policy, available at <http://www.xfinity.com/Corporate/Customers/Policies/CustomerPrivacy>.

We may amend these policies and agreements from time to time, with or without notice to you. You should consult these policies and agreements regularly to comply with the most recent versions. We incorporate these additional policies and agreements (including any amendments) into this Agreement by reference. WE RESERVE THE RIGHT TO LIMIT OR BLOCK ANY SERVICE USAGE AS WE DEEM NECESSARY TO PREVENT HARM TO OUR NETWORK, FRAUD, OR OTHER ABUSE OF THE SERVICES, OR AS OTHERWISE PROVIDED BY LAW.

## 9. TERMINATION

This Agreement will remain in effect from Service activation until this Agreement is terminated (by us or by you), as described below. This Agreement may also be terminated if it is replaced by a revised agreement.

### a. How you may terminate

If your Services are subject to a minimum term agreement, and you terminate all or any portion of the Services under the minimum term agreement before the end of the minimum term, you may be charged an early termination fee. Review your minimum term agreement for additional details.

If your Services are not subject to a minimum term agreement, you may terminate the Services and this Agreement for any reason at any time. You must notify us that you want to terminate in one of the following ways: (i) mail a written notice to our local business office; (ii) send an electronic notice to the email address specified on [www.xfinity.com](http://www.xfinity.com); (iii) provide notice in person at a service center; or (iv) call our customer service number during normal business hours. Applicable fees and charges for the Services may accrue until the Services have been disconnected, all Xfinity Equipment has been returned, and this Agreement has been terminated, subject to applicable law or the terms of any agreements we have with governmental authorities. At our election, and subject to applicable law, we may change our policy to continue all Services (or any part of them) through the end of the billing cycle in which we received your notice, which means those Services will terminate at the end of the applicable billing cycle. We may refund all prepaid monthly service fees charged for the Services after the effective date of termination, and we reserve the right to subtract from your refund any outstanding amounts due to us for the Services, for any affiliate or third-party services, or for other applicable fees and charges. Certain fees and charges are non-refundable and are also excluded.

### b. How we may terminate or suspend Services

Subject to applicable law, we reserve the right to immediately terminate or suspend the Services without notice for any reason or no reason. We also reserve the right to remove from the Services any information stored or transmitted by or to any users (e.g., email or voicemail). We may take these actions if we reasonably determine that your use of the Services: (i) violates this Agreement, any applicable policies, or any laws, rules, or regulations; (ii) interferes with our ability to provide the Services to you or to others; or (iii) interferes with or endangers the health or safety of our personnel or third parties, including if you threaten, harass, or use vulgar or inappropriate language toward our personnel. We have discretion in deciding whether and why to terminate or suspend Services. If we continue providing Services, this does not mean we have reviewed or approved any use of the Services, or any information transmitted through the Services.

### c. You have certain obligations upon termination

You must cease all use of the Services as of the effective date of termination. You must pay in full for your use of the Services up to the date that this Agreement is terminated and the Services are disconnected (subject to applicable law).

You must return all Xfinity Equipment to us at our local service center or to our designated agent within ten (10) days of the date on which the Services are disconnected. You must return the Xfinity Equipment in working order, with the exception of normal wear and tear. If you fail to return the Xfinity Equipment, we will charge you an Unreturned Equipment Fee. As the owner of the Xfinity Equipment at all times, we have the right to retrieve any equipment you fail to return. We (or our agents) may request access to your Premises to remove all Xfinity Equipment and other material provided by us during regular business hours at a mutually agreed upon time.

## 10. LIMITED WARRANTY

TO THE EXTENT PERMITTED BY LAW, THE SERVICES ARE PROVIDED "AS IS" AND WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED. NEITHER WE NOR ANY OF OUR SERVICE PROVIDERS, AFFILIATES, SUPPLIERS, EMPLOYEES, AGENTS, CONTRACTORS, DISTRIBUTORS, LICENSORS, OR BUSINESS PARTNERS (OR THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, CONTRACTORS, OR REPRESENTATIVES) (COLLECTIVELY, THE "RELEASED ENTITIES") WARRANT THAT ANY COMMUNICATIONS WILL BE TRANSMITTED IN UNCORRUPTED FORM, OR THAT THE SERVICES WILL MEET YOUR REQUIREMENTS, PROVIDE UNINTERRUPTED USE, OR OPERATE AS REQUIRED, WITHOUT DELAY, OR WITHOUT ERROR. ALL REPRESENTATIONS AND WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTIES OF PERFORMANCE, NON-INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, OR MERCHANTABILITY, ARE HEREBY DISCLAIMED AND EXCLUDED, UNLESS OTHERWISE PROHIBITED OR RESTRICTED BY APPLICABLE LAW.

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## 11. LIMITATION OF LIABILITY

### a. Application

The limitations of liability in this Section 11 apply to our acts, omissions, and negligence, and any acts, omissions, or negligence by a Released Entity which, but for the provisions of this Section 11, could give rise to a cause of action in contract, tort, or under any other legal doctrine.

### b. Our liability for Customer Equipment is limited

YOU UNDERSTAND THAT OPENING, UPDATING, ACCESSING, OR USING CUSTOMER EQUIPMENT IN CONNECTION WITH THE SERVICES MAY VOID WARRANTIES PROVIDED BY THE MANUFACTURER OR OTHER THIRD PARTIES. NEITHER WE NOR ANY OF THE RELEASED ENTITIES WILL HAVE ANY LIABILITY WHATSOEVER AS THE RESULT OF (i) THE VOIDING OF ANY SUCH WARRANTIES, OR (ii) FOR ANY DAMAGE, LOSS, OR DESTRUCTION TO THE CUSTOMER EQUIPMENT, EXCEPT DUE TO OUR GROSS NEGLIGENCE OR WILLFUL MISCONDUCT. IN THE EVENT OF GROSS NEGLIGENCE OR WILLFUL MISCONDUCT BY US OR A RELEASED ENTITY WE WILL PAY, AT OUR SOLE DISCRETION, FOR THE REPAIR OR REPLACEMENT OF THE DAMAGED CUSTOMER EQUIPMENT UP TO A MAXIMUM OF \$500. THIS WILL BE YOUR SOLE AND EXCLUSIVE REMEDY RELATING TO SUCH ACTIVITY.

### c. Our liability for viruses and bugs is limited

Software or applications installed on your Customer Equipment, downloaded to your Customer Equipment, or available through the Internet may contain viruses or other harmful features. It is your sole responsibility to take appropriate precautions to protect your Customer Equipment. We may, but are not required to, terminate all or any portion of the Services if a virus or other harmful feature, bug, or software is present on your Customer Equipment and/or causes harm to the Services. We may, in our sole discretion, install or run software to check for viruses and other harmful features, including on your Customer Equipment. We make no representation or warranty that any virus check software will detect, correct, or resolve any or all viruses. You may incur additional charges for any service call related to a virus or other harmful feature detected on your Customer Equipment. WE AND THE RELEASED ENTITIES WILL HAVE NO LIABILITY WHATSOEVER FOR ANY DAMAGE TO OR LOSS OF ANY HARDWARE, SOFTWARE, FILES, OR DATA RESULTING FROM A VIRUS, ANY OTHER HARMFUL FEATURE, OR FROM ANY ATTEMPT TO REMOVE IT.

### d. Our liability for certain installations and modifications is limited

As part of the installation process for software and other components of the Services, we may need to modify system files on Xfinity Equipment or your Customer Equipment. We may make these modifications in connection with installing software or applications, or allowing access to our online portals. We make no representations, warranties, or covenants as to whether these modifications or this software will disrupt the normal operations of the Services or your Customer Equipment, including causing the loss of files. FOR THESE AND OTHER REASONS, YOU ACKNOWLEDGE AND UNDERSTAND THE IMPORTANCE OF BACKING UP ALL FILES TO ANOTHER STORAGE MECHANISM. YOU UNDERSTAND AND ACCEPT THE RISKS IF YOU DECIDE NOT TO BACK UP FILES. WE AND THE RELEASED ENTITIES WILL HAVE NO LIABILITY WHATSOEVER FOR ANY DAMAGE TO OR LOSS OF ANY SOFTWARE, FILES, OR DATA RESULTING FROM OUR MODIFICATIONS TO SYSTEM FILES AND/OR INSTALLATION OF SOFTWARE OR OTHER COMPONENTS OF THE SERVICES.

### e. Our liability for other services or equipment is limited

BY ACCEPTING THIS AGREEMENT, YOU WAIVE ALL CLAIMS AGAINST US AND THE RELEASED ENTITIES FOR INTERFERENCE, DISRUPTION, OR INCOMPATIBILITY BETWEEN THE SERVICES AND ANY OTHER SERVICE, SYSTEMS, OR EQUIPMENT. IN THE EVENT OF SUCH INTERFERENCE, DISRUPTION, OR INCOMPATIBILITY, YOUR SOLE REMEDY WILL BE TO TERMINATE THE SERVICES IN ACCORDANCE WITH THIS AGREEMENT.

### f. Our liability for disruption of Services is limited

The Services are not fail-safe, and are not designed or intended for use in situations that qualify as "High Risk Activities." High Risk Activities include activities requiring fail-safe performance, or where an error or interruption in the Services could lead to severe injury to businesses, persons, property, or the environment. High Risk Activities also include vital business or personal communications, or activities where absolutely accurate data or information is required. You expressly assume the risk of any damages resulting from use of the Services in connection with High Risk Activities.

We will not be liable for any inconvenience, loss, liability, or damage resulting from any interruption of the Services, directly or indirectly caused by, or proximately resulting from, any circumstances beyond our immediate control, including (but not limited to) the following: (i) causes attributable to you, your Customer Equipment, your Premises, your property, or third parties, including our inability to access your Premises or any third-party negligence or willful misconduct; (ii) failure of any signal or satellite, loss of use of poles or other utility facilities, or any failure or reduction of power; (iii) labor disputes, riot or insurrection, war, explosion, malicious mischief, fire, flood, lightning, earthquake, weather conditions, or other acts of God; or (iv) any court order, law, act, or order of government restricting or prohibiting the operation or delivery of the Services.

In all other cases of an interruption of the Services, you may request a pro rata credit for any Service interruption exceeding twenty-four (24) consecutive hours after the interruption is reported to us (or another period of time provided by law). You must request a pro rata credit within 120 days of the Service interruption. Unless required by law, your pro rata credit will not exceed your fixed monthly charges for the Services that month. Your pro rata credit will exclude all nonrecurring charges, one-time charges, per-call or measured charges, regulatory fees, and surcharges, taxes, and other governmental and quasi-governmental fees. **EXCEPT AND UNLESS SPECIFICALLY PROHIBITED BY LAW, A CREDIT WILL BE YOUR SOLE AND EXCLUSIVE REMEDY FOR AN INTERRUPTION OF SERVICES.** Any additional credits, if any, are provided by us at our sole discretion and will not constitute, or be construed as, a course of conduct.

If your Services are interrupted, you may have certain rights depending on where you live.

**For Connecticut residents:** In the event of an interruption of TV of more than twenty-four (24) consecutive hours and of which we have received actual notice, a credit will be issued to your TV monthly service charges for the length of time TV was interrupted.

**For Maine residents:** In the event TV is interrupted for more than six (6) consecutive hours in a thirty (30) day period, you may request a pro-rata credit or refund by calling 1-800-XFINITY.

**For New York residents:** In the event TV is interrupted for at least four (4) hours between 6:00 p.m. and 12:00 a.m., except for emergency notice events, a credit equal to one day will be issued to your TV monthly service charges. If TV is interrupted for less than four (4) hours or outside of the hours of 6:00 p.m. and 12:00 a.m., please call 1-800-XFINITY to request a credit.

### g. Our liability for third parties is limited

Notwithstanding anything to the contrary in this Agreement, you acknowledge and understand that we may use third parties to provide the Services. This may include third-party services, equipment, infrastructure, or content. We are not bound by any undertaking, representation, or warranty made by an agent, or employee of ours, or of our underlying third-party providers and suppliers in connection with the installation, maintenance, or provision of the Services if that undertaking, representation, or warranty is inconsistent with the terms of this Agreement. We are not responsible for and have no liability with respect to any services, equipment, infrastructure, and content that are not provided by us, or the performance (or non-performance) of third-party services, equipment, infrastructure, or content, even if they are components of the Services. You should address questions or concerns relating to third-party services, equipment, infrastructure, and content to the corresponding third-party provider. We do not endorse or warrant any third-party services, equipment, infrastructure, or content that are distributed or advertised over the Services.

### h. Our liability for damages is limited

EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT, WE AND THE RELEASED ENTITIES WILL HAVE NO LIABILITY TO YOU OR TO ANY OTHER PERSON OR ENTITY FOR THE FOLLOWING LOSSES, DAMAGES, OR COSTS UNDER ANY CIRCUMSTANCES OR UNDER ANY LEGAL THEORY (INCLUDING, BUT NOT LIMITED TO, TORT OR CONTRACT):

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(i) ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, TREBLE, PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL LOSSES OR DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOST DATA, LOSS OF PROFITS, LOSS OF EARNINGS, LOSS OF BUSINESS OPPORTUNITIES, PERSONAL INJURIES, OR DEATH) THAT RESULT DIRECTLY OR INDIRECTLY FROM OR IN CONNECTION WITH CUSTOMER EQUIPMENT OR THE SERVICES (INCLUDING, BUT NOT LIMITED TO, ANY MISTAKES, OMISSIONS, INTERRUPTIONS, HARDWARE OR SOFTWARE BREACH, FAILURES OR MALFUNCTIONS, DELETION OR CORRUPTION OF FILES, WORK STOPPAGE, ERRORS, DEFECTS, DELAYS IN OPERATION, OR DELAYS IN TRANSMISSION); OR

(ii) ANY LOSSES, CLAIMS, DAMAGES, EXPENSES, LIABILITIES, LEGAL FEES, OR OTHER COSTS THAT RESULT DIRECTLY OR INDIRECTLY FROM OR IN CONNECTION WITH ANY ALLEGATION, CLAIM, SUIT, OR OTHER PROCEEDING BASED UPON A CONTENTION THAT THE USE OF THE SERVICES OR THE CUSTOMER EQUIPMENT BY YOU OR ANY OTHER PERSON OR ENTITY INFRINGES UPON THE CONTRACTUAL RIGHTS, PRIVACY, CONFIDENTIALITY, COPYRIGHT, PATENT, TRADEMARK, TRADE SECRET, OR OTHER INTELLECTUAL PROPERTY RIGHTS OF ANY THIRD PARTY.

**i. These are your sole remedies**

This Agreement sets forth your sole and exclusive remedies. Some of the above limitations on our liability may not apply if your state does not allow the exclusion or limitation of implied warranties or does not allow the limitation or exclusion of incidental or consequential damages. In those states, our liability and the liability of any Released Entity is limited to the maximum extent permitted by law.

**j. These limitations survive termination**

All representations, warranties, indemnifications, and limitations of liability contained in this Agreement will survive termination of this Agreement. Any other obligations hereunder will also survive if they relate to the period before termination or if, by their terms, they would be expected to survive termination.

**12. ONE YEAR LIMITATION PERIOD**

YOU MUST INITIATE ANY PROCEEDING OR ACTION WITHIN ONE (1) YEAR OF THE DATE OF THE OCCURRENCE OF THE EVENT OR FACTS GIVING RISE TO A DISPUTE OR YOU WAIVE THE RIGHT TO PURSUE ANY CLAIM BASED ON SUCH EVENTS OR FACTS. FOR BILLING DISPUTES, SUBJECT TO APPLICABLE LAW AND OUR BINDING LEGAL OBLIGATIONS, YOU MUST NOTIFY US WITHIN 120 DAYS OF THE DATE ON THE BILL YOU ARE DISPUTING OR YOU WAIVE THE RIGHT TO DISPUTE THE BILL.

**13. BINDING ARBITRATION, AND CLASS/COLLECTIVE/REPRESENTATIVE ACTION/RELIEF WAIVER**

Any Dispute involving you and us shall be resolved through individual arbitration as described in this Section 13 (the "Arbitration Provision"). This Arbitration Provision is a material and mutually beneficial component of this Agreement. In arbitration, there is no judge or jury, and there is less discovery and appellate review than in court.

**a. Definitions**

This Arbitration Provision shall be interpreted broadly. "Dispute" means any and all claims or controversies arising out of or related to any aspect of our relationship, including, but not limited to, any and all: (i) claims for relief and theories of liability, whether based in contract, tort, fraud, negligence, statute, regulation, ordinance, or otherwise; (ii) claims or controversies that arose before this Agreement or any prior agreement; (iii) claims or controversies that arise after the expiration or termination of this Agreement; and (iv) claims or controversies that are the subject of purported class, collective, or representative action litigation. However, these terms do not apply to any Dispute as to which you have personally initiated a lawsuit or arbitration prior to agreeing to this Arbitration Provision. As used in this Arbitration Provision, "us" and "we" means Comcast Cable Communications, LLC and any of its parents, subsidiaries, and other affiliates, each of their respective predecessors, successors, and assigns, and each of their respective officers, directors, employees, and agents; and "you" means you and any users or beneficiaries of the Services.

**b. Exclusions**

NOTWITHSTANDING THE FOREGOING, THE FOLLOWING DISPUTES WILL NOT BE SUBJECT TO ARBITRATION: (i) DISPUTES RELATING TO THE SCOPE, VALIDITY, OR ENFORCEABILITY OF THIS ARBITRATION PROVISION; (ii) DISPUTES THAT ARISE BETWEEN US AND ANY STATE OR LOCAL REGULATORY AUTHORITY OR AGENCY THAT IS EMPOWERED BY FEDERAL, STATE, OR LOCAL LAW TO GRANT A FRANCHISE UNDER 47 U.S.C. § 522(9); (iii) DISPUTES THAT CAN ONLY BE BROUGHT BEFORE THE LOCAL FRANCHISE AUTHORITY UNDER THE TERMS OF THE FRANCHISE; AND (iv) DISPUTES ARISING FROM THE VIOLATION OR THREATENED VIOLATION OF INTELLECTUAL PROPERTY RIGHTS (I.E., COPYRIGHT, PATENT, TRADEMARK, OR TRADE SECRET RIGHTS).

**c. Right to Opt Out**

IF YOU DO NOT WISH TO ARBITRATE DISPUTES, YOU MAY DECLINE TO HAVE YOUR DISPUTES WITH US ARBITRATED BY NOTIFYING US, WITHIN 30 DAYS OF YOUR FIRST SERVICE ACTIVATION, (i) BY VISITING [WWW.XFINITY.COM/ARBITRATIONOPTOUT](http://WWW.XFINITY.COM/ARBITRATIONOPTOUT), OR (ii) IN WRITING BY MAIL TO: COMCAST, 1701 JOHN F. KENNEDY BLVD., PHILADELPHIA, PA 19103-2838, ATTN: LEGAL DEPARTMENT/ARBITRATION. ANY SUCH WRITTEN NOTIFICATION TO US MUST INCLUDE YOUR NAME, SERVICE ADDRESS, AND COMCAST ACCOUNT NUMBER, AND A CLEAR STATEMENT THAT YOU DO NOT WISH TO RESOLVE DISPUTES WITH US THROUGH ARBITRATION. YOUR DECISION TO OPT OUT OF THIS ARBITRATION PROVISION WILL HAVE NO ADVERSE EFFECT ON YOUR RELATIONSHIP WITH US OR THE SERVICES PROVIDED BY US. IF YOU HAVE PREVIOUSLY OPTED OUT OF ARBITRATION WITH RESPECT TO THE ACCOUNT GOVERNED BY THIS AGREEMENT, YOU DO NOT NEED TO DO SO AGAIN. BUT YOU MUST SEPARATELY OPT OUT FOR EACH ACCOUNT UNDER WHICH YOU RECEIVE SERVICES. ANY OPT-OUTS SUBMITTED AFTER THIS 30-DAY PERIOD WILL NOT BE EFFECTIVE AND ALL DISPUTES WITH US WILL BE ARBITRATED.

**d. Initiation of Arbitration Proceeding/Selection of Arbitrator**

Before either party initiates an arbitration proceeding, that party must first provide an opportunity to resolve the Dispute by sending the other party a written Notice of Dispute ("Notice"). You may download a Notice form at [www.xfinity.com/nod](http://www.xfinity.com/nod). You may send the completed Notice by U.S. mail to Comcast, 1701 John F. Kennedy Boulevard, Philadelphia, PA 19103-2838 – ATTN: LEGAL DEPARTMENT/ARBITRATION, or submit the completed Notice electronically by following the instructions at [www.xfinity.com/nod](http://www.xfinity.com/nod). We may send you the completed Notice by either posting the Notice at [www.xfinity.com](http://www.xfinity.com), your account, or sending you the Notice by mail to the Premises or by email at the email address we have on file for your account. The Notice must include all of the information requested on the Notice form, including, as applicable: (i) the noticing party's name; (ii) the relevant Comcast account number(s) and service address of the Premises; (iii) the Services (if any) to which the Dispute pertains; (iv) a description of the nature and basis of the Dispute; (v) an explanation of the specific relief sought and the basis for any damages calculations; (vi) the noticing party's signature; and (vii) if you have retained an attorney, your signed statement authorizing Comcast to disclose your confidential Account records and other information to your attorney if necessary to resolve your Dispute. You and we each agree to negotiate to resolve the Dispute in good faith, and that neither you nor we may initiate an arbitration proceeding unless you and we are unable to resolve the Dispute within 60 days of the other's receipt of a complete Notice that includes all of the foregoing information. (If you or we send an incomplete Notice, the 60-day good faith negotiation period will begin only after the complete Notice is received by you or us.) During the 60-day good faith negotiation period, we will meet via telephone or videoconference, in a good-faith effort to confer with each other and try to informally resolve the Dispute. If you are represented by counsel, your counsel may participate in the conference as well, but you agree to fully participate in the conference personally. Likewise, if we are represented by counsel, our counsel may participate in the conference as well, but we agree to have a company representative fully participate in the conference. Any statute of limitation relevant to a Dispute under applicable law shall be tolled from the date of receipt of a completed Notice, through and including the foregoing negotiation period, and continuing until final resolution of any arbitration proceeding, unless the party providing the Notice of Dispute withdraws or abandons the Dispute at any point, or the arbitration proceeding is withdrawn or dismissed. Failure to complete the requirements of the 60-day good faith negotiation period is grounds for dismissal of any arbitration proceeding, described below.

Any Dispute that the parties cannot resolve through the 60-day good faith negotiation period must be brought on an individual basis and will be resolved exclusively by final and binding arbitration ("Arbitration") before an arbitrator mutually selected by the Parties (the "Arbitrator"). You may initiate an Arbitration by sending a demand that includes all

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of the information required in the Notice to: Comcast, 1701 John F. Kennedy Boulevard, Philadelphia, PA 19103-2838 – ATTN: LEGAL DEPARTMENT/ARBITRATION.

The parties will meet and confer in good faith to select an Arbitrator and applicable fee schedule subject to Section 13(h) herein. The Arbitrator must have experience with the subject matter of the Dispute. For purposes of this Section, good-faith meet-and-confer efforts require that each party propose at least three arbitrators who meet the qualifications described in this Agreement. If, after 60 days of good faith meet and confer efforts, the Parties are unable to agree on an arbitrator, either Party may petition the state or federal courts in the county and state where you reside, to appoint an arbitrator meeting the requirements herein from the arbitrators proposed by the parties.

**e. Right to Sue in Small Claims Court**

Notwithstanding anything in this Arbitration Provision to the contrary, either you or we may elect to have a Dispute heard in a small claims court in the area where you receive(d) Services from us, if the claim(s) underlying the Dispute is not aggregated with the claim(s) of any other person and if the amount in controversy is properly within the jurisdiction of the small claims court.

**f. Arbitration Procedures**

Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act. Arbitrations shall be administered pursuant to the most recent version of the American Arbitration Association (“AAA”) Consumer Arbitration Rules and Mass Arbitration Supplementary Rules (the “AAA Rules”), with the exclusion of any associated fee schedules and as modified by the version of this Arbitration Provision that is in effect when you notify us about your Dispute. The selection of the AAA Rules is meant to govern procedural issues only, and such selection does not mean that AAA will administer the Arbitration or appoint the Arbitrator. You can obtain the AAA Rules from the AAA by visiting its website ([www.adr.org](http://www.adr.org)). If there is a conflict between this Arbitration Provision and the rest of this Agreement, this Arbitration Provision shall govern. If there is a conflict between this Arbitration Provision and the AAA Rules, this Arbitration Provision shall govern. A single Arbitrator will resolve the Dispute. Unless you and we agree otherwise, any Arbitration hearing will take place at a location convenient to you in the area where you receive Services from us. If you no longer receive Services from us when you notify us of your Dispute, then any Arbitration hearing will take place at a location convenient to you in the county where you reside when you notify us of your Dispute, provided that we offer Services in that county, or in the area where you received Services from us at the time of the events giving rise to your Dispute. The parties may mutually agree that the Arbitration be conducted via electronic or telephonic means, including via the submission of documents only through a desk Arbitration as described in the AAA Rules. The Arbitrator will honor claims of privilege recognized by law and will take reasonable steps to protect customer account information and other confidential or proprietary information. The Arbitrator shall issue a reasoned written decision that explains the Arbitrator’s essential findings and conclusions. The Arbitrator’s award may be entered in any court having jurisdiction over the parties only if necessary for purposes of enforcing the Arbitrator’s award. An Arbitrator’s award that has been fully satisfied shall not be entered in any court.

**g. WAIVER OF CLASS, COLLECTIVE, AND REPRESENTATIVE ACTIONS/RELIEF**

THERE SHALL BE NO RIGHT OR AUTHORITY FOR ANY CLAIMS TO BE ARBITRATED (i) ON A CLASS ACTION, COLLECTIVE ACTION OR (ii) ON BASES INVOLVING CLAIMS BROUGHT IN A PURPORTED REPRESENTATIVE CAPACITY ON BEHALF OF THE GENERAL PUBLIC (SUCH AS A PRIVATE ATTORNEY GENERAL), OTHER SUBSCRIBERS, OR OTHER PERSONS. EACH PARTY MAY PROCEED AS TO ANY DISPUTE ONLY IN THAT PARTY’S INDIVIDUAL CAPACITY. THE ARBITRATOR MAY AWARD RELIEF ONLY IN FAVOR OF THE INDIVIDUAL PARTY SEEKING RELIEF AND ONLY TO THE EXTENT NECESSARY TO PROVIDE RELIEF WARRANTED BY THAT INDIVIDUAL PARTY’S CLAIM, AND THE ARBITRATOR MAY NOT AWARD RELIEF FOR OR AGAINST OR ON BEHALF OF ANYONE WHO IS NOT A PARTY. THE ARBITRATOR MAY NOT PRESIDE OVER ANY FORM OF A CLASS, COLLECTIVE, OR REPRESENTATIVE PROCEEDING. THIS WAIVER OF CLASS, COLLECTIVE OR REPRESENTATIVE ACTIONS AND RELIEF IS AN ESSENTIAL PART OF THIS ARBITRATION PROVISION AND CANNOT BE SEVERED FROM IT. THE REMAINING PORTIONS OF THIS ARBITRATION PROVISION ARE NOT ESSENTIAL PARTS OF THIS ARBITRATION PROVISION AND CAN BE SEVERED FROM IT BY A COURT OF COMPETENT JURISDICTION.

**h. Arbitral Fees and Costs**

If the Arbitrator finds that the costs and fees of an Arbitration you initiate will be prohibitive for you as compared to the costs of litigation, we will pay as much of your filing, arbitrator, and hearing fees in the Arbitration as the Arbitrator deems necessary to prevent the Arbitration from being cost prohibitive, regardless of the outcome of the Arbitration. However, if the Arbitrator finds that your Dispute was frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), you shall reimburse us for any fees and costs that were advanced by us on your behalf. You may hire an attorney to represent you in Arbitration. You are responsible for your attorneys’ fees and additional costs. You may only recover your attorneys’ fees and costs in the Arbitration if (i) the Arbitration is decided in your favor and to the extent that you could have recovered those fees in court in accordance with the law or statute(s) that apply to the case or (ii) the Arbitrator finds that any Dispute we bring against you was frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)). Notwithstanding anything in this Arbitration Provision to the contrary, we will pay all fees and costs that we are required by law to pay.

**14. WAIVER OF JURY TRIAL**

**WHETHER ANY DISPUTE IS RESOLVED IN COURT OR IN ARBITRATION, YOU AND WE AGREE TO WAIVE THE RIGHT TO A TRIAL BY JURY IN RELATION TO THE DISPUTE.**

**15. WAIVER OF CLASS, COLLECTIVE, AND REPRESENTATIVE ACTIONS/RELIEF**

IN ADDITION TO, AND NOTWITHSTANDING SECTION 13(g) ABOVE, AND TO THE EXTENT ALLOWABLE AND NOT PRECLUDED BY THE LAW OF THE STATE IN WHICH YOU RESIDE, THERE SHALL BE NO RIGHT OR AUTHORITY FOR ANY CLAIMS TO BE LITIGATED (a) ON A CLASS ACTION, COLLECTIVE ACTION, OR (b) ON BASES INVOLVING CLAIMS BROUGHT IN A PURPORTED REPRESENTATIVE CAPACITY ON BEHALF OF THE GENERAL PUBLIC (SUCH AS A PRIVATE ATTORNEY GENERAL), OTHER SUBSCRIBERS, OR OTHER PERSONS. EACH PARTY MAY PROCEED AS TO ANY DISPUTE ONLY IN THAT PARTY’S INDIVIDUAL CAPACITY, AND NOT AS A (c) PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS ACTION, COLLECTIVE ACTION, OR (d) REPRESENTATIVE OF THE GENERAL PUBLIC (SUCH AS A PRIVATE ATTORNEY GENERAL), OTHER SUBSCRIBERS, OR OTHER PERSONS.

**16. INDEMNIFICATION**

YOU AGREE TO DEFEND, INDEMNIFY, AND HOLD US AND EACH RELEASED ENTITY HARMLESS FROM AND AGAINST ANY DAMAGES, LOSSES, OR EXPENSES (INCLUDING, WITHOUT LIMITATION, REASONABLE ATTORNEYS’ FEES AND COSTS) INCURRED IN CONNECTION WITH ANY CLAIMS, SUITS, JUDGMENTS, AND CAUSES OF ACTION ARISING OUT OF (a) YOUR USE OF THE SERVICES OR THE CUSTOMER EQUIPMENT; (b) YOUR ACTUAL OR ALLEGED VIOLATION OF APPLICABLE LAW; (c) YOUR FAILURE TO NOTIFY US OF A CHANGE IN OR THE INACCURACY OF THE INFORMATION YOU PROVIDED (INCLUDING, FOR EXAMPLE, CLAIMS UNDER THE TELEPHONE CONSUMER PROTECTION ACT AND RELATED REGULATIONS); AND (d) YOUR BREACH OF THIS AGREEMENT OR ANY APPLICABLE POLICIES.

**17. MONITORING AND RECORDING**

You agree that, in accordance with our Privacy Policy, located at [www.xfinity.com/privacy/policy](http://www.xfinity.com/privacy/policy), we (and our agents) may monitor and record any telephone calls or other communications, regardless of medium (a) between us (and our agents) and you or your agents, or (b) between us (and our agents) and any user of your Services or Customer Equipment, or any phone number associated with your account.

**18. OUR INTELLECTUAL PROPERTY RIGHTS**

All Services, information, documents, materials, firmware, and software we provide are protected by trademark, copyright, patent, and other intellectual property laws and international treaty provisions. You are granted a revocable license to use our firmware and software in object code form (without making any modification thereto) strictly in

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accordance with this Agreement. You have no other license to use firmware or software embedded in or used to provide the Services. You must not take any action nor allow anyone else to take any action that will reverse compile, disassemble, reverse engineer, or otherwise attempt to derive the source code from the binary code of the firmware or software. All of our and our affiliates' websites, corporate names, service marks, trademarks, trade names, logos, and domain names (collectively "Marks") are and will remain our and our affiliates' exclusive property. Nothing in this Agreement grants you the right or license to use any of the Marks.

## 19. YOUR REPRESENTATIONS AND WARRANTIES

**You represent and warrant that you are at least 18 years of age and that you have provided us with information that is accurate, complete, and current.**

For example, you must provide us with your accurate, complete, and current legal name, address (including apartment, unit, suite number, etc., where applicable), telephone number(s), the number of devices on which or through which the Services are being used, and payment information. You must also provide accurate information when authorizing recurring payments. You agree to promptly update your contact information to keep it accurate and complete. YOU ARE RESPONSIBLE FOR MAINTAINING THE ACCURACY OF YOUR INFORMATION, EVEN AFTER TERMINATION OF THIS AGREEMENT, UNTIL YOU PAY ALL AMOUNTS DUE AND RETURN ALL XFINITY EQUIPMENT. FAILURE TO DO SO IS A BREACH OF THIS AGREEMENT.

**You represent and warrant that you will comply with all applicable laws, including export rules.**

## 20. CONSENT TO COMMUNICATIONS FROM COMCAST

You agree that Comcast or third parties acting on Comcast's behalf may call, text or email you at any telephone number or email address that you provide to Comcast or that Comcast issues to you, and may do so for any purpose relating to your account and/or the Services to which you subscribe. You expressly consent to receive such calls, texts and emails and agree that these calls, texts and emails are not unsolicited. You understand and acknowledge that calls and texts may entail the use of an automatic telephone dialing system and/or artificial or prerecorded messages. If you do not wish to receive these call and texts, you may visit the Preference Center at [www.xfinity.com/donotcontact](http://www.xfinity.com/donotcontact) to manage your communications preferences. You understand and acknowledge that this is the exclusive means of opting out of such communications. You may not opt-out of receiving certain communications pertaining to your account, including but not limited to communications regarding emergencies, fraud or other violations of law, security issues, and harm caused to the network. Message frequency depends on your activity with your Services. Message and/or data rates may apply.

## 21. INFORMATION PROVIDED TO THIRD PARTIES

We are not responsible for any information provided by you to third parties including credit/debit card or banking information, and this information is not subject to the privacy provisions of this Agreement or the privacy notice for the Services. You assume all privacy, security, and other risks associated with providing any information, including customer proprietary network equipment or personal information, to third parties via the Services. For a description of the privacy protections associated with providing information to third parties, you should refer to the privacy policies, if any, provided by those third parties.

## 22. ASSIGNABILITY

You may not assign your right to use the Services without our authorization. You may not assign your rights and obligations under this Agreement. We may freely assign this Agreement, any of our rights and obligations, or any debt you owe us, without notifying you.

## 23. RETENTION OF RIGHTS

We may decide not to enforce our rights or exercise a remedy under this Agreement in a specific instance. This will not be a waiver of our rights or remedies. Nothing contained in this Agreement limits our rights and remedies available at law or in equity. If this Agreement terminates, we (and the Released Entities) reserve the right to delete all of your data, files, electronic messages, voicemails, user account names, email addresses, IP addresses, websites, or other information that are stored and/or used with the Services. If you cancel Voice without porting your service or telephone number to another service provider, you will forfeit the telephone number. We and the Released Entities will not be liable for the loss of any data, information, or phone numbers.

## 24. ENTIRE AGREEMENT, SEVERABILITY

This Agreement, any additional terms related to the Services, and any other documents incorporated into this Agreement by reference, form the entire agreement between you and us. No other written or verbal agreements between us have any legal force or effect. If any part of this Agreement is found invalid or unenforceable, that part will be construed in accordance with applicable law as nearly as possible to reflect the original intentions of the parties, if permitted by applicable state law. The remainder of the Agreement shall be considered severable and shall not be affected by such determination, and the rights and obligations of the Parties will remain in effect. Neither the course of conduct between us, nor trade practice, can modify this Agreement.

## 25. CONTACT US

If our local office cannot resolve your problem to your satisfaction, you may write to the Comcast corporate offices at 1701 John F. Kennedy Blvd., Philadelphia, PA 19103-2838, Attention: Executive Customer Relations.

If you experience a problem with your Services, please contact us first and give us an opportunity to resolve your problem.

- **Massachusetts Residents:** In addition, if you are unsatisfied with our handling of your TV complaint, you may contact the Consumer Division of the Department of Telecommunications and Cable (DTC) toll free at 1-800-392-6066, or you may write to them at 1000 Washington Street, Suite 600, Boston, MA 02118.
- **Connecticut Residents:** If a TV matter is not resolved to your satisfaction, please contact the Connecticut Public Utilities Regulatory Authority at 1-800-382-4586 (toll free within Connecticut) or 1-860-827-1553 (outside Connecticut) or TDD 1-860-827-2837.
- **New York Residents:** If your TV concerns have not been resolved, contact your local government, or call the **New York State Public Service Commission (PSC) at 1-800-342-3377**, or write to: **Customer Service Representative, New York State Public Service Commission, Office of Customer Services**, Three Empire State Plaza, Albany, NY 12223-1350.
- **New Hampshire Residents:** The Office of the Attorney General Consumer Protection Bureau has the authority to enforce consumer protection laws and provide assistance in the mediation of consumer complaints. Customers should file written complaints concerning any alleged misrepresentations and unfair or deceptive practices of the cable company to: Office of the Attorney General, Consumer Protection Bureau, 33 Capitol Street, Concord, NH 03301.
- **Maine Residents:** The Office of the Attorney General Consumer Protection Division has the authority to enforce consumer protection laws and provide assistance in the mediation of consumer complaints. Customers should file written complaints concerning any alleged misrepresentations and unfair or deceptive practices of the cable company to: Office of the Attorney General, Consumer Information and Mediation Service, 6 State House Station, Augusta, ME 04333.

## 26. SURVIVAL

The following sections shall survive the termination of your Services with us: Section 11, Section 13, Section 14, Section 15, Section 16, and Section 19.

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# **EXHIBIT 57**

Hello **Witness 2**

Your Xfinity services have been disconnected at your request. We're sorry to see you go.

**Your bill at a glance**

For [REDACTED] WASHINGTON, DC, 20003-4003

Previous balance		\$121.80
One-time EFT Payment - thank you	Apr 08	-\$121.80
<b>Balance forward</b>		<b>\$0.00</b>
Partial charges	Page 3	-\$112.25
One-time charges	Page 3	\$150.00
Taxes, fees and other charges	Page 3	-\$1.68
<b>New charges</b>		<b>\$36.07</b>

**Amount due \$36.07**

**Your bill explained**

- Your equipment must be returned within 10 days to avoid unreturned equipment fees. See your return options at [xfinity.com/returns](https://xfinity.com/returns).

**Need help?**

Visit [xfinity.com/customersupport](https://xfinity.com/customersupport) or see page 2 for other ways to contact us.

Detach the bottom portion of this bill and enclose with your payment

Please write your account number on your check or money order

Do not include correspondence with payment



676 ISLAND POND RD  
MANCHESTER NH 03109

Witness 2  
[REDACTED]  
MT PLEASANT, SC 29464-1701

Account number	[REDACTED]
Balance forward	<b>\$0.00</b>
New charges	\$36.07
<b>Total amount due upon receipt</b>	<b>\$36.07</b>
Amount enclosed	\$ [REDACTED]

Send payment to  
COMCAST  
P.O. BOX 70219  
PHILADELPHIA PA 19176-0219

Make checks payable to Comcast  
Do not send cash

## Move in a minute

Transfer your services in a few simple steps.  
It's easy to schedule your move in just about a minute.  
On the way, you'll stay connected with our WiFi hotspots.  
Learn more at [xfinity.com/moving](https://xfinity.com/moving).



## Our thanks. Your rewards.

There's always something new to explore—and the longer you're with us, the more rewards you get.

See what's new in the **Xfinity app**.  
Not a member? Join for free in the app.



xfinity rewards

## Contact us

We're here to help.

-  **Chat**  
Visit [xfinity.com/chat](https://xfinity.com/chat)
-  **Social**  
Tweet us @XfinitySupport
-  **App**  
Download the Xfinity app at [xfinity.com/apps](https://xfinity.com/apps) or in your app store
-  **Phone**  
Call 1-800-xfinity (1-800-934-6489)
-  **Store**  
At your nearest Xfinity store  
find one at [xfinity.com/storelocator](https://xfinity.com/storelocator)

## Additional information

### Your nearest Service Center:

Xfinity Store Location: Your nearest Xfinity Store location is 715 7th St NW, Washington, DC 20001, Mon-Wed 10am-6pm, Thurs-Fri 10am-7pm, Sat 10am-6pm, Sun Closed.

### Accessibility:

If you are hearing impaired, call 711. For issues affecting customers with disabilities, call 1-855-270-0379, chat live at [support.xfinity.com/accessibility](https://support.xfinity.com/accessibility), email [accessibility@comcast.com](mailto:accessibility@comcast.com), fax 1-866-599-4268 or write to Comcast at 1701 JFK Blvd., Philadelphia, PA 19103-2838 Attn: M. Gifford.

## Ways to pay

-  **Looking to shorten your to-do list?**  
Set up automatic monthly payments and never worry about remembering to pay your bill again.  
Enrolling is fast, easy, and free at [xfinity.com/autopay](https://xfinity.com/autopay).
-  **Hello paperless billing, goodbye clutter**  
With paperless billing, you can pay and view your bill online. It's faster, easier and helps cut down the clutter, not the trees! Visit [xfinity.com/ecobill](https://xfinity.com/ecobill) to go green.

## Additional billing information

### Other ways to pay

Visit [xfinity.com/myaccount](https://xfinity.com/myaccount) and use the Xfinity app

## Partial charges -\$112.25

■ **Services removed** Feb 19 - Apr 14 -\$112.25

Fast and Modem Rental

**Please note:** Credits for services you were billed for in advance last month. These services have been disconnected.

On your last bill you were billed in advance for services between Mar 15 - Apr 14. We've applied a credit of -\$112.25 as a result of your service disconnection on Feb 19. For more details about the change to your service please go to [www.xfinity.com/billdetails](http://www.xfinity.com/billdetails).

## One-time charges \$150.00

**Other charges** \$150.00

Unreturned Equipment Apr 12 \$150.00  
Serial: 3C82C0DA559B

## Taxes, fees and other charges -\$1.68

**Taxes & government fees** -\$1.68

Sales Tax -\$1.68

## Additional information

Franchise Authority: Government of the District of Columbia, Office of Cable Television, Film, Music and Entertainment, 1899 9th Street NE, Washington, DC 20018; [www.oct.dc.gov](http://www.oct.dc.gov); 202-671-0066, Mon-Fri 9am-5pm. After 5pm HOTLINE 202-671-1OCT. FCC Community ID: DC0002.

A late fee of \$5.95 will be assessed for any balance that has not been paid in full by May 12, 2024.

You have 120 days from the date of this bill to dispute any charges included on this bill.

### Moving?

Visit [xfinity.com/moving](http://xfinity.com/moving) today to help you stay connected to all of your Xfinity services.

Are you a business owner? Did you know Comcast offers a full array of Internet, Voice and Video products designed to help businesses meet all of their telecommunications needs? Visit <http://business.comcast.com/> today for details about special offers and promotions. Not all products and services available in all areas. Certain restrictions apply.

# **EXHIBIT 58**

# Hello Nancy Mace,

Thank you for choosing Xfinity.

## Your bill at a glance

For [REDACTED] WASHINGTON, DC, 20003-4003

Previous balance		\$80.90
Credit card payment - thank you	May 02	-\$80.90
<b>Balance forward</b>		<b>\$0.00</b>
Regular monthly charges	Page 3	\$ [REDACTED] 00
Taxes, fees and other charges	Page 3	\$0.90
<b>New charges</b>		<b>\$80.90</b>

**Amount due \$80.90**

### Thanks for paying by Automatic Payment

Your automatic payment on Jun 01, 2024, will include your amount due, plus or minus any payment related activities or adjustments, and less any credits issued before your bill due date.

### Need help?

Visit [xfinity.com/customersupport](http://xfinity.com/customersupport) or see page 2 for other ways to contact us.

## Your bill explained

- This page gives you a quick summary of your monthly bill. A detailed breakdown of your charges begins on page 3.

Detach the bottom portion of this bill and enclose with your payment

Please write your account number on your check or money order

Do not include correspondence with payment



676 ISLAND POND RD  
MANCHESTER NH 03109

NANCY MACE  
[REDACTED]  
WASHINGTON, DC 20003-4003

Account number [REDACTED]

Automatic payment Jun 01, 2024

**Please pay \$80.90**

Credit card payment will be applied Jun 01, 2024

COMCAST  
P.O. BOX 70219  
PHILADELPHIA PA 19176-0219

## Move in a minute

Transfer your services in a few simple steps.  
It's easy to schedule your move in just about a minute.  
On the way, you'll stay connected with our WiFi hotspots.  
Learn more at [xfinity.com/moving](https://xfinity.com/moving).



## Our thanks. Your rewards.

There's always something new to explore—and the longer you're with us, the more rewards you get.

See what's new in the **Xfinity app**.  
Not a member? Join for free in the app.



xfinity rewards

## Contact us

We're here to help.

-  **Chat**  
Visit [xfinity.com/chat](https://xfinity.com/chat)
-  **Social**  
Tweet us @XfinitySupport
-  **App**  
Download the Xfinity app at [xfinity.com/apps](https://xfinity.com/apps) or in your app store
-  **Phone**  
Call 1-800-xfinity (1-800-934-6489)
-  **Store**  
At your nearest Xfinity store  
find one at [xfinity.com/storelocator](https://xfinity.com/storelocator)

## Additional information

### Your nearest Service Center:

Xfinity Store Location: Your nearest Xfinity Store location is 715 7th St NW, Washington, DC 20001, Mon-Wed 10am-6pm, Thurs-Fri 10am-7pm, Sat 10am-6pm, Sun Closed.

### Accessibility:

If you are hearing impaired, call 711. For issues affecting customers with disabilities, call 1-855-270-0379, chat live at [support.xfinity.com/accessibility](https://support.xfinity.com/accessibility), email [accessibility@comcast.com](mailto:accessibility@comcast.com), fax 1-866-599-4268 or write to Comcast at 1701 JFK Blvd., Philadelphia, PA 19103-2838 Attn: M. Gifford.

## Ways to pay

-  **Looking to shorten your to-do list?**  
Set up automatic monthly payments and never worry about remembering to pay your bill again.  
Enrolling is fast, easy, and free at [xfinity.com/autopay](https://xfinity.com/autopay).
-  **Hello paperless billing, goodbye clutter**  
With paperless billing, you can pay and view your bill online. It's faster, easier and helps cut down the clutter, not the trees! Visit [xfinity.com/ecobill](https://xfinity.com/ecobill) to go green.

## Additional billing information

### Other ways to pay

Visit [xfinity.com/myaccount](https://xfinity.com/myaccount) and use the Xfinity app



## Regular monthly charges \$80.00

<b>My Xfinity plan</b>	<b>\$65.00</b>
<b>My Xfinity services</b>	<b>\$110.00</b>
<b>Internet:</b> Superfast	\$110.00
<b>Discounts</b>	<b>-\$45.00</b>
<b>Promotional Discount</b>	<b>-\$40.00</b>
Includes a 24-month \$40.00 Promotional Discount. A portion of this discount will end on Feb 10, 2026. The remainder of your discount will expire when your promotion ends on Feb 10, 2027.	
<b>Automatic Payments Discount</b>	<b>-\$5.00</b>
Including Paperless Billing Discount applied while enrolled in both Automatic Payments and Paperless Billing.	

## Equipment & services \$15.00

Modem Rental	\$15.00
--------------	---------

## Taxes, fees and other charges \$0.90

### Taxes & government fees \$0.90

Sales Tax	\$0.90
-----------	--------

## What's included?



**Internet:** Download as fast as 800 Mbps

Visit [xfinity.com/myaccount](https://xfinity.com/myaccount) for more details

You've saved \$45.00 this month with your promotional and automatic payments discounts.

You receive a monthly discount for using automatic payment and paperless billing.

## Additional information

Franchise Authority: Government of the District of Columbia, Office of Cable Television, Film, Music and Entertainment, 1899 9th Street NE, Washington, DC 20018; [www.oct.dc.gov](http://www.oct.dc.gov); 202-671-0066, Mon-Fri 9am-5pm. After 5pm HOTLINE 202-671-1OCT. FCC Community ID: DC0002.

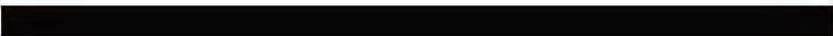
A late fee of \$5.95 will be assessed for any balance that has not been paid in full by Jun 05, 2024.

You have 120 days from the date of this bill to dispute any charges included on this bill.

### Moving?

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# **EXHIBIT 59**

Hello **Witness 2**

Your Xfinity services have been disconnected at your request. We're sorry to see you go.

**Your bill at a glance**

For [REDACTED] WASHINGTON, DC, 20003-4003

Previous balance	\$36.07
Payments	\$0.00
<b>Balance forward</b>	<b>\$36.07</b>
Taxes, fees and other charges	\$0.00
<b>New charges</b>	<b>\$0.00</b>

**Amount due \$36.07**

**Your bill explained**

- This bill shows your unpaid balance, please pay this amount now. Not paying this amount may result in late fees.

**Need help?**

Visit [xfinity.com/customersupport](http://xfinity.com/customersupport) or see page 2 for other ways to contact us.

Detach the bottom portion of this bill and enclose with your payment

Please write your account number on your check or money order

Do not include correspondence with payment



676 ISLAND POND RD  
MANCHESTER NH 03109

Witness 2

[REDACTED]  
MT PLEASANT, SC 29464-1701

Account number	[REDACTED]
Balance forward	<b>\$36.07</b>
New charges	\$0.00
<b>Total amount due upon receipt</b>	<b>\$36.07</b>
Amount enclosed	\$ [REDACTED]

Send payment to  
COMCAST  
P.O. BOX 70219  
PHILADELPHIA PA 19176-0219

Make checks payable to Comcast  
Do not send cash

## Move in a minute

Transfer your services in a few simple steps.  
It's easy to schedule your move in just about a minute.  
On the way, you'll stay connected with our WiFi hotspots.  
Learn more at [xfinity.com/moving](https://xfinity.com/moving).



## Our thanks. Your rewards.

There's always something new to explore—and the longer you're with us, the more rewards you get.

See what's new in the **Xfinity app**.  
Not a member? Join for free in the app.



xfinity rewards

## Contact us

We're here to help.

-  **Chat**  
Visit [xfinity.com/chat](https://xfinity.com/chat)
-  **Social**  
Tweet us @XfinitySupport
-  **App**  
Download the Xfinity app at [xfinity.com/apps](https://xfinity.com/apps)  
or in your app store
-  **Phone**  
Call 1-800-xfinity (1-800-934-6489)
-  **Store**  
At your nearest Xfinity store  
find one at [xfinity.com/storelocator](https://xfinity.com/storelocator)

## Additional information

### Your nearest Service Center:

Xfinity Store Location: Your nearest Xfinity Store location is 715 7th St NW, Washington, DC 20001, Mon-Wed 10am-6pm, Thurs-Fri 10am-7pm, Sat 10am-6pm, Sun Closed.

### Accessibility:

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## Ways to pay

-  **Looking to shorten your to-do list?**  
Set up automatic monthly payments and never worry about remembering to pay your bill again.  
Enrolling is fast, easy, and free at [xfinity.com/autopay](https://xfinity.com/autopay).
-  **Hello paperless billing, goodbye clutter**  
With paperless billing, you can pay and view your bill online. It's faster, easier and helps cut down the clutter, not the trees! Visit [xfinity.com/ecobill](https://xfinity.com/ecobill) to go green.

## Additional billing information

### Other ways to pay

Visit [xfinity.com/myaccount](https://xfinity.com/myaccount) and use the Xfinity app



## Additional information

Franchise Authority: Government of the District of Columbia, Office of Cable Television, Film, Music and Entertainment, 1899 9th Street NE, Washington, DC 20018; [www.oct.dc.gov](http://www.oct.dc.gov); 202-671-0066, Mon-Fri 9am-5pm. After 5pm HOTLINE 202-671-1OCT. FCC Community ID: DC0002.

A late fee of \$5.95 will be assessed for any balance that has not been paid in full by Jun 11, 2024.

You have 120 days from the date of this bill to dispute any charges included on this bill.

### Moving?

Visit [xfinity.com/moving](http://xfinity.com/moving) today to help you stay connected to all of your Xfinity services.

Are you a business owner? Did you know Comcast offers a full array of Internet, Voice and Video products designed to help businesses meet all of their telecommunications needs? Visit <http://business.comcast.com/> today for details about special offers and promotions. Not all products and services available in all areas. Certain restrictions apply.



# **EXHIBIT 60**



Account number: [REDACTED]

Bill date: February 1, 2023  
 Period: Dec 30, 2022-Jan 30, 2023 (32 days)  
 Service address: [REDACTED] WASHINGTON, DC 20003-4003

**Gas Bill**

Please pay \$185.43 by February 23, 2023.

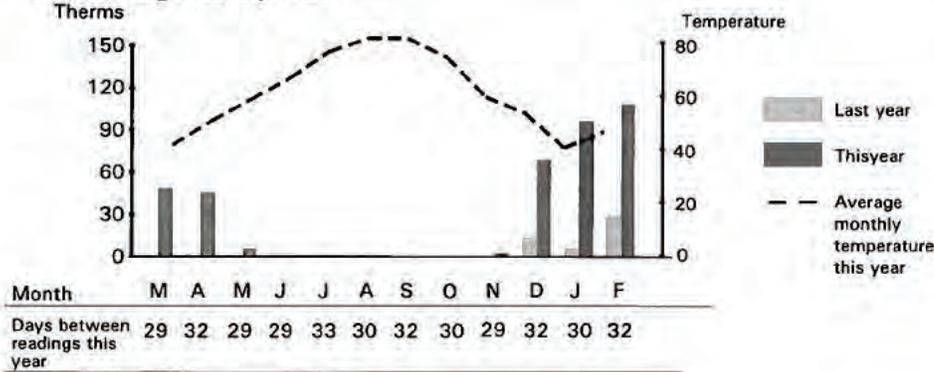
To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

**Questions?**

washingtongas.com  
 844-WASHGAS (844-927-4427)  
 Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is February 27, 2023.

**Your usage compared**



For energy advice visit [washingtongas.com](http://washingtongas.com)

Your account	
Balance on your last bill	\$167.44
Payments/Credits	\$ -167.44
<b>Balance brought forward</b>	<b>\$0.00</b>
Current Gas Charges	\$185.43
<b>Total Charges This Period</b>	<b>\$185.43</b>
<b>Total to pay</b>	<b>\$185.43</b>

See over for details →

Thank you for being part of our Paperless Billing program, which saves 2,200 trees each year. That's the same number of cherry trees that surround the Tidal Basin in DC!

**Sign up for Budget Billing**  
 The budget plan can help you manage natural gas costs by spreading higher heating bills over the entire year. Call the automated line at 844-WASHGAS to enroll today.

**Prepare for winter**  
 For money saving winter tips, visit [washingtongas.com](http://washingtongas.com).



6801 Industrial Rd  
 Springfield, VA 22151  
 1-844-WASHGAS (927-4427)

**ADDRESS SERVICE REQUESTED**

Account Number	[REDACTED]
Amount due	\$185.43
Due date	Feb 23, 2023
Amount Paid	\$
<p>Check here to donate to the Washington Area Fuel Fund. Don't forget to include your donation with your payment. Visit <a href="http://washingtongas.com">washingtongas.com</a>.</p>	
Fuel Fund donation	\$

Witness 2  
 [REDACTED]  
 WASHINGTON, DC 20003-4003



**WASHINGTON GAS**  
 PO BOX 37747  
 PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating

Next Read Date: February 27, 2023

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	12/30/22	1/30/23	Actual	7,096	7,200	104
Total CCF						104
Total Therms(TH) used for 32 days (Total CCFx1.038)						108.0

Charges this period	Previous Bill Amount	\$167.44
	Payment January 5, 2023	\$-167.44
	Thank you	
	<b>Balance brought forward</b>	<b>\$0.00</b>
	<b>DISTRIBUTION SERVICE</b>	
	RES Surcharge	\$0.82
	Distribution Charge 108.0 TH x .4114	\$44.43
	PROJECT pipes Adjustment	\$4.69
	Customer Charge	\$15.05
	<b>NATURAL GAS SUPPLY SERVICE</b>	
	PGC 108.0 TH x .9508	\$102.69
	<b>TAXES</b>	
	DC Rights-of-Way Fee	\$4.33
	Sustainable Energy Trust Fund 108.0 TH x .04515	\$4.88
	Energy Assistance Trust Fund 108.0 TH x .00834	\$0.90
	Delivery Tax 108.0 TH x .07070	\$7.64
	<b>Total Current Washington Gas Charges</b>	<b>\$185.43</b>
	<b>Total Washington Gas Charges This Period</b>	<b>\$185.43</b>

Washington Gas protects customers' account information. It is shared only with the person whose name appears on the account, and only that person can authorize that a second name be added.

**Customer Choice Program:** You now have the option of buying natural gas from natural gas suppliers. Washington Gas will still deliver the natural gas to your home or business and will be available around-the-clock to respond to any emergency involving your gas service. Exercising this choice could result in lower gas costs, and ultimately, a lower gas bill. For more information about the Choice Program and to see a list of Suppliers, go to [washingtongas.com/pages/CustomerChoiceinDC](http://washingtongas.com/pages/CustomerChoiceinDC) or call 844-WASHGAS.

## About your supplier

Your gas is supplied and distributed by Washington Gas.

Washington Gas is regulated by the Public Service Commission of the District of Columbia. Washington Gas will furnish rate schedule and bill calculation data upon request.

DC Commission phone: 202-626-5100

Fax: 202-393-1389 TTY/TDD: 711 or 202-855-1234

DC Commission address: 1325 G Street, NW  
8th Floor, Washington DC 20005

## Other Contacts

Bill Inquiries: 844-WASHGAS  
711 for TTY/TDD; voice relay

If you smell gas: Call 911 then 844-WASHGAS

Office of People's Counsel (OPC) represents District of Columbia utility ratepayers before the Public Service Commission in matters regarding the rates and services provided by utilities in DC. Visit the OPC website at [www.opc-dc.gov](http://www.opc-dc.gov), or write to 655 15th Street, NW, Ste 200, Washington DC 20005, or call 202-727-3071.

## Useful Information

**CCF:** A unit of measurement for the amount of gas used. One CCF = 100 cubic feet.

**Distribution charge:** Covers the monthly cost of transporting your gas through our pipes and storage tanks to your meter. The charge is based on the amount of gas used.

**Customer charge:** Covers certain other costs of providing your service, including depreciation of equipment, taxes, maintenance and repair of customer lines, and expenses such as meter reading and billing.

**PGC (Purchased Gas Charge):** The cost of the natural gas we buy, plus the cost of transporting it to our system.

**Therm (TH):** A measure of the energy in natural gas, equal to the amount of gas (in CCFs) times a heat content factor.

For more information about this bill or terminology used, please visit our web site at [washingtongas.com/pages/UnderstandingYourBill](http://washingtongas.com/pages/UnderstandingYourBill)

## Ways to pay

### Automated Payment Plan

The easiest way to pay your bill and avoid late payment charges. Get more information, or sign up today at [washingtongas.com](http://washingtongas.com)

### Phone

Pay your gas bill over the phone any time by check, credit or debit card on our automated Special Services line at 844-WASHGAS (927-4427)

### Mail

Please send your check (made payable to Washington Gas) with this remittance stub to Washington Gas, PO Box 37747, Philadelphia PA 19101-5047

**Please note:** If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

### Online

Pay your bill online anytime, day or night, at [washingtongas.com](http://washingtongas.com). Enroll to receive bill notifications and ask for services.

### Payment locations

M-F 8am - 4pm 529 14th St NW, Washington DC  
M-F 8am - 4pm 2300 Martin Luther King Jr Ave, SE, Wash DC  
M-F 8am - 4pm 350 Hillandale Lane, Winchester VA  
M-F 8am - 4pm 1800 N Market St, Frederick MD

Payment Drop boxes are available at each of the above offices. Payment drop boxes are also located at: 1000 Maine Avenue, SW, Washington DC  
6801 Industrial Rd, Springfield VA  
4000 Forestville Road, Forestville MD

Questions? Any inquiries about this bill should be made prior to the due date, in order to avoid late charges. Call 844-WASHGAS (844-927-4427) or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

## Pay By Cash

Bring this notice with you to make a cash payment. Payments are recognized immediately and posted next business day.

KUBRAEZ-PAY

PAY YOUR WASHINGTON GAS BILL WITH CASH AT PARTICIPATING 7-ELEVEN STORES WITH NO FEE

### 7-ELEVEN. TEAM MEMBER INSTRUCTIONS

1. Ask customer the payment amount to load.
2. Press "Load".
3. Scan barcode and collect payment.
4. Return EZ-Pay slip and provide receipt.

Customers call 888-714-0004 for assistance. Subject to terms of use at [www.PayNearMe.com](http://www.PayNearMe.com)

PayNearMe

Need to change your information? If you've changed your mailing address or other personal details call us on 844-WASHGAS

# **EXHIBIT 61**



Account number: [REDACTED]

Bill date: March 1, 2023  
 Period: Jan 31, 2023-Feb 27, 2023 (28 days)  
 Service address: [REDACTED] WASHINGTON, DC 20003-4003

**Gas Bill**

Please pay **\$79.80** by **March 23, 2023**.

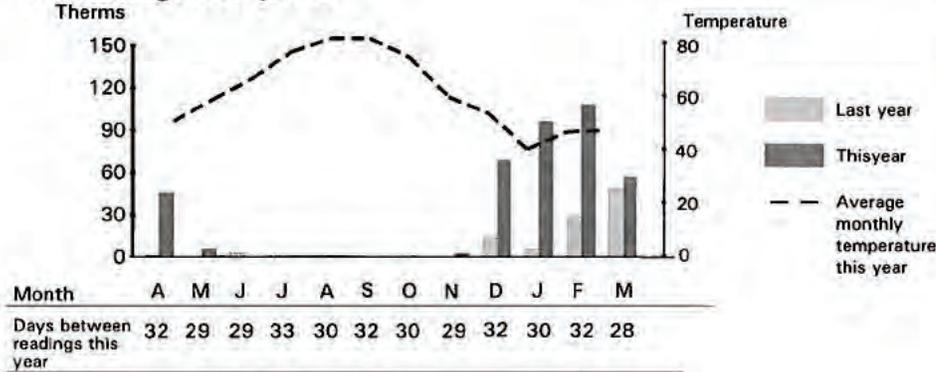
To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

**Questions?**

[washingtongas.com](http://washingtongas.com)  
 844-WASHGAS (844-927-4427)  
 Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is **March 30, 2023**.

**Your usage compared**



For energy advice visit [washingtongas.com](http://washingtongas.com)

Your account	
Balance on your last bill	\$185.43
Payments/Credits	\$ -185.43
<b>Balance brought forward</b>	<b>\$0.00</b>
Current Gas Charges	\$79.80
<b>Total Charges This Period</b>	<b>\$79.80</b>
Total to pay	\$79.80

See over for details →

Thank you for being part of our Paperless Billing program, which saves 2,200 trees each year. That's the same number of cherry trees that surround the Tidal Basin in DC!

**Sign up for Budget Billing**  
 The budget plan can help you manage natural gas costs by spreading higher heating bills over the entire year. Call the automated line at 844-WASHGAS to enroll today.

**Prepare for winter**  
 For money saving winter tips, visit [washingtongas.com](http://washingtongas.com).

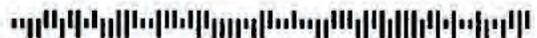


6801 Industrial Rd  
 Springfield, VA 22151  
 1-844-WASHGAS (927-4427)

**ADDRESS SERVICE REQUESTED**

Account Number	[REDACTED]
Amount due	<b>\$79.80</b>
Due date	Mar 23, 2023
Amount Paid	\$
<p>Check here to donate to the Washington Area Fuel Fund. Don't forget to include your donation with your payment. Visit <a href="http://washingtongasareafuelfund.org">washingtongasareafuelfund.org</a>.</p>	
Fuel Fund donation	\$

[REDACTED] Witness 2  
 WASHINGTON, DC 20003-4003



**WASHINGTON GAS**  
 PO BOX 37747  
 PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating  
 Next Read Date: March 30, 2023

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	1/31/23	2/27/23	Actual	7,200	7,255	55
<b>Total CCF</b>						<b>55</b>
<b>Total Therms(TH) used for 28 days (Total CCFx1.038)</b>						<b>57.1</b>

Charges this period	Previous Bill Amount	\$185.43
	Payment February 6, 2023	\$-185.43
	Thank you	
	<b>Balance brought forward</b>	<b>\$0.00</b>
	<b>DISTRIBUTION SERVICE</b>	
	RES Surcharge	\$0.43
	Distribution Charge 57.1 TH x .4114	\$23.49
	PROJECT pipes Adjustment	\$2.48
	Customer Charge	\$15.05
	<b>NATURAL GAS SUPPLY SERVICE</b>	
	PGC 57.1 TH x .5071	\$28.96
	<b>TAXES</b>	
	DC Rights-of-Way Fee	\$2.29
	Sustainable Energy Trust Fund 57.1 TH x .04515	\$2.58
	Energy Assistance Trust Fund 57.1 TH x .00834	\$0.48
	Delivery Tax 57.1 TH x .07070	\$4.04
	<b>Total Current Washington Gas Charges</b>	<b>\$79.80</b>
	<b>Total Washington Gas Charges This Period</b>	<b>\$79.80</b>

Washington Gas protects customers' account information. It is shared only with the person whose name appears on the account, and only that person can authorize that a second name be added.

Customer Choice Program: You now have the option of buying natural gas from natural gas suppliers. Washington Gas will still deliver the natural gas to your home or business and will be available around-the-clock to respond to any emergency involving your gas service. Exercising this choice could result in lower gas costs, and ultimately, a lower gas bill. For more information about the Choice Program and to see a list of Suppliers, go to [washingtongas.com/pages/CustomerChoiceinDC](http://washingtongas.com/pages/CustomerChoiceinDC) or call 844-WASHGAS.

## About your supplier

Your gas is supplied and distributed by Washington Gas. Washington Gas is regulated by the Public Service Commission of the District of Columbia. Washington Gas will furnish rate schedule and bill calculation data upon request.

DC Commission phone: 202-626-5100  
 Fax: 202-393-1389 TTY/TTD: 711 or 202-855-1234  
 DC Commission address: 1325 G Street, NW  
 8th Floor, Washington DC 20005

## Other Contacts

- Bill Inquiries: 844-WASHGAS  
711 for TTY/TDD; voice relay
- If you smell gas: Call 911 then 844-WASHGAS

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## Useful Information

CCF: A unit of measurement for the amount of gas used. One CCF = 100 cubic feet.

Distribution charge: Covers the monthly cost of transporting your gas through our pipes and storage tanks to your meter. The charge is based on the amount of gas used.

Customer charge: Covers certain other costs of providing your service, including depreciation of equipment, taxes, maintenance and repair of customer lines, and expenses such as meter reading and billing.

PGC (Purchased Gas Charge): The cost of the natural gas we buy, plus the cost of transporting it to our system.

Therm (TH): A measure of the energy in natural gas, equal to the amount of gas (in CCFs) times a heat content factor.

For more information about this bill or terminology used, please visit our web site at [washingtongas.com/pages/UnderstandingYourBill](http://washingtongas.com/pages/UnderstandingYourBill)

## Ways to pay

### Automated Payment Plan

The easiest way to pay your bill and avoid late payment charges. Get more information, or sign up today at [washingtongas.com](http://washingtongas.com)

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### Online

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### Mail

Please send your check (made payable to Washington Gas) with this remittance stub to Washington Gas, PO Box 37747, Philadelphia PA 19101-5047

Please note: If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

### Payment locations

- M-F 8am - 4pm 529 14th St NW, Washington DC
- M-F 8am - 4pm 2300 Martin Luther King Jr Ave, SE, Wash DC
- M-F 8am - 4pm 350 Hillandale Lane, Winchester VA
- M-F 8am - 4pm 1800 N Market St, Frederick MD

Payment Drop boxes are available at each of the above offices. Payment drop boxes are also located at: 1000 Maine Avenue, SW, Washington DC 6801 Industrial Rd, Springfield VA 4000 Forestville Road, Forestville MD

Questions? Any inquiries about this bill should be made prior to the due date, in order to avoid late charges. Call 844-WASHGAS (844-927-4427) or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

### Pay By Cash

Bring this notice with you to make a cash payment. KUBRAEZPAY  
Payments are recognized immediately and posted next business day.

**PAY YOUR WASHINGTON GAS BILL WITH CASH AT PARTICIPATING 7-ELEVEN STORES WITH NO FEE**

**7-ELEVEN TEAM MEMBER INSTRUCTIONS:**

1. Ask customer the payment amount to load.
2. Press "Load"
3. Scan barcode and collect payment.
4. Return EZ-Pay slip and provide receipt.

Customers call 888-714-0004 for assistance.   
Subject to terms of use at [www.PayNearMe.com](http://www.PayNearMe.com)

Need to change your information? If you've changed your mailing address or other personal details call us on 844-WASHGAS

# **EXHIBIT 62**



Account number: [REDACTED]

Bill date: April 7, 2023  
 Period: Feb 28, 2023-Mar 30, 2023 (31 days)  
 Service address: [REDACTED] WASHINGTON, DC 20003-4003

**Gas Bill**

Please pay **\$77.77** by **May 1, 2023**.

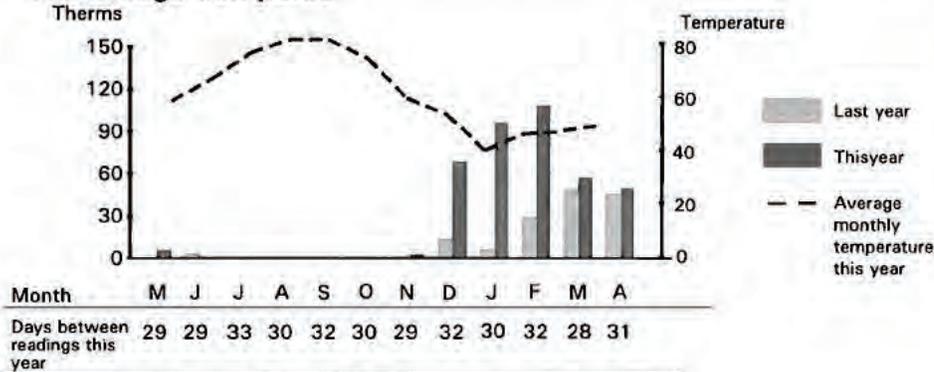
To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

**Questions?**

[washingtongas.com](http://washingtongas.com)  
**844-WASHGAS (844-927-4427)**  
 Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is **April 27, 2023**.

**Your usage compared**



For energy advice visit [washingtongas.com](http://washingtongas.com)

Your account	
Balance on your last bill	\$79.80
Payments/Credits	\$ -79.80
<b>Balance brought forward</b>	<b>\$0.00</b>
Current Gas Charges	\$77.77
<b>Total Charges This Period</b>	<b>\$77.77</b>
<b>Total to pay</b>	<b>\$77.77</b>

See over for details →

Thank you for being part of our Paperless Billing program, which saves 2,200 trees each year. That's the same number of cherry trees that surround the Tidal Basin in DC!

**Sign up for Budget Billing**  
 The budget plan can help you manage natural gas costs by spreading higher heating bills over the entire year. Call the automated line at 844-WASHGAS to enroll today.

**Prepare for winter**  
 For money saving winter tips, visit [washingtongas.com](http://washingtongas.com).



6801 Industrial Rd  
 Springfield, VA 22151  
 1-844-WASHGAS (927-4427)

**ADDRESS SERVICE REQUESTED**

Account Number	[REDACTED]
Amount due	<b>\$77.77</b>
Due date	May 01, 2023
Amount Paid	\$
<input type="checkbox"/> Check here to donate to the Washington Area Fuel Fund. Don't forget to include your donation with your payment. Visit <a href="http://washingtonareafuelfund.org">washingtonareafuelfund.org</a> .	
Fuel Fund donation	\$



**WASHINGTON GAS**  
 PO BOX 37747  
 PHILADELPHIA PA 19101-5047

Witness 2 [REDACTED]  
 WASHINGTON, DC 20003-4003

## Your charges in detail

Rate Class: Residential Heating  
 Next Read Date: April 27, 2023

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	2/28/23	3/30/23	Actual	7,255	7,303	48
<b>Total CCF</b>						<b>48</b>
<b>Total Therms(TH) used for 31 days (Total CCFx1.040)</b>						<b>49.9</b>

Charges this period	Previous Bill Amount	\$79.80
	Payment March 7, 2023	\$-79.80
	Thank you	
	<b>Balance brought forward</b>	<b>\$0.00</b>
	<b>DISTRIBUTION SERVICE</b>	
	RES Surcharge	\$0.38
	Distribution Charge 49.9 TH x .4112	\$20.52
	PROJECT pipes Adjustment	\$2.17
	Customer Charge	\$15.05
	<b>NATURAL GAS SUPPLY SERVICE</b>	
	PGC 49.9 TH x .6212	\$31.00
	<b>TAXES</b>	
	DC Rights-of-Way Fee	\$2.45
	Sustainable Energy Trust Fund 49.9 TH x .04515	\$2.25
	Energy Assistance Trust Fund 49.9 TH x .00834	\$0.42
	Delivery Tax 49.9 TH x .07070	\$3.53
	<b>Total Current Washington Gas Charges</b>	<b>\$77.77</b>
	<b>Total Washington Gas Charges This Period</b>	<b>\$77.77</b>

Washington Gas protects customers' account information. It is shared only with the person whose name appears on the account, and only that person can authorize that a second name be added.

Customer Choice Program: You now have the option of buying natural gas from natural gas suppliers. Washington Gas will still deliver the natural gas to your home or business and will be available around-the-clock to respond to any emergency involving your gas service. Exercising this choice could result in lower gas costs, and ultimately, a lower gas bill. For more information about the Choice Program and to see a list of Suppliers, go to [washingtongas.com/pages/CustomerChoiceinDC](http://washingtongas.com/pages/CustomerChoiceinDC) or call 844-WASHGAS.

## About your supplier

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DC Commission phone: 202-626-5100  
 Fax: 202-393-1389 TTY/TTD: 711 or 202-855-1234  
 DC Commission address: 1325 G Street, NW  
 8th Floor, Washington DC 20005

## Other Contacts

Bill Inquiries: 844-WASHGAS  
 711 for TTY/TDD; voice relay

If you smell gas: Call 911 then 844-WASHGAS

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## Useful Information

CCF: A unit of measurement for the amount of gas used. One CCF = 100 cubic feet.

Distribution charge: Covers the monthly cost of transporting your gas through our pipes and storage tanks to your meter. The charge is based on the amount of gas used.

Customer charge: Covers certain other costs of providing your service, including depreciation of equipment, taxes, maintenance and repair of customer lines, and expenses such as meter reading and billing.

PGC (Purchased Gas Charge): The cost of the natural gas we buy, plus the cost of transporting it to our system.

Therm (TH): A measure of the energy in natural gas, equal to the amount of gas (in CCFs) times a heat content factor.

For more information about this bill or terminology used, please visit our web site at [washingtongas.com/pages/UnderstandingYourBill](http://washingtongas.com/pages/UnderstandingYourBill)

## Ways to pay

### Automated Payment Plan

The easiest way to pay your bill and avoid late payment charges. Get more information, or sign up today at [washingtongas.com](http://washingtongas.com)

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Questions? Any inquiries about this bill should be made prior to the due date, in order to avoid late charges. Call 844-WASHGAS (844-927-4427) or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

## Pay By Cash

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Payments are recognized immediately and posted next business day

**PAY YOUR WASHINGTON GAS BILL WITH CASH AT PARTICIPATING 7-ELEVEN STORES WITH NO FEE**

### 7-ELEVEN TEAM MEMBER INSTRUCTIONS

1. Ask customer the payment amount to load.
2. Press "Load".
3. Scan barcode and collect payment.
4. Return EZ-Pay slip and provide receipt.

Customers call 888-714-0004 for assistance. Subject to terms of use at [www.PayNearMe.com](http://www.PayNearMe.com)



Need to change your information? If you've changed your mailing address or other personal details call us on 844-WASHGAS

# **EXHIBIT 63**



Account number: [REDACTED]

Bill date: May 1, 2023  
 Period: Mar 31, 2023-Apr 27, 2023 (28 days)  
 Service address: [REDACTED] WASHINGTON, DC 20003-4003

**Gas Bill**

Please pay \$16.30 by May 23, 2023.

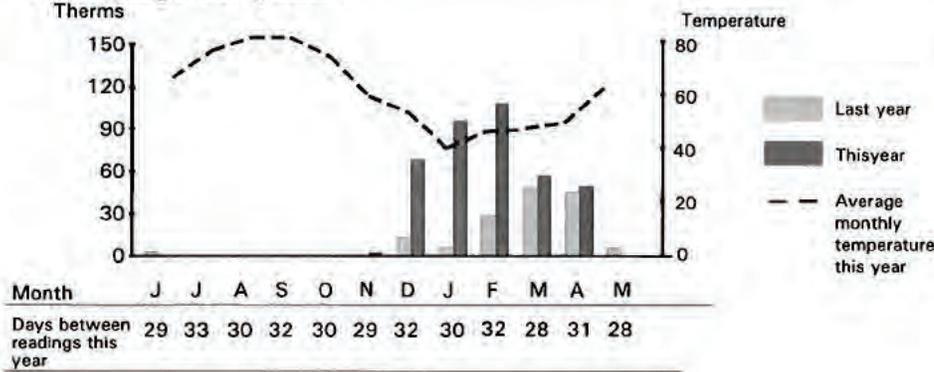
To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

**Questions?**

washingtongas.com  
 844-WASHGAS (844-927-4427)  
 Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is May 30, 2023.

**Your usage compared**



For energy advice visit [washingtongas.com](http://washingtongas.com)

**Your account**

Balance on your last bill	\$77.77
Payments/Credits	\$ -77.77
<b>Balance brought forward</b>	<b>\$0.00</b>
Current Gas Charges	\$16.30
<b>Total Charges This Period</b>	<b>\$16.30</b>
<b>Total to pay</b>	<b>\$16.30</b>

See over for details →

Thank you for being part of our Paperless Billing program, which saves 2,200 trees each year. That's the same number of cherry trees that surround the Tidal Basin in DC!

**Sign up for Budget Billing**  
 The budget plan can help you manage natural gas costs by spreading higher heating bills over the entire year. Call the automated line at 844-WASHGAS to enroll today.

**Call before you dig**  
 Prevent damage to underground pipelines.  
 Call 811 before you dig. It's the law.



**Washington Gas**

6801 Industrial Rd  
 Springfield, VA 22151  
 1-844-WASHGAS (927-4427)

**ADDRESS SERVICE REQUESTED**

Account Number	[REDACTED]
Amount due	<b>\$16.30</b>
Due date	May 23, 2023
Amount Paid	\$
<input type="checkbox"/> Check here to donate to the Washington Area Fuel Fund. Don't forget to include your donation with your payment. Visit <a href="http://washingtongasareafuel.org">washingtongasareafuel.org</a> .	
Fuel Fund donation	\$

Witness 2

WASHINGTON, DC 20003-4003



**WASHINGTON GAS**  
 PO BOX 37747  
 PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating

Next Read Date: May 30, 2023

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	3/31/23	4/27/23	Actual	7,303	7,304	1
Total CCF						1
Total Therms(TH) used for 28 days (Total CCFx1.000)						1.0

Charges this period	Previous Bill Amount	\$77.77
	Payment April 12, 2023	\$-77.77
	<b>Thank you</b>	
	<b>Balance brought forward</b>	\$0.00
	<b>DISTRIBUTION SERVICE</b>	
	RES Surcharge	\$0.01
	Distribution Charge 1.0 TH x .4100	\$0.41
	PROJECT pipes Adjustment	\$0.04
	Customer Charge	\$15.05
	<b>NATURAL GAS SUPPLY SERVICE</b>	
	PGC 1.0 TH x .6212	\$0.62
	<b>TAXES</b>	
	DC Rights-of-Way Fee	\$0.04
	Sustainable Energy Trust Fund 1.0 TH x .04515	\$0.05
	Energy Assistance Trust Fund 1.0 TH x .00834	\$0.01
	Delivery Tax 1.0 TH x .07070	\$0.07
	<b>Total Current Washington Gas Charges</b>	<b>\$16.30</b>
	<b>Total Washington Gas Charges This Period</b>	<b>\$16.30</b>

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Fax: 202-393-1389 TTY/TTD: 711 or 202-855-1234

DC Commission address: 1325 G Street, NW

8th Floor, Washington DC 20005

## Other Contacts

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 If you smell gas: Call 911 then 844-WASHGAS

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**Therm (TH):** A measure of the energy in natural gas, equal to the amount of gas (in CCFs) times a heat content factor.

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## Ways to pay

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### Payment locations

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M-F 8am - 4pm 2300 Martin Luther King Jr Ave, SE Wash DC  
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M-F 8am - 4pm 1800 N Market St, Frederick MD

Payment Drop boxes are available at each of the above offices. Payment drop boxes are also located at: 1000 Maine Avenue, SW, Washington DC  
6801 Industrial Rd, Springfield VA  
4000 Forestville Road, Forestville MD

**Questions?** Any inquiries about this bill should be made prior to the due date, in order to avoid late charges. Call 844-WASHGAS (844-927-4427) or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

### Pay By Cash

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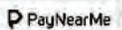
KUBRAEZ-PAY

PAY YOUR WASHINGTON GAS BILL WITH CASH AT PARTICIPATING 7-ELEVEN STORES WITH NO FEE

#### 7-ELEVEN TEAM MEMBER INSTRUCTIONS

1. Ask customer the payment amount to total.
2. Press "Load".
3. Scan barcode and collect payment.
4. Return EZ-Pay slip and provide receipt.

Customers call 888-714-0004 for assistance. Subject to terms of use at [www.PayNearMe.com](http://www.PayNearMe.com)



**Need to change your information?**  
If you've changed your mailing address or other personal details call us on 844-WASHGAS

# **EXHIBIT 64**



Account number: [REDACTED]

Bill date: June 1, 2023  
 Period: Apr 28, 2023-May 30, 2023 (33 days)  
 Service address: [REDACTED] WASHINGTON, DC 20003-4003

**Gas Bill**

Please pay \$26.56 by June 23, 2023.

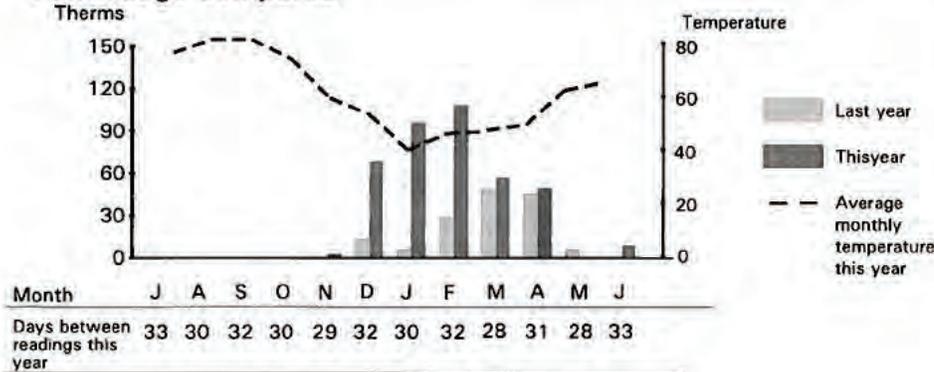
To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

**Questions?**

washingtongas.com  
 844-WASHGAS (844-927-4427)  
 Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is June 29, 2023.

**Your usage compared**



For energy advice visit [washingtongas.com](http://washingtongas.com)

**Your account**

Balance on your last bill	\$16.30
Payments/Credits	\$ -16.30
<b>Balance brought forward</b>	<b>\$0.00</b>
Current Gas Charges	\$26.56
<b>Total Charges This Period</b>	<b>\$26.56</b>
Total to pay	\$26.56

See over for details →

Thank you for being part of our Paperless Billing program, which saves 2,200 trees each year. That's the same number of cherry trees that surround the Tidal Basin in DC!

**Sign up for Budget Billing**  
 The budget plan can help you manage natural gas costs by spreading higher heating bills over the entire year. Call the automated line at 844-WASHGAS to enroll today.

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 Prevent damage to underground pipelines.  
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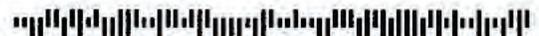


**Washington Gas**  
 A WGL Company

6801 Industrial Rd  
 Springfield, VA 22151  
 1-844-WASHGAS (927-4427)

**ADDRESS SERVICE REQUESTED**

Account Number	[REDACTED]
Amount due	\$26.56
Due date	Jun 23, 2023
Amount Paid	\$
Check here to donate to the Washington Area Fuel Fund. Don't forget to include your donation with your payment. Visit <a href="http://washingtongas.com/areafuelfund.org">washingtongas.com/areafuelfund.org</a> .	
Fuel Fund donation	\$



**WASHINGTON GAS**  
 PO BOX 37747  
 PHILADELPHIA PA 19101-5047

Witness 2 [REDACTED]  
 WASHINGTON, DC 20003-4003

## Your charges in detail

Rate Class: Residential Heating  
Next Read Date: June 29, 2023

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	4/28/23	5/30/23	Actual	7,304	7,313	9
<b>Total CCF</b>						<b>9</b>
<b>Total Therms(TH) used for 33 days (Total CCFx1.033)</b>						<b>9.3</b>

Charges this period	Previous Bill Amount	\$16.30
	Payment May 5, 2023	\$-16.30
	Thank you	
	<b>Balance brought forward</b>	<b>\$0.00</b>
	<b>DISTRIBUTION SERVICE</b>	
	RES Surcharge	\$0.07
	Distribution Charge 9.3 TH x .4108	\$3.82
	PROJECT pipes Adjustment	\$0.33
	Customer Charge	\$15.05
	<b>NATURAL GAS SUPPLY SERVICE</b>	
	PGC 9.3 TH x .6117	\$5.69
	<b>TAXES</b>	
	DC Rights-of-Way Fee	\$0.44
	Sustainable Energy Trust Fund 9.3 TH x .04515	\$0.42
	Energy Assistance Trust Fund 9.3 TH x .00834	\$0.08
	Delivery Tax 9.3 TH x .07070	\$0.66
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If you've changed your mailing address or other personal details call us on 844-WASHGAS

# **EXHIBIT 65**



Account number: [REDACTED]

Bill date: July 3, 2023  
 Period: May 31, 2023-Jun 29, 2023 (30 days)  
 Service address: [REDACTED] WASHINGTON, DC 20003-4003

**Gas Bill**

Please pay \$15.05 by July 25, 2023.

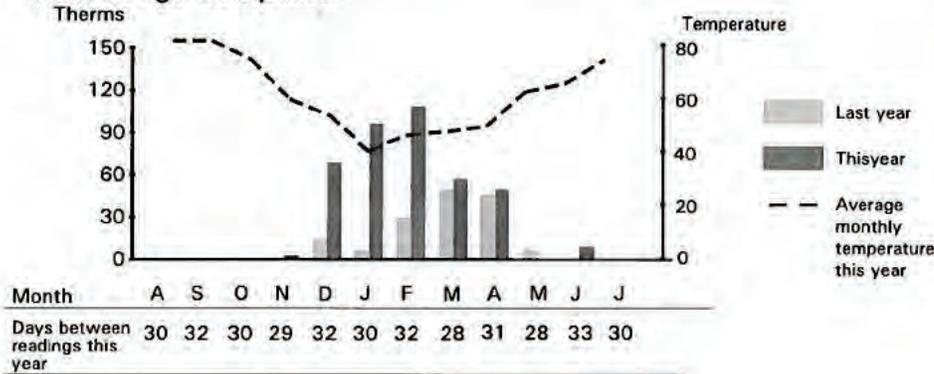
To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

**Questions?**

- washingtongas.com
- 844-WASHGAS (844-927-4427)
- Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is July 28, 2023.

**Your usage compared**



For energy advice visit [washingtongas.com](http://washingtongas.com)

**Your account**

Balance on your last bill	\$26.56
Payments/Credits	\$ - 26.56
<b>Balance brought forward</b>	<b>\$0.00</b>
Current Gas Charges	\$15.05
<b>Total Charges This Period</b>	<b>\$15.05</b>
<b>Total to pay</b>	<b>\$15.05</b>

See over for details →

Thank you for being part of our Paperless Billing program, which saves 2,200 trees each year. That's the same number of cherry trees that surround the Tidal Basin in DC!

**Sign up for Budget Billing**  
 The budget plan can help you manage natural gas costs by spreading higher heating bills over the entire year. Call the automated line at 844-WASHGAS to enroll today.

**Call before you dig**  
 Prevent damage to underground pipelines. Call 811 before you dig. It's the law.



6801 Industrial Rd  
 Springfield, VA 22151  
 1-844-WASHGAS (927-4427)

**ADDRESS SERVICE REQUESTED**

Account Number	[REDACTED]
Amount due	\$15.05
Due date	Jul 25, 2023
Amount Paid	\$
<p>Check here to donate to the Washington Area Fuel Fund. Don't forget to include your donation with your payment. Visit <a href="http://washingtongasareafuelfund.org">washingtongasareafuelfund.org</a>.</p>	
Fuel Fund donation	\$

[REDACTED] Witness 2  
 WASHINGTON, DC 20003-4003



WASHINGTON GAS  
 PO BOX 37747  
 PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating  
Next Read Date: July 28, 2023

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	5/31/23	6/29/23	Actual	7,313	7,313	0
Total CCF						0
Total Therms(TH) used for 30 days (Total CCFx0.000)						0.0

Charges this period	Previous Bill Amount	\$26.56
	Payment June 5, 2023	\$-26.56
	Thank you	
	<b>Balance brought forward</b>	<b>\$0.00</b>
	DISTRIBUTION SERVICE	
	Customer Charge	\$15.05
	<b>Total Current Washington Gas Charges</b>	<b>\$15.05</b>
	<b>Total Washington Gas Charges This Period</b>	<b>\$15.05</b>

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## About your supplier

Your gas is supplied and distributed by Washington Gas. Washington Gas is regulated by the Public Service Commission of the District of Columbia. Washington Gas will furnish rate schedule and bill calculation data upon request.

DC Commission phone: 202-626-5100  
Fax: 202-393-1389 TTY/TTD: 711 or 202-855-1234  
DC Commission address: 1325 G Street, NW  
8th Floor, Washington DC 20005

## Other Contacts

Bill Inquiries: 844-WASHGAS  
711 for TTY/TDD; voice relay

If you smell gas: Call 911 then 844-WASHGAS

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## Useful Information

**CCF:** A unit of measurement for the amount of gas used. One CCF = 100 cubic feet.

**Distribution charge:** Covers the monthly cost of transporting your gas through our pipes and storage tanks to your meter. The charge is based on the amount of gas used.

**Customer charge:** Covers certain other costs of providing your service, including depreciation of equipment, taxes, maintenance and repair of customer lines, and expenses such as meter reading and billing.

**PGC (Purchased Gas Charge):** The cost of the natural gas we buy, plus the cost of transporting it to our system.

**Therm (TH):** A measure of the energy in natural gas, equal to the amount of gas (in CCFs) times a heat content factor.

For more information about this bill or terminology used, please visit our web site at [washingtongas.com/pages/UnderstandingYourBill](http://washingtongas.com/pages/UnderstandingYourBill)

## Ways to pay

### Automated Payment Plan

The easiest way to pay your bill and avoid late payment charges. Get more information, or sign up today at [washingtongas.com](http://washingtongas.com)

### Phone

Pay your gas bill over the phone any time by check, credit or debit card on our automated Special Services line at 844-WASHGAS (927-4427)

### Mail

Please send your check (made payable to Washington Gas) with this remittance stub to Washington Gas, PO Box 37747, Philadelphia PA 19101-5047

**Please note:** If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

### Online

Pay your bill online anytime, day or night, at [washingtongas.com](http://washingtongas.com). Enroll to receive bill notifications and ask for services.

### Payment locations

M-F 8am - 4pm 529 14th St NW, Washington DC  
M-F 8am - 4pm 2300 Martin Luther King Jr Ave, SE, Wash DC  
M-F 8am - 4pm 350 Hillandale Lane, Winchester VA  
M-F 8am - 4pm 1800 N Market St, Frederick MD

Payment Drop boxes are available at each of the above offices. Payment drop boxes are also located at: 1000 Maine Avenue, SW, Washington DC 6801 Industrial Rd, Springfield VA 4000 Forestville Road, Forestville MD

**Questions?** Any inquiries about this bill should be made prior to the due date, in order to avoid late charges. Call 844-WASHGAS (844-927-4427) or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

### Pay By Cash

Bring this notice with you to make a cash payment. **KUBRAEZ-PAY.**  
Payments are recognized immediately and posted next business day.

**PAY YOUR WASHINGTON GAS BILL WITH CASH AT PARTICIPATING 7-ELEVEN STORES WITH NO FEE**

**7-ELEVEN. TEAM MEMBER INSTRUCTIONS:**

1. Ask customer the payment amount to load.
2. Press "Load".
3. Scan barcode and collect payment.
4. Return EZ-Pay slip and provide receipt.

Customers call 888-714-0004 for assistance.   
Subject to terms of use at [www.PayNearMe.com](http://www.PayNearMe.com)

Need to change your information?  
If you've changed your mailing address or other personal details call us on 844-WASHGAS

# **EXHIBIT 66**



DUPLICATE COPY

Account number: [REDACTED]

Bill date: August 1, 2023
Period: Jun 30, 2023-Jul 28, 2023 (29 days)
Service address: [REDACTED] WASHINGTON, DC 20003-4003

Gas Bill

Please pay \$15.05 by August 23, 2023.

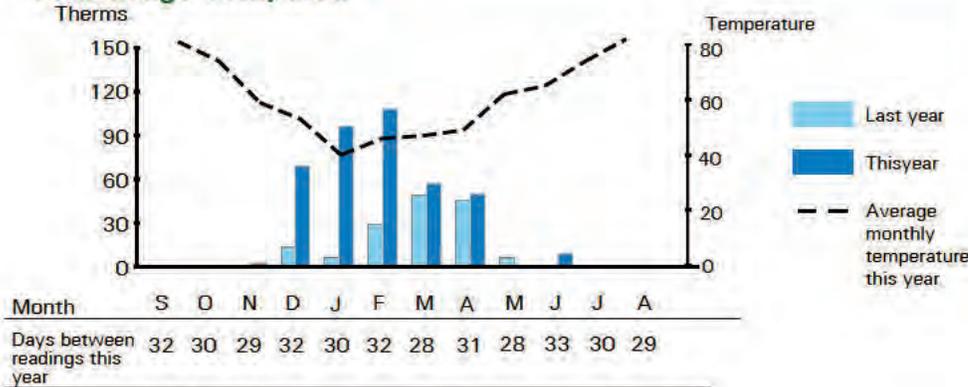
To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is August 30, 2023.

Questions?

washingtongas.com
844-WASHGAS (844-927-4427)
Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

Your usage compared



For energy advice visit washingtongas.com

Your account

Table with account details: Balance on your last bill (\$15.05), Payments/Credits (\$ -15.05), Balance brought forward (\$0.00), Current Gas Charges (\$15.05), Total Charges This Period (\$15.05), Total to pay (\$15.05)

See over for details ->

Thank you for being part of our Paperless Billing program, which saves 2,200 trees each year.

Sign up for Budget Billing
The budget plan can help you manage natural gas costs by spreading higher heating bills over the entire year.

Call before you dig
Prevent damage to underground pipelines. Call 811 before you dig. It's the law.



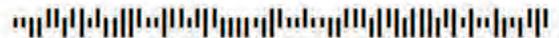
6801 Industrial Rd
Springfield, VA 22151
1-844-WASHGAS (927-4427)

ADDRESS SERVICE REQUESTED

Table with account summary: Account Number, Amount due (\$15.05), Due date (Aug 23, 2023), Amount Paid (\$), Fuel Fund donation (\$)

Witness 2

MOUNT PLEASANT, DC 29464-1701



WASHINGTON GAS
PO BOX 37747
PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating

Next Read Date: August 30, 2023

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	6/30/23	7/28/23	Actual	7,313	7,313	0
Total CCF						0
Total Therms(TH) used for 29 days (Total CCFx0.000)						0.0

Charges this period	Previous Bill Amount	\$15.05
	Payment July 6, 2023	\$-15.05
	Thank you	
	<b>Balance brought forward</b>	<b>\$0.00</b>
	DISTRIBUTION SERVICE	
	Customer Charge	\$15.05
<b>Total Current Washington Gas Charges</b>		<b>\$15.05</b>
<b>Total Washington Gas Charges This Period</b>		<b>\$15.05</b>

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## About your supplier

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DC Commission phone: 202-626-5100  
 Fax: 202-393-1389 TTY/TTD: 711 or 202-855-1234  
 DC Commission address: 1325 G Street, NW  
 8th Floor, Washington DC 20005

## Other Contacts

 **Bill Inquiries:** 844-WASHGAS  
 711 for TTY/TDD; voice relay

 **If you smell gas:** Call 911 then 844-WASHGAS

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## Useful Information

**CCF:** A unit of measurement for the amount of gas used. One CCF = 100 cubic feet.

**Distribution charge:** Covers the monthly cost of transporting your gas through our pipes and storage tanks to your meter. The charge is based on the amount of gas used.

**Customer charge:** Covers certain other costs of providing your service, including depreciation of equipment, taxes, maintenance and repair of customer lines, and expenses such as meter reading and billing.

**PGC (Purchased Gas Charge):** The cost of the natural gas we buy, plus the cost of transporting it to our system.

**Therm (TH):** A measure of the energy in natural gas, equal to the amount of gas (in CCFs) times a heat content factor.

For more information about this bill or terminology used, please visit our web site at [washingtongas.com/pages/UnderstandingYourBill](http://washingtongas.com/pages/UnderstandingYourBill)

## Ways to pay

### Automated Payment Plan

The easiest way to pay your bill and avoid late payment charges. Get more information, or sign up today at [washingtongas.com](http://washingtongas.com)

### Phone

Pay your gas bill over the phone any time by check, credit or debit card on our automated Special Services line at 844-WASHGAS (927-4427)

### Mail

Please send your check (made payable to Washington Gas) with this remittance stub to Washington Gas, PO Box 37747, Philadelphia PA 19101-5047

**Please note:** If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

### Online

Pay your bill online anytime, day or night, at [washingtongas.com](http://washingtongas.com). Enroll to receive bill notifications and ask for services.

### Payment locations

M-F 8am – 4pm 529 14th St NW, Washington DC  
 M-F 8am – 4pm 2300 Martin Luther King Jr Ave, SE, Wash DC  
 M-F 8am – 4pm 350 Hillandale Lane, Winchester VA  
 M-F 8am – 4pm 1800 N Market St, Frederick MD

**Payment Drop boxes** are available at each of the above offices. Payment drop boxes are also located at: 1000 Maine Avenue, SW, Washington DC  
 6801 Industrial Rd, Springfield VA  
 4000 Forestville Road, Forestville MD

**Questions?** Any inquiries about this bill should be made prior to the due date, in order to avoid late charges. Call 844-WASHGAS (844-927-4427) or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

### Pay By Cash

Bring this notice with you to make a cash payment. Payments are recognized immediately and posted next business day.

KUBRAE-Z-PAY

PAY YOUR WASHINGTON GAS BILL WITH CASH AT PARTICIPATING 7-ELEVEN STORES WITH NO FEE

#### 7-ELEVEN TEAM MEMBER INSTRUCTIONS:

1. Ask customer the payment amount to load.
2. Press "Load".
3. Scan barcode and collect payment.
4. Return EZ-Pay slip and provide receipt.

Customers call 888-714-0004 for assistance. Subject to terms of use at [www.PayNearMe.com](http://www.PayNearMe.com)

PayNearMe

### Need to change your information?

If you've changed your mailing address or other personal details call us on 844-WASHGAS

# **EXHIBIT 67**



DUPLICATE COPY

Page 1 of 2

Account number: [REDACTED]

Bill date: September 1, 2023  
 Period: Jul 29, 2023-Aug 31, 2023 (34 days)  
 Service address: [REDACTED] WASHINGTON, DC 20003-4003

**Gas Bill**

Please pay \$15.05 by September 25, 2023.

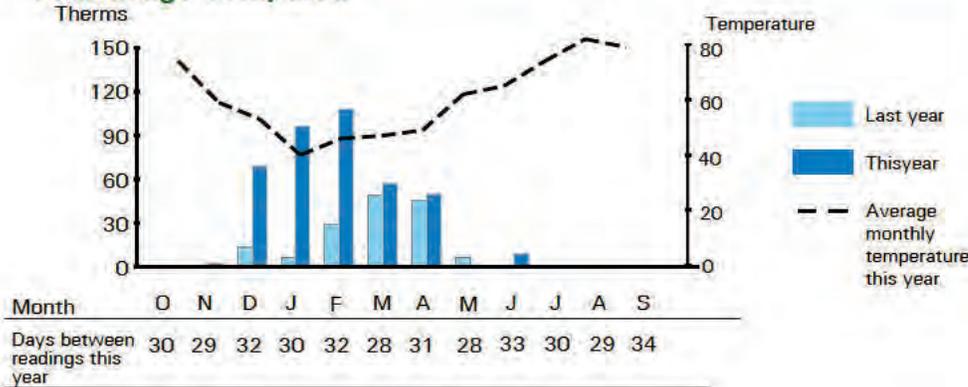
To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is September 28, 2023.

**Questions?**

- washingtongas.com
- 844-WASHGAS (844-927-4427)  
 Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

**Your usage compared**



For energy advice visit [washingtongas.com](http://washingtongas.com)

**Your account**

Balance on your last bill	\$15.05
Payments/Credits	\$ - 15.05
<b>Balance brought forward</b>	<b>\$0.00</b>
Current Gas Charges	\$15.05
<b>Total Charges This Period</b>	<b>\$15.05</b>
<b>Total to pay</b>	<b>\$15.05</b>

See over for details →

Thank you for being part of our Paperless Billing program, which saves 2,200 trees each year. That's the same number of cherry trees that surround the Tidal Basin in DC!

**Sign up for Budget Billing**  
 The budget plan can help you manage natural gas costs by spreading higher heating bills over the entire year. Call the automated line at 844-WASHGAS to enroll today.

**Call before you dig**  
 Prevent damage to underground pipelines.  
 Call 811 before you dig. It's the law.



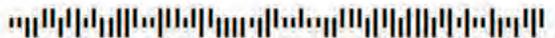
6801 Industrial Rd  
 Springfield, VA 22151  
 1-844-WASHGAS (927-4427)

ADDRESS SERVICE REQUESTED

Account Number	[REDACTED]
Amount due	\$15.05
Due date	Sep 25, 2023
Amount Paid	\$
<input type="checkbox"/>	Check here to donate to the <a href="http://WashingtonAreaFuelFund.org">Washington Area Fuel Fund</a> . Don't forget to include your donation with your payment. Visit <a href="http://washingtongasareafuelFund.org">washingtongasareafuelFund.org</a> .
Fuel Fund donation	\$

Witness 2

[REDACTED]  
 MOUNT PLEASANT, DC 29464-1701



WASHINGTON GAS  
 PO BOX 37747  
 PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating  
 Next Read Date: September 28, 2023

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	7/29/23	8/31/23	Actual	7,313	7,313	0
<b>Total CCF</b>						<b>0</b>
<b>Total Therms(TH) used for 34 days (Total CCFx0.000)</b>						<b>0.0</b>

Charges this period	Previous Bill Amount	\$15.05
	Payment August 7, 2023	\$-15.05
	Thank you	
	<b>Balance brought forward</b>	<b>\$0.00</b>
	<b>DISTRIBUTION SERVICE</b>	
	Customer Charge	\$15.05
	<b>Total Current Washington Gas Charges</b>	<b>\$15.05</b>
	<b>Total Washington Gas Charges This Period</b>	<b>\$15.05</b>

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**Fax:** 202-393-1389 TTY/TTD: 711 or 202-855-1234  
**DC Commission address:** 1325 G Street, NW 8th Floor, Washington DC 20005

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## Ways to pay

### Automated Payment Plan

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### Mail

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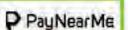
### Pay By Cash

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**PAY YOUR WASHINGTON GAS BILL WITH CASH AT PARTICIPATING 7-ELEVEN STORES WITH NO FEE**

- 7-ELEVEN TEAM MEMBER INSTRUCTIONS:**
1. Ask customer the payment amount to load.
  2. Press "Load".
  3. Scan barcode and collect payment.
  4. Return EZ-Pay slip and provide receipt.

Customers call 888-714-0004 for assistance. Subject to terms of use at [www.PayNearMe.com](http://www.PayNearMe.com)



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# **EXHIBIT 68**



DUPLICATE COPY

Page 1 of 2

Account number: [REDACTED]

Bill date: October 2, 2023

Period: Sep 1, 2023-Sep 28, 2023 (28 days)

Service address: [REDACTED] WASHINGTON, DC 20003-4003

Gas Bill

Please pay \$15.05 by October 24, 2023.

To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is October 30, 2023.

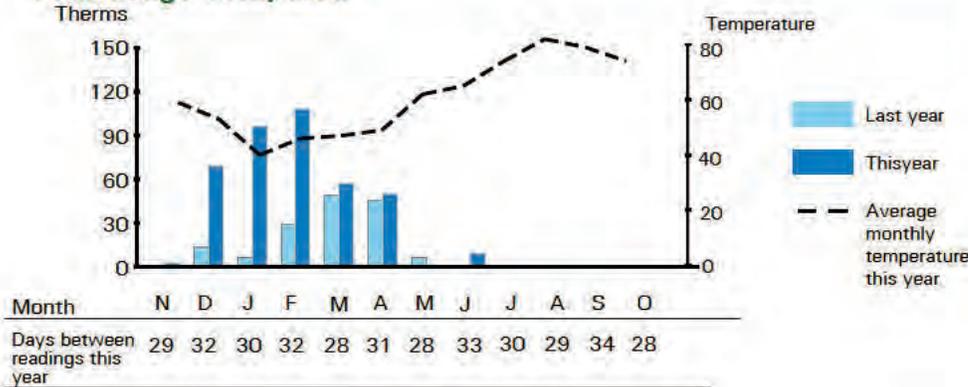
Questions?

washingtongas.com

844-WASHGAS (844-927-4427)

Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

Your usage compared



For energy advice visit washingtongas.com

Your account

Balance on your last bill	\$15.05
Payments/Credits	\$ - 15.05
<b>Balance brought forward</b>	<b>\$0.00</b>
Current Gas Charges	\$15.05
<b>Total Charges This Period</b>	<b>\$15.05</b>
<b>Total to pay</b>	<b>\$15.05</b>

See over for details →

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Sign up for Budget Billing The budget plan can help you manage natural gas costs by spreading higher heating bills over the entire year. Call the automated line at 844-WASHGAS to enroll today.

Call before you dig Prevent damage to underground pipelines. Call 811 before you dig. It's the law.



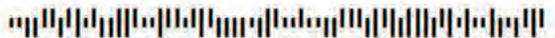
6801 Industrial Rd Springfield, VA 22151 1-844-WASHGAS (927-4427)

ADDRESS SERVICE REQUESTED

Account Number	[REDACTED]
Amount due	\$15.05
Due date	Oct 24, 2023
Amount Paid	\$
<input type="checkbox"/>	Check here to donate to the Washington Area Fuel Fund. Don't forget to include your donation with your payment. Visit washingtonareafuelFund.org.
Fuel Fund donation	\$

Witness 2

[REDACTED] MOUNT PLEASANT, DC 29464-1701



WASHINGTON GAS PO BOX 37747 PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating

Next Read Date: October 30, 2023

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	9/1/23	9/28/23	Actual	7,313	7,313	0
Total CCF						0
Total Therms(TH) used for 28 days (Total CCFx0.000)						0.0

Charges this period	Previous Bill Amount	\$15.05
	Payment September 6, 2023	\$-15.05
	Thank you	
	<b>Balance brought forward</b>	<b>\$0.00</b>
	DISTRIBUTION SERVICE	
	Customer Charge	\$15.05
<b>Total Current Washington Gas Charges</b>		<b>\$15.05</b>
<b>Total Washington Gas Charges This Period</b>		<b>\$15.05</b>

Washington Gas protects customers' account information. It is shared only with the person whose name appears on the account, and only that person can authorize that a second name be added.

**Customer Choice Program:** You now have the option of buying natural gas from natural gas suppliers. Washington Gas will still deliver the natural gas to your home or business and will be available around-the-clock to respond to any emergency involving your gas service. Exercising this choice could result in lower gas costs, and ultimately, a lower gas bill. For more information about the Choice Program and to see a list of Suppliers, go to [washingtongas.com/pages/CustomerChoiceinDC](http://washingtongas.com/pages/CustomerChoiceinDC) or call 844-WASHGAS.

## About your supplier

Your gas is supplied and distributed by Washington Gas. Washington Gas is regulated by the Public Service Commission of the District of Columbia. Washington Gas will furnish rate schedule and bill calculation data upon request.

DC Commission phone: 202-626-5100  
 Fax: 202-393-1389 TTY/TTD: 711 or 202-855-1234  
 DC Commission address: 1325 G Street, NW  
 8th Floor, Washington DC 20005

## Other Contacts

**Bill Inquiries:** 844-WASHGAS  
 711 for TTY/TDD; voice relay

**If you smell gas:** Call 911 then 844-WASHGAS

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## Useful Information

**CCF:** A unit of measurement for the amount of gas used. One CCF = 100 cubic feet.

**Distribution charge:** Covers the monthly cost of transporting your gas through our pipes and storage tanks to your meter. The charge is based on the amount of gas used.

**Customer charge:** Covers certain other costs of providing your service, including depreciation of equipment, taxes, maintenance and repair of customer lines, and expenses such as meter reading and billing.

**PGC (Purchased Gas Charge):** The cost of the natural gas we buy, plus the cost of transporting it to our system.

**Therm (TH):** A measure of the energy in natural gas, equal to the amount of gas (in CCFs) times a heat content factor.

For more information about this bill or terminology used, please visit our web site at [washingtongas.com/pages/UnderstandingYourBill](http://washingtongas.com/pages/UnderstandingYourBill)

## Ways to pay

### Automated Payment Plan

The easiest way to pay your bill and avoid late payment charges. Get more information, or sign up today at [washingtongas.com](http://washingtongas.com)

### Phone

Pay your gas bill over the phone any time by check, credit or debit card on our automated Special Services line at 844-WASHGAS (927-4427)

### Mail

Please send your check (made payable to Washington Gas) with this remittance stub to Washington Gas, PO Box 37747, Philadelphia PA 19101-5047

**Please note:** If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

### Online

Pay your bill online anytime, day or night, at [washingtongas.com](http://washingtongas.com). Enroll to receive bill notifications and ask for services.

### Payment locations

M-F 8am – 4pm 529 14th St NW, Washington DC  
 M-F 8am – 4pm 2300 Martin Luther King Jr Ave, SE, Wash DC  
 M-F 8am – 4pm 350 Hillandale Lane, Winchester VA  
 M-F 8am – 4pm 1800 N Market St, Frederick MD

**Payment Drop boxes** are available at each of the above offices. Payment drop boxes are also located at: 1000 Maine Avenue, SW, Washington DC  
 6801 Industrial Rd, Springfield VA  
 4000 Forestville Road, Forestville MD

**Questions?** Any inquiries about this bill should be made prior to the due date, in order to avoid late charges. Call 844-WASHGAS (844-927-4427) or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

### Pay By Cash

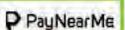
Bring this notice with you to make a cash payment. Payments are recognized immediately and posted next business day. **KUBRAE-Z-PAY**

**PAY YOUR WASHINGTON GAS BILL WITH CASH AT PARTICIPATING 7-ELEVEN STORES WITH NO FEE**

#### 7-ELEVEN TEAM MEMBER INSTRUCTIONS:

1. Ask customer the payment amount to load.
2. Press "Load".
3. Scan barcode and collect payment.
4. Return EZ-Pay slip and provide receipt.

Customers call 888-714-0004 for assistance. Subject to terms of use at [www.PayNearMe.com](http://www.PayNearMe.com)



### Need to change your information?

If you've changed your mailing address or other personal details call us on 844-WASHGAS

# **EXHIBIT 69**



DUPLICATE COPY

Account number: [REDACTED]

Bill date: November 1, 2023
Period: Sep 29, 2023-Oct 30, 2023 (32 days)
Service address: [REDACTED] WASHINGTON, DC 20003-4003

Gas Bill

Please pay \$37.60 by November 27, 2023.

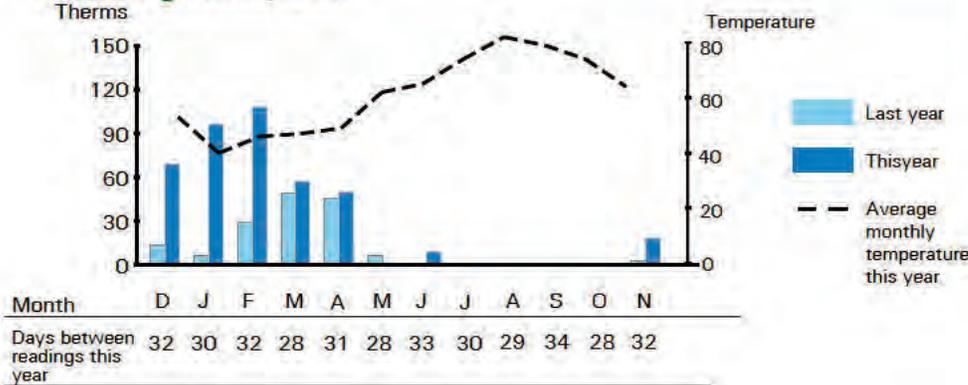
To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is November 29, 2023.

Questions?

washingtongas.com
844-WASHGAS (844-927-4427)
Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

Your usage compared



For energy advice visit washingtongas.com

Your account

Table with account details: Balance on your last bill (\$15.05), Payments/Credits (\$ -15.05), Balance brought forward (\$0.00), Current Gas Charges (\$37.60), Total Charges This Period (\$37.60), Total to pay (\$37.60)

See over for details ->

Thank you for being part of our Paperless Billing program, which saves 2,200 trees each year. That's the same number of cherry trees that surround the Tidal Basin in DC!

Sign up for Budget Billing
The budget plan can help you manage natural gas costs by spreading higher heating bills over the entire year. Call the automated line at 844-WASHGAS to enroll today.

Prepare for winter
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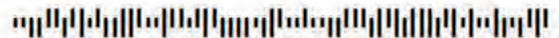


6801 Industrial Rd
Springfield, VA 22151
1-844-WASHGAS (927-4427)

ADDRESS SERVICE REQUESTED

Table with account summary: Account Number, Amount due (\$37.60), Due date (Nov 27, 2023), Amount Paid (\$), Fuel Fund donation (\$)

Witness 2
[REDACTED]
MOUNT PLEASANT, DC 29464-1701



WASHINGTON GAS
PO BOX 37747
PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating

Next Read Date: November 29, 2023

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	9/29/23	10/30/23	Actual	7,313	7,331	18
<b>Total CCF</b>						<b>18</b>
<b>Total Therms(TH) used for 32 days (Total CCFx1.033)</b>						<b>18.6</b>

Charges this period	Previous Bill Amount	\$15.05
	Payment October 4, 2023	\$-15.05
	Thank you	
	<b>Balance brought forward</b>	<b>\$0.00</b>
	<b>DISTRIBUTION SERVICE</b>	
	RES Surcharge	\$0.23
	Distribution Charge 18.6 TH x .4113	\$7.65
	PROJECT pipes Adjustment	\$0.66
	Customer Charge	\$15.05
	<b>NATURAL GAS SUPPLY SERVICE</b>	
	PGC 18.6 TH x .5818	\$10.82
	<b>TAXES</b>	
	DC Rights-of-Way Fee	\$0.87
	Sustainable Energy Trust Fund 18.6 TH x .04515	\$0.84
	Energy Assistance Trust Fund 18.6 TH x .00834	\$0.16
Delivery Tax 18.6 TH x .07070	\$1.32	
<b>Total Current Washington Gas Charges</b>	<b>\$37.60</b>	
<b>Total Washington Gas Charges This Period</b>	<b>\$37.60</b>	

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**Fax:** 202-393-1389 TTY/TTD: 711 or 202-855-1234  
**DC Commission address:** 1325 G Street, NW  
 8th Floor, Washington DC 20005

## Other Contacts

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711 for TTY/TDD; voice relay
- If you smell gas:** Call 911 then 844-WASHGAS

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## Useful Information

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## Ways to pay

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### Phone

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### Mail

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**Please note:** If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

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### Payment locations

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 M-F 8am - 4pm 2300 Martin Luther King Jr Ave, SE, Wash DC  
 M-F 8am - 4pm 350 Hillandale Lane, Winchester VA  
 M-F 8am - 4pm 1800 N Market St, Frederick MD

**Payment Drop boxes** are available at each of the above offices. Payment drop boxes are also located at: 1000 Maine Avenue, SW, Washington DC  
 6801 Industrial Rd, Springfield VA  
 4000 Forestville Road, Forestville MD

**Questions?** Any inquiries about this bill should be made prior to the due date, in order to avoid late charges. Call 844-WASHGAS (844-927-4427) or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

### Pay By Cash

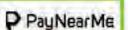
Bring this notice with you to make a cash payment. Payments are recognized immediately and posted next business day. **KUBRAE-Z-PAY**

**PAY YOUR WASHINGTON GAS BILL WITH CASH AT PARTICIPATING 7-ELEVEN STORES WITH NO FEE**

#### 7-ELEVEN TEAM MEMBER INSTRUCTIONS:

1. Ask customer the payment amount to load.
2. Press "Load".
3. Scan barcode and collect payment.
4. Return EZ-Pay slip and provide receipt.

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### Need to change your information?

If you've changed your mailing address or other personal details call us on 844-WASHGAS

# **EXHIBIT 70**



DUPLICATE COPY

Account number: [REDACTED]

Bill date: December 1, 2023
Period: Oct 31, 2023-Nov 29, 2023 (30 days)
Service address: [REDACTED] WASHINGTON, DC 20003-4003

Gas Bill

Please pay \$129.40 by December 26, 2023.

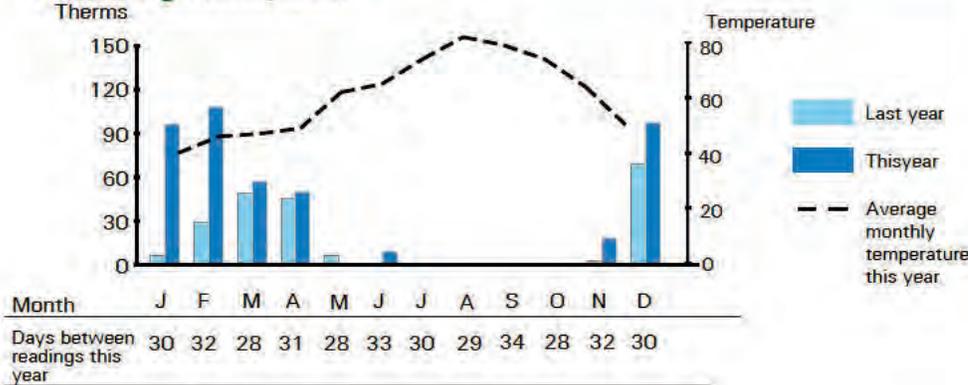
To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is December 28, 2023.

Questions?

washingtongas.com
844-WASHGAS (844-927-4427)
Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

Your usage compared



For energy advice visit washingtongas.com

Your account

Table with account details: Balance on your last bill (\$37.60), Payments/Credits (\$ -37.60), Balance brought forward (\$0.00), Current Gas Charges (\$129.40), Total Charges This Period (\$129.40), Total to pay (\$129.40)

See over for details ->

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Sign up for Budget Billing
The budget plan can help you manage natural gas costs by spreading higher heating bills over the entire year. Call the automated line at 844-WASHGAS to enroll today.

Prepare for winter
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6801 Industrial Rd
Springfield, VA 22151
1-844-WASHGAS (927-4427)

ADDRESS SERVICE REQUESTED

Table with account summary: Account Number, Amount due (\$129.40), Due date (Dec 26, 2023), Amount Paid (\$), Fuel Fund donation (\$)

Witness 2
[REDACTED]
MOUNT PLEASANT, DC 29464-1701

WASHINGTON GAS
PO BOX 37747
PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating

Next Read Date: December 28, 2023

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	10/31/23	11/29/23	Actual	7,331	7,425	94
Total CCF						94
Total Therms(TH) used for 30 days (Total CCFx1.034)						97.2

Charges this period	Previous Bill Amount	\$37.60
	Payment November 3, 2023	\$-37.60
	Thank you	
	<b>Balance brought forward</b>	<b>\$0.00</b>
	<b>DISTRIBUTION SERVICE</b>	
	RES Surcharge	\$1.72
	Distribution Charge 97.2 TH x .4051	\$39.38
	PROJECT pipes Adjustment	\$3.47
	Customer Charge	\$15.05
	<b>NATURAL GAS SUPPLY SERVICE</b>	
	PGC 97.2 TH x .5168	\$50.23
	<b>TAXES</b>	
	DC Rights-of-Way Fee	\$4.57
	Sustainable Energy Trust Fund 97.2 TH x .07515	\$7.30
	Energy Assistance Trust Fund 97.2 TH x .00834	\$0.81
Delivery Tax 97.2 TH x .07070	\$6.87	
<b>Total Current Washington Gas Charges</b>	<b>\$129.40</b>	
<b>Total Washington Gas Charges This Period</b>	<b>\$129.40</b>	

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711 for TTY/TDD; voice relay
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## Ways to pay

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### Mail

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**Please note:** If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

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### Payment locations

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 M-F 8am - 4pm 2300 Martin Luther King Jr Ave, SE, Wash DC  
 M-F 8am - 4pm 350 Hillandale Lane, Winchester VA  
 M-F 8am - 4pm 1800 N Market St, Frederick MD

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 6801 Industrial Rd, Springfield VA  
 4000 Forestville Road, Forestville MD

**Questions?** Any inquiries about this bill should be made prior to the due date, in order to avoid late charges. Call 844-WASHGAS (844-927-4427) or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

## Pay By Cash

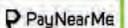
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# **EXHIBIT 71**



DUPLICATE COPY

Page 1 of 2

Account number: [REDACTED]

Bill date: January 2, 2024  
 Period: Nov 30, 2023-Dec 28, 2023 (29 days)  
 Service address: [REDACTED] WASHINGTON, DC 20003-4003

**Gas Bill**

Please pay \$136.94 by January 24, 2024.

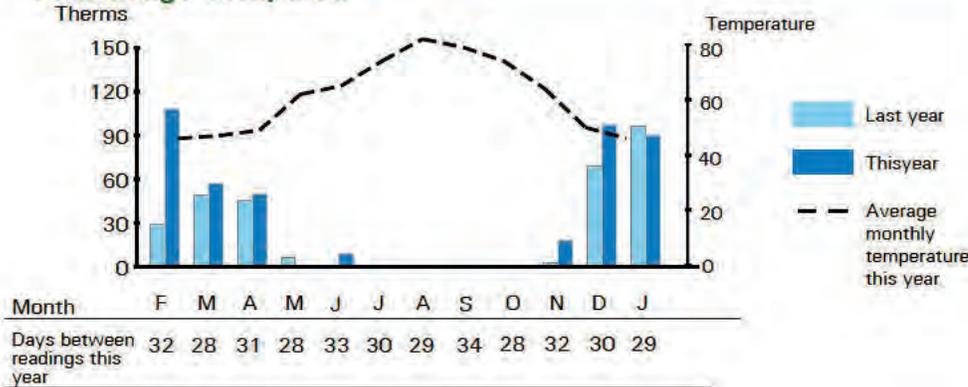
To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

**Questions?**

[washingtongas.com](http://washingtongas.com)  
 844-WASHGAS (844-927-4427)  
 Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is January 30, 2024.

**Your usage compared**



For energy advice visit [washingtongas.com](http://washingtongas.com)

**Your account**

Balance on your last bill	\$129.40
Payments/Credits	\$ - 129.40
<b>Balance brought forward</b>	<b>\$0.00</b>
Current Gas Charges	\$136.94
<b>Total Charges This Period</b>	<b>\$136.94</b>
<b>Total to pay</b>	<b>\$136.94</b>

See over for details →

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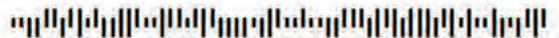


6801 Industrial Rd  
 Springfield, VA 22151  
 1-844-WASHGAS (927-4427)

ADDRESS SERVICE REQUESTED

Account Number	[REDACTED]
Amount due	\$136.94
Due date	Jan 24, 2024
Amount Paid	\$
<input type="checkbox"/>	Check here to donate to the <a href="http://WashingtonAreaFuelFund.org">Washington Area Fuel Fund</a> . Don't forget to include your donation with your payment. Visit <a href="http://washingtonareafuelFund.org">washingtonareafuelFund.org</a> .
Fuel Fund donation	\$

Witness 2  
 [REDACTED]  
 MOUNT PLEASANT, DC 29464-1701



WASHINGTON GAS  
 PO BOX 37747  
 PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating  
 Next Read Date: January 30, 2024

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	11/30/23	12/28/23	Actual	7,425	7,512	87
<b>Total CCF</b>						<b>87</b>
<b>Total Therms(TH) used for 29 days (Total CCFx1.034)</b>						<b>90.0</b>

<b>Charges this period</b>	Previous Bill Amount	\$129.40
	Payment December 5, 2023	\$-129.40
	Thank you	
	<b>Balance brought forward</b>	<b>\$0.00</b>
	<b>DISTRIBUTION SERVICE</b>	
	RES Surcharge	\$1.59
	Distribution Charge 90.0 TH x .4928	\$44.35
	PROJECT pipes Adjustment	\$3.91
	Customer Charge	\$15.05
	<b>NATURAL GAS SUPPLY SERVICE</b>	
	PGC 90.0 TH x .5993	\$53.94
	<b>TAXES</b>	
	DC Rights-of-Way Fee	\$4.23
	Sustainable Energy Trust Fund 90.0 TH x .07515	\$6.76
	Energy Assistance Trust Fund 90.0 TH x .00834	\$0.75
	Delivery Tax 90.0 TH x .07070	\$6.36
	<b>Total Current Washington Gas Charges</b>	<b>\$136.94</b>
	<b>Total Washington Gas Charges This Period</b>	<b>\$136.94</b>

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## Other Contacts

- Bill Inquiries:** 844-WASHGAS 711 for TTY/TDD; voice relay
- If you smell gas:** Call 911 then 844-WASHGAS

Office of People's Counsel (OPC) represents District of Columbia utility ratepayers before the Public Service Commission in matters regarding the rates and services provided by utilities in DC. Visit the OPC website at [www.opc-dc.gov](http://www.opc-dc.gov), or write to 655 15th Street, NW, Ste 200, Washington DC 20005, or call 202-727-3071.

## Understanding your bill:

Scan the QR code below or visit <https://www.washingtongas.com/billing-and-payment/billing>



## Ways to pay

### Automated Payment Plan

The easiest way to pay your bill and avoid late payment charges. Get more information, or sign up today at [washingtongas.com](http://washingtongas.com)

### Phone

Pay your gas bill over the phone any time by check, credit or debit card on our automated Special Services line at 844-WASHGAS (927-4427)

### Mail

Please send your check (made payable to Washington Gas) with this remittance stub to Washington Gas, PO Box 37747, Philadelphia PA 19101-5047

**Please note:** If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

### Online

Pay your bill online anytime, day or night, at [washingtongas.com](http://washingtongas.com). Enroll to receive bill notifications and ask for services.

### Payment locations

M-F 8am – 4pm 529 14th St NW, Washington DC  
 M-F 8am – 4pm 2300 Martin Luther King Jr Ave, SE, Wash DC  
 M-F 8am – 4pm 350 Hillandale Lane, Winchester VA  
 M-F 8am – 4pm 1800 N Market St, Frederick MD

**Payment Drop boxes** are available at each of the above offices. Payment drop boxes are also located at: 1000 Maine Avenue, SW, Washington DC 6801 Industrial Rd, Springfield VA 4000 Forestville Road, Forestville MD

**Questions?** Any inquiries about this bill should be made prior to the due date, in order to avoid late charges. Call 844-WASHGAS (844-927-4427) or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

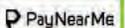
### Pay By Cash

Bring this notice with you to make a cash payment. Payments are recognized immediately and posted next business day. **KUBRAE.Z.PAY**

**PAY YOUR WASHINGTON GAS BILL WITH CASH AT PARTICIPATING 7-ELEVEN STORES WITH NO FEE**

- 7-ELEVEN TEAM MEMBER INSTRUCTIONS:**
1. Ask customer the payment amount to load.
  2. Press "Load".
  3. Scan barcode and collect payment.
  4. Return EZ-Pay slip and provide receipt.

Customers call 888-714-0004 for assistance. Subject to terms of use at [www.PayNearMe.com](http://www.PayNearMe.com)



**Need to change your information?** If you've changed your mailing address or other personal details call us on 844-WASHGAS

# **EXHIBIT 72**

Bill date: February 1, 2024  
 Period: Dec 29, 2023-Jan 30, 2024 (33 days)  
 Service address: [REDACTED] WASHINGTON, DC 20003-4003

**Gas Bill**

Please pay **\$203.61** by **February 23, 2024**.

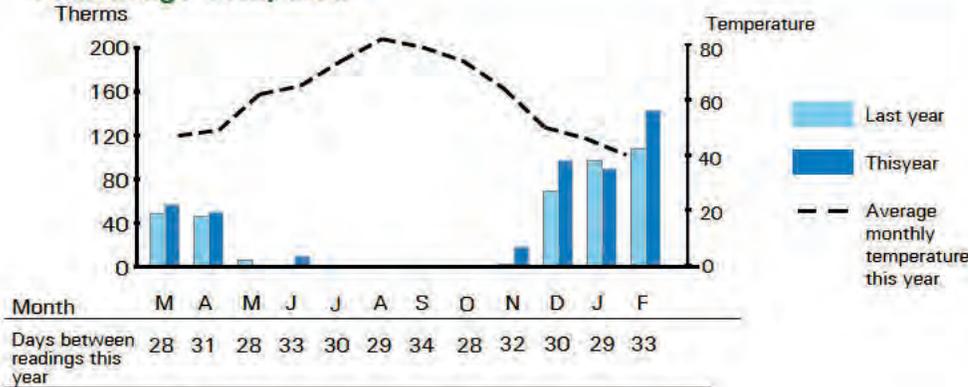
To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is **February 28, 2024**.

**Questions?**

[washingtongas.com](http://washingtongas.com)  
 844-WASHGAS (844-927-4427)  
 Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

**Your usage compared**



For energy advice visit [washingtongas.com](http://washingtongas.com)

**Your account**

Balance on your last bill	\$136.94
Payments/Credits	\$ - 136.94
<b>Balance brought forward</b>	<b>\$0.00</b>
Current Gas Charges	\$203.05
Other Charges	\$0.56
<b>Total Charges This Period</b>	<b>\$203.61</b>
<b>Total to pay</b>	<b>\$203.61</b>

See over for details ➡

Thank you for being part of our Paperless Billing program, which saves 2,200 trees each year. That's the same number of cherry trees that surround the Tidal Basin in DC!

**Sign up for Budget Billing**  
 The budget plan can help you manage natural gas costs by spreading higher heating bills over the entire year. Call the automated line at 844-WASHGAS to enroll today.

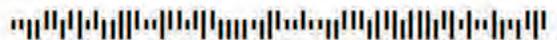
**Prepare for winter**  
 For money saving winter tips, visit [washingtongas.com](http://washingtongas.com).

ADDRESS SERVICE REQUESTED

Witness 2

[REDACTED]  
 MOUNT PLEASANT, DC 29464-1701

Account Number	[REDACTED]
Amount due	\$203.61
Due date	Feb 23, 2024
Amount Paid	\$
<input type="checkbox"/>	Check here to donate to the <a href="http://WashingtonAreaFuelFund.org">Washington Area Fuel Fund</a> . Don't forget to include your donation with your payment. Visit <a href="http://washingtongas.com">washingtongas.com</a> .
Fuel Fund donation	\$



**WASHINGTON GAS**  
 PO BOX 37747  
 PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating

Next Read Date: February 28, 2024

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	12/29/23	1/30/24	Actual	7,512	7,650	138
<b>Total CCF</b>						<b>138</b>
<b>Total Therms(TH) used for 33 days (Total CCFx1.035)</b>						<b>142.8</b>

<b>Charges this period</b>	Previous Bill Amount	\$136.94
	Payment January 4, 2024	-\$136.94
	Thank you	
	<b>Balance brought forward</b>	<b>\$0.00</b>
	<b>DISTRIBUTION SERVICE</b>	
	RES Surcharge	\$2.53
	Distribution Charge 142.8 TH x .5310	\$75.82
	PROJECT pipes Adjustment	\$8.18
	Customer Charge	\$15.60
	<b>NATURAL GAS SUPPLY SERVICE</b>	
	PGC 142.8 TH x .5055	\$72.19
	<b>TAXES</b>	
	DC Rights-of-Way Fee	\$6.71
	Sustainable Energy Trust Fund 142.8 TH x .07515	\$10.73
	Energy Assistance Trust Fund 142.8 TH x .00834	\$1.19
	Delivery Tax 142.8 TH x .07070	\$10.10
	<b>Total Current Washington Gas Charges</b>	<b>\$203.05</b>
	<b>OTHER CHARGES</b>	
	Miscellaneous Charge	\$0.56
	<b>Total Washington Gas Charges This Period</b>	<b>\$203.61</b>

Washington Gas protects customers' account information. It is shared only with the person whose name appears on the account, and only that person can authorize that a second name be added.

**Customer Choice Program:** You now have the option of buying natural gas from natural gas suppliers. Washington Gas will still deliver the natural gas to your home or business and will be available around-the-clock to respond to any emergency involving your gas service. Exercising this choice could result in lower gas costs, and ultimately, a lower gas bill. For more information about the Choice Program and to see a list of Suppliers, go to [washingtongas.com/pages/CustomerChoiceinDC](http://washingtongas.com/pages/CustomerChoiceinDC) or call 844-WASHGAS.

## About your supplier

Your gas is supplied and distributed by Washington Gas. Washington Gas is regulated by the Public Service Commission of the District of Columbia. Washington Gas will furnish rate schedule and bill calculation data upon request.

**DC Commission phone:** 202-626-5100  
**Fax:** 202-393-1389 **TTY/TTD:** 711 or 202-855-1234  
**DC Commission address:** 1325 G Street, NW  
 8th Floor, Washington DC 20005

## Other Contacts

- Bill Inquiries:** 844-WASHGAS  
711 for TTY/TDD; voice relay
- If you smell gas:** Call 911 then 844-WASHGAS

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## Ways to pay

### Automated Payment Plan

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Pay your gas bill over the phone any time by check, credit or debit card on our automated Special Services line at 844-WASHGAS (927-4427)

### Mail

Please send your check (made payable to Washington Gas) with this remittance stub to Washington Gas, PO Box 37747, Philadelphia PA 19101-5047

**Please note:** If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

### Online

Pay your bill online anytime, day or night, at [washingtongas.com](http://washingtongas.com). Enroll to receive bill notifications and ask for services.

### Payment locations

M-F 8am – 4pm 529 14th St NW, Washington DC  
 M-F 8am – 4pm 2300 Martin Luther King Jr Ave, SE, Wash DC  
 M-F 8am – 4pm 350 Hillandale Lane, Winchester VA  
 M-F 8am – 4pm 1800 N Market St, Frederick MD

**Payment Drop boxes** are available at each of the above offices. Payment drop boxes are also located at: 1000 Maine Avenue, SW, Washington DC  
 6801 Industrial Rd, Springfield VA  
 4000 Forestville Road, Forestville MD

**Questions?** Any inquiries about this bill should be made prior to the due date, in order to avoid late charges. Call 844-WASHGAS (844-927-4427) or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

### Pay By Cash

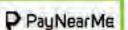
Bring this notice with you to make a cash payment. Payments are recognized immediately and posted next business day. **KUBRAE-Z-PAY**

**PAY YOUR WASHINGTON GAS BILL WITH CASH AT PARTICIPATING 7-ELEVEN STORES WITH NO FEE**

#### 7-ELEVEN TEAM MEMBER INSTRUCTIONS:

1. Ask customer the payment amount to load.
2. Press "Load".
3. Scan barcode and collect payment.
4. Return EZ-Pay slip and provide receipt.

Customers call 888-714-0004 for assistance. Subject to terms of use at [www.PayNearMe.com](http://www.PayNearMe.com)



### Need to change your information?

If you've changed your mailing address or other personal details call us on 844-WASHGAS

# **EXHIBIT 73**



DUPLICATE COPY

Page 1 of 2

Account number: [REDACTED]

Bill date: February 28, 2024
Period: Jan 31, 2024-Feb 22, 2024 (23 days)
Service address: [REDACTED] WASHINGTON, DC 20003-4003

Gas Bill - Final

Please pay \$89.94 by March 21, 2024.

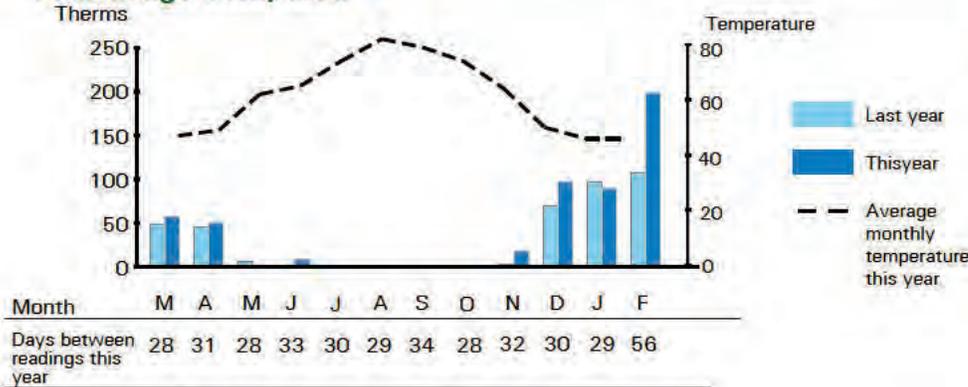
The final amount billed is reflected on this invoice, however in accordance with our tariffs your account will continue to accrue late fees until your account is paid in full.

This bill is based on an estimated meter reading. Estimates are based on weather, past use and billing periods. If you would prefer to provide us with your own meter reading, please call 844-WASHGAS or go to washingtongas.com.

Questions?

washingtongas.com
844-WASHGAS (844-927-4427)
Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

Your usage compared



For energy advice visit washingtongas.com

Your account

Table with 2 columns: Description and Amount. Rows include Balance on your last bill (\$203.61), Payments/Credits (\$ - 203.61), Balance brought forward (\$0.00), Current Gas Charges (\$89.94), Total Charges This Period (\$89.94), and Total to pay (\$89.94).

See over for details ->



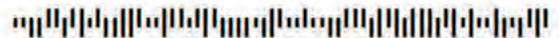
6801 Industrial Rd
Springfield, VA 22151
1-844-WASHGAS (927-4427)

ADDRESS SERVICE REQUESTED

Summary table with 2 columns: Field and Value. Fields include Account Number, Amount due (\$89.94), Due date (Mar 21, 2024), Amount Paid (\$), Fuel Fund donation (\$), and a checkbox for Washington Area Fuel Fund donation.

Witness 2

MOUNT PLEASANT, DC 29464-1701



WASHINGTON GAS
PO BOX 37747
PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating  
 Next Read Date: March 28, 2024

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	1/31/24	2/22/24	Estimated	7,650	7,704	54
<b>Total CCF</b>						<b>54</b>
<b>Total Therms(TH) used for 23 days (Total CCFx1.033)</b>						<b>55.8</b>

Charges this period	Previous Bill Amount	\$203.61
	Payment February 21, 2024	\$-203.61
	Thank you	
	<b>Balance brought forward</b>	<b>\$0.00</b>
	<b>DISTRIBUTION SERVICE</b>	
	RES Surcharge	\$0.99
	Distribution Charge 55.8 TH x .6023	\$33.61
	PROJECT pipes Adjustment	\$3.20
	Customer Charge	\$12.69
	<b>NATURAL GAS SUPPLY SERVICE</b>	
	PGC 55.8 TH x .5055	\$28.21
	<b>TAXES</b>	
	DC Rights-of-Way Fee	\$2.63
	Sustainable Energy Trust Fund 55.8 TH x .07515	\$4.19
	Energy Assistance Trust Fund 55.8 TH x .00834	\$0.47
	Delivery Tax 55.8 TH x .07070	\$3.95
	<b>Total Current Washington Gas Charges</b>	<b>\$89.94</b>
	<b>Total Washington Gas Charges This Period</b>	<b>\$89.94</b>

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Customer Choice Program: You now have the option of buying natural gas from natural gas suppliers. Washington Gas will still deliver the natural gas to your home or business and will be available around-the-clock to respond to any emergency involving your gas service. Exercising this choice could result in lower gas costs, and ultimately, a lower gas bill. For more information about the Choice Program and to see a list of Suppliers, go to [washingtongas.com/pages/CustomerChoiceinDC](http://washingtongas.com/pages/CustomerChoiceinDC) or call 844-WASHGAS.

## About your supplier

Your gas is supplied and distributed by Washington Gas. Washington Gas is regulated by the Public Service Commission of the District of Columbia. Washington Gas will furnish rate schedule and bill calculation data upon request.  
 DC Commission phone: 202-626-5100  
 Fax: 202-393-1389 TTY/TTD: 711 or 202-855-1234  
 DC Commission address: 1325 G Street, NW  
 8th Floor, Washington DC 20005

## Other Contacts

- Bill Inquiries:** 844-WASHGAS  
711 for TTY/TDD; voice relay
- If you smell gas:** Call 911 then 844-WASHGAS

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## Ways to pay

### Automated Payment Plan

The easiest way to pay your bill and avoid late payment charges. Get more information, or sign up today at [washingtongas.com](http://washingtongas.com)

### Phone

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### Mail

Please send your check (made payable to Washington Gas) with this remittance stub to Washington Gas, PO Box 37747, Philadelphia PA 19101-5047

**Please note:** If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

### Online

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### Payment locations

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 M-F 8am – 4pm 2300 Martin Luther King Jr Ave, SE, Wash DC  
 M-F 8am – 4pm 350 Hillandale Lane, Winchester VA  
 M-F 8am – 4pm 1800 N Market St, Frederick MD

**Payment Drop boxes** are available at each of the above offices. Payment drop boxes are also located at: 1000 Maine Avenue, SW, Washington DC  
 6801 Industrial Rd, Springfield VA  
 4000 Forestville Road, Forestville MD

**Questions?** Any inquiries about this bill should be made prior to the due date, in order to avoid late charges. Call 844-WASHGAS (844-927-4427) or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

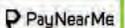
### Pay By Cash

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**PAY YOUR WASHINGTON GAS BILL WITH CASH AT PARTICIPATING 7-ELEVEN STORES WITH NO FEE**

- 7-ELEVEN TEAM MEMBER INSTRUCTIONS:**
1. Ask customer the payment amount to load.
  2. Press "Load".
  3. Scan barcode and collect payment.
  4. Return EZ-Pay slip and provide receipt.

Customers call 888-714-0004 for assistance. Subject to terms of use at [www.PayNearMe.com](http://www.PayNearMe.com)



**Need to change your information?**  
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# **EXHIBIT 74**



DUPLICATE COPY

Page 1 of 2

Account number: [REDACTED]

Bill date: April 1, 2024
Period: Feb 29, 2024-Mar 28, 2024 (29 days)
Service address: [REDACTED] WASHINGTON, DC 20003-4003

Gas Bill - PAST DUE REMINDER NOTICE

Please pay \$138.04 by April 23, 2024.

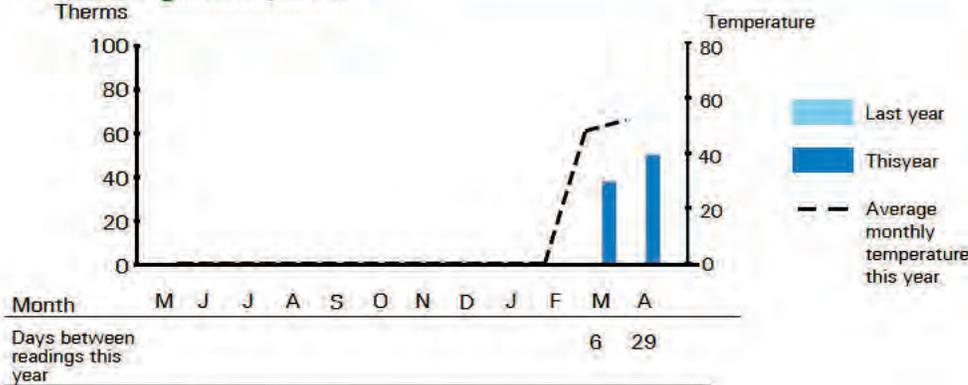
Has an oversight prevented payment of your previous balance? If your payment has been mailed - Thank You!

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is April 29, 2024.

Questions?

washingtongas.com
844-WASHGAS (844-927-4427)
Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm

Your usage compared



For energy advice visit washingtongas.com

Your account

Table with account details: Balance on your last bill (\$57.92), Balance brought forward (\$57.92), Current Gas Charges (\$79.54), Other Charges (\$0.58), Total Charges This Period (\$80.12), Total to pay (\$138.04)

See over for details ->

Did you know?

Our Paperless Billing customers save 2,200 trees each year. That's the same number of cherry trees that surround the Tidal Basin in DC! To join our growing number of Paperless Billing customers, visit washingtongas.com/ebill to enroll.

Sign up for Budget Billing

The budget plan can help you manage natural gas costs by spreading higher heating bills over the entire year. Call the automated line at 844-WASHGAS to enroll today.

Prepare for winter

For money saving winter tips, visit washingtongas.com.



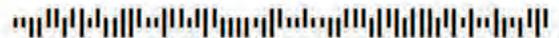
6801 Industrial Rd
Springfield, VA 22151
1-844-WASHGAS (927-4427)

ADDRESS SERVICE REQUESTED

Current Resident

[REDACTED]
WASHINGTON, DC 20003-4003

Table with account summary: Account Number, Amount due (\$138.04), Due date (Apr 23, 2024), Amount Paid (\$), Fuel Fund donation (\$)



WASHINGTON GAS
PO BOX 37747
PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating  
Next Read Date: April 29, 2024

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	2/29/24	3/28/24	Actual	7,741	7,790	49
<b>Total CCF</b>						<b>49</b>
<b>Total Therms(TH) used for 29 days (Total CCFx1.033)</b>						<b>50.6</b>

Charges this period	Previous Bill Amount	\$57.92
	<b>Balance brought forward</b>	<b>\$57.92</b>
	DISTRIBUTION SERVICE	
	RES Surcharge	\$0.90
	Distribution Charge 50.6 TH x .5026	\$25.43
	PROJECT pipes Adjustment	\$2.84
	Customer Charge	\$16.55
	NATURAL GAS SUPPLY SERVICE	
	PGC 50.6 TH x .47495325	\$24.03
	TAXES	
	DC Rights-of-Way Fee	\$1.99
	Sustainable Energy Trust Fund 50.6 TH x .07515	\$3.80
	Energy Assistance Trust Fund 50.6 TH x .00834	\$0.42
	Delivery Tax 50.6 TH x .07070	\$3.58
<b>Total Current Washington Gas Charges</b>	<b>\$79.54</b>	
OTHER CHARGES		
Late Charges	\$0.58	
<b>Total Washington Gas Charges This Period</b>	<b>\$138.04</b>	

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Customer Choice Program: You now have the option of buying natural gas from natural gas suppliers. Washington Gas will still deliver the natural gas to your home or business and will be available around-the-clock to respond to any emergency involving your gas service. Exercising this choice could result in lower gas costs, and ultimately, a lower gas bill. For more information about the Choice Program and to see a list of Suppliers, go to [washingtongas.com/pages/CustomerChoiceinDC](http://washingtongas.com/pages/CustomerChoiceinDC) or call 844-WASHGAS.

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DC Commission phone: 202-626-5100  
Fax: 202-393-1389 TTY/TTD: 711 or 202-855-1234  
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## Other Contacts

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M-F 8am – 4pm 1800 N Market St, Frederick MD

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**Questions?** Any inquiries about this bill should be made prior to the due date, in order to avoid late charges. Call 844-WASHGAS (844-927-4427) or write to Washington Gas, Customer Care, 6801 Industrial Road, Springfield, VA 22151-4294

### Pay By Cash

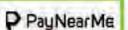
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#### 7-ELEVEN TEAM MEMBER INSTRUCTIONS:

1. Ask customer the payment amount to load.
2. Press "Load".
3. Scan barcode and collect payment.
4. Return EZ-Payslip and provide receipt.

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### Need to change your information?

If you've changed your mailing address or other personal details call us on 844-WASHGAS

# **EXHIBIT 75**



DUPLICATE COPY

Account number: [REDACTED]

Bill date: May 1, 2024

Period: Mar 29, 2024-Apr 29, 2024 (32 days)

Service address: [REDACTED] WASHINGTON, DC 20003-4003

Gas Bill - DISCONTINUANCE NOTICE

To avoid disconnection, please pay \$138.04 by May 15, 2024

To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is May 30, 2024.

Termination Information

You have the right to dispute the proposed disconnection. Washington Gas will make a decision regarding the dispute and promptly inform you of that decision. You may qualify for a payment arrangement to avoid termination. Please contact us at 844-WASHGAS or TTY 711 or 800-735-2258, Monday-Friday: 8 a.m.-9 p.m.; Saturday: 8 a.m.-4:30 p.m. Correspondence should be sent to: Washington Gas, 1000 Maine Ave, SW, Suite 700, Washington DC 20024. You can also contact the Public Service Commission of the District of Columbia at 202-626-5100 or TTY/TTD: 711 or 202-855-1234.

Washington Gas bills customers on a monthly basis and expects payment within 20 days of the bill date. After 20 days have passed, we are authorized to assess late payment charges. If you fail to fulfill your contractual obligations, Washington Gas can terminate your service after providing 14 days notice.

You may qualify for energy assistance. Call the DC Energy Office hotline at 202-673-6750 or visit ddoe.dc.gov/liheap for information.

It is your responsibility to notify Washington Gas if (1) you are unable to pay for service in accordance with our billing practices, or (2) a member of your household is elderly, handicapped, has a serious illness, relies upon life-support equipment or has an existing condition for which a termination of service would be a threat to life, health or safety. Please inform us of these circumstances in advance. A serious illness or the need for life-support equipment must be certified to us by a licensed physician, certified nurse practitioner or physician assistant. Gas service may not be terminated for an initial period of up to 30 days beyond the scheduled date of service termination when the termination will aggravate an existing serious illness or prevent the use of life-support equipment of any occupant of the premises.

What if you don't pay?

If your gas supply is discontinued because of non-payment, you'll have to pay these charges before your supply is restored.

- The amount past due \$138.04
• A reconnection charge of \$44.98
• A security deposit based on your month usage

If you have any questions about this, please call us at 844-WASHGAS.

Table with 2 columns: Description and Amount. Rows include: Your account, Balance on your last bill (\$138.04), Balance brought forward (\$138.04), Current Gas Charges (\$20.59), Other Charges (\$1.67), Total Charges This Period (\$22.26), Total to pay (\$160.30)

See over for details ->

Note: If payment is collected by Washington Gas personnel at the service address, a collection fee of \$13.12 will be charged to your account.



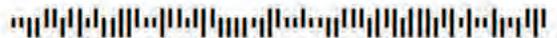
6801 Industrial Rd
Springfield, VA 22151
1-844-WASHGAS (927-4427)

ADDRESS SERVICE REQUESTED

Current Resident

[REDACTED]
WASHINGTON, DC 20003-4003

Table with 2 columns: Description and Amount. Rows include: Account Number, Past amount due (\$138.04 due on May 15, 2024), Current amount due (\$22.26 due on May 23, 2024), Amount Paid (\$), Fuel Fund donation (\$)



WASHINGTON GAS
PO BOX 37747
PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating  
Next Read Date: May 30, 2024

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	3/29/24	4/29/24	Actual	7,790	7,793	3
<b>Total CCF</b>						<b>3</b>
<b>Total Therms(TH) used for 32 days (Total CCFx1.033)</b>						<b>3.1</b>

<b>Charges this period</b>	Previous Bill Amount	\$138.04
	<b>Balance brought forward</b>	<b>\$138.04</b>
	<b>DISTRIBUTION SERVICE</b>	
	RES Surcharge	\$0.05
	Distribution Charge 3.1 TH x .5032	\$1.56
	PROJECT pipes Adjustment	\$0.17
	Customer Charge	\$16.55
	<b>NATURAL GAS SUPPLY SERVICE</b>	
	PGC 3.1 TH x .5365	\$1.66
	<b>TAXES</b>	
	DC Rights-of-Way Fee	\$0.12
	Sustainable Energy Trust Fund 3.1 TH x .07515	\$0.23
	Energy Assistance Trust Fund 3.1 TH x .00834	\$0.03
	Delivery Tax 3.1 TH x .07070	\$0.22
	<b>Total Current Washington Gas Charges</b>	<b>\$20.59</b>
	<b>OTHER CHARGES</b>	
	Late Charges	\$1.67
	<b>Total Washington Gas Charges This Period</b>	<b>\$160.30</b>

Washington Gas protects customers' account information. It is shared only with the person whose name appears on the account, and only that person can authorize that a second name be added.

**Customer Choice Program:** You now have the option of buying natural gas from natural gas suppliers. Washington Gas will still deliver the natural gas to your home or business and will be available around-the-clock to respond to any emergency involving your gas service. Exercising this choice could result in lower gas costs, and ultimately, a lower gas bill. For more information about the Choice Program and to see a list of Suppliers, go to [washingtongas.com/pages/CustomerChoiceinDC](http://washingtongas.com/pages/CustomerChoiceinDC) or call 844-WASHGAS.

## Ways to pay

### Automated Payment Plan

The easiest way to pay your bill and avoid late payment charges. Get more information, or sign up today at [washingtongas.com](http://washingtongas.com)

### Phone

Pay your gas bill over the phone any time by check, credit or debit card on our automated Special Services line at 844-WASHGAS (927-4427)

### Mail

Please send your check (made payable to Washington Gas) with this remittance stub to Washington Gas, PO Box 37747, Philadelphia PA 19101-5047

**Please note:** If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

### Online

Pay your bill online anytime, day or night, at [washingtongas.com](http://washingtongas.com). Enroll to receive bill notifications and ask for services.

### Customer Service Walk-In Office Locations

M-F 8am – 4pm 529 14th St NW, Washington DC  
M-F 8am – 4pm 2300 Martin Luther King Jr Ave, SE, Wash DC  
M-F 8am – 4pm 350 Hillandale Lane, Winchester VA  
M-F 8am – 4pm 1800 N Market St, Frederick MD

**Self Service Payment Drop box** are available at each of the above offices. Payment drop boxes are also located at:  
1000 Maine Avenue, SW, Washington DC  
6801 Industrial Rd, Springfield VA  
4000 Forestville Road, Forestville MD

## About your supplier

Your gas is supplied and distributed by Washington Gas. Washington Gas is regulated by the Public Service Commission of the District of Columbia. Washington Gas will furnish rate schedule and bill calculation data upon request.  
**DC Commission phone:** 202-626-5100  
**Fax:** 202-393-1389 **TTY/TTD:** 711 or 202-855-1234  
**DC Commission address:** 1325 G Street, NW 8th Floor, Washington DC 20005

## Questions?

- Bill Inquiries:** 844-WASHGAS  
711 for TTY/TDD; voice relay
- 844-WASHGAS (844-927-4427)**  
Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm
- If you smell gas:** Call 911 then 844-WASHGAS
- [customersupport@washgas.com](mailto:customersupport@washgas.com)
- [washingtongas.com](http://washingtongas.com)

Office of People's Counsel (OPC) represents District of Columbia utility ratepayers before the Public Service Commission in matters regarding the rates and services provided by utilities in DC. Visit the OPC website at [www.opc-dc.gov](http://www.opc-dc.gov), or write to 655 15th Street, NW, Ste 200, Washington DC 20005, or call 202-727-3071.

## Understanding your bill:

Scan the QR code below or visit <https://www.washingtongas.com/billing-and-payment/billing>



## Pay By Cash



**PAY WASHINGTON GAS BILL WITH CASH AT PARTICIPATING RETAILERS**

Bring this barcode with you to make a payment

### Retailer Instructions:

1. SCAN barcode and enter amount customer wants to pay.
2. Collect cash amount and hand customer receipt when transaction is complete.



By accepting or using this barcode to make a payment, you agree to the full terms and conditions available at [www.vanilladirect.com/pay/terms](http://www.vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed e-receipt at [www.vanilladirect.com/pay/ereceipt](http://www.vanilladirect.com/pay/ereceipt).

Customer call 844-WASHGAS for assistance

Powered by KUBRA EZ-PAY

### Need to change your information?

If you've changed your mailing address or other personal details call us on 844-WASHGAS

# **EXHIBIT 76**



DUPLICATE COPY

Account number: [REDACTED]

Bill date: June 3, 2024

Period: Apr 30, 2024-May 31, 2024 (32 days)

Service address: [REDACTED] WASHINGTON, DC 20003-4003

Gas Bill - DISCONTINUANCE NOTICE

To avoid disconnection, please pay \$160.30 by June 17, 2024

To avoid late payment charges, full payment must be received by the due date. Please note late fees will continue to accrue in accordance with our tariffs.

Thanks for being a valuable customer of Washington Gas. Your next meter reading date is June 27, 2024.

Termination Information

You have the right to dispute the proposed disconnection. Washington Gas will make a decision regarding the dispute and promptly inform you of that decision. You may qualify for a payment arrangement to avoid termination. Please contact us at 844-WASHGAS or TTY 711 or 800-735-2258, Monday-Friday: 8 a.m.-9 p.m.; Saturday: 8 a.m.-4:30 p.m. Correspondence should be sent to: Washington Gas, 1000 Maine Ave, SW, Suite 700, Washington DC 20024. You can also contact the Public Service Commission of the District of Columbia at 202-626-5100 or TTY/TTD: 711 or 202-855-1234.

Washington Gas bills customers on a monthly basis and expects payment within 20 days of the bill date. After 20 days have passed, we are authorized to assess late payment charges. If you fail to fulfill your contractual obligations, Washington Gas can terminate your service after providing 14 days notice.

You may qualify for energy assistance. Call the DC Energy Office hotline at 202-673-6750 or visit ddoe.dc.gov/liheap for information.

It is your responsibility to notify Washington Gas if (1) you are unable to pay for service in accordance with our billing practices, or (2) a member of your household is elderly, handicapped, has a serious illness, relies upon life-support equipment or has an existing condition for which a termination of service would be a threat to life, health or safety. Please inform us of these circumstances in advance. A serious illness or the need for life-support equipment must be certified to us by a licensed physician, certified nurse practitioner or physician assistant. Gas service may not be terminated for an initial period of up to 30 days beyond the scheduled date of service termination when the termination will aggravate an existing serious illness or prevent the use of life-support equipment of any occupant of the premises.

What if you don't pay?

If your gas supply is discontinued because of non-payment, you'll have to pay these charges before your supply is restored.

- The amount past due \$160.30
• A reconnection charge of \$44.98
• A security deposit based on your month usage

If you have any questions about this, please call us at 844-WASHGAS.

Table with 2 columns: Description and Amount. Rows include: Your account, Balance on your last bill (\$160.30), Balance brought forward (\$160.30), Current Gas Charges (\$19.47), Other Charges (\$2.27), Total Charges This Period (\$21.74), Total to pay (\$182.04)

See over for details ->

Note: If payment is collected by Washington Gas personnel at the service address, a collection fee of \$13.12 will be charged to your account.



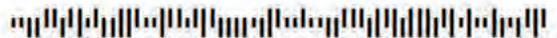
6801 Industrial Rd
Springfield, VA 22151
1-844-WASHGAS (927-4427)

ADDRESS SERVICE REQUESTED

Current Resident

[REDACTED]
WASHINGTON, DC 20003-4003

Table with 2 columns: Description and Amount. Rows include: Account Number, Past amount due (\$160.30 due on Jun 17, 2024), Current amount due (\$21.74 due on Jun 25, 2024), Amount Paid (\$), Fuel Fund donation (\$)



WASHINGTON GAS
PO BOX 37747
PHILADELPHIA PA 19101-5047

## Your charges in detail

Rate Class: Residential Heating  
Next Read Date: June 27, 2024

Meter Number	From date	To date	Reading Type	Previous Reading	Current Reading	Consumption Billed CCF
968647	4/30/24	5/31/24	Actual	7,793	7,795	2
					Total CCF	2
Total Therms(TH) used for 32 days (Total CCFx1.050)						2.1

Charges this period	Previous Bill Amount	\$160.30
	Balance brought forward	\$160.30
	DISTRIBUTION SERVICE	
	RES Surcharge	\$0.04
	Distribution Charge 2.1 TH x .5000	\$1.05
	PROJECT pipes Adjustment	\$0.17
	Customer Charge	\$16.55
	NATURAL GAS SUPPLY SERVICE	
	PGC 2.1 TH x .6017	\$1.26
	TAXES	
	DC Rights-of-Way Fee	\$0.07
	Sustainable Energy Trust Fund 2.1 TH x .07515	\$0.16
	Energy Assistance Trust Fund 2.1 TH x .00834	\$0.02
	Delivery Tax 2.1 TH x .07070	\$0.15
<b>Total Current Washington Gas Charges</b>	<b>\$19.47</b>	
OTHER CHARGES		
Late Charges	\$2.27	
<b>Total Washington Gas Charges This Period</b>	<b>\$182.04</b>	

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Fax: 202-393-1389 TTY/TTD: 711 or 202-855-1234  
DC Commission address: 1325 G Street, NW 8th Floor, Washington DC 20005

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-  **Bill Inquiries:** 844-WASHGAS  
711 for TTY/TDD; voice relay
-  **844-WASHGAS (844-927-4427)**  
Mon:8am-8pm, Tue-Fri:8am-6pm, Sat:8am-5pm
-  **If you smell gas:** Call 911 then 844-WASHGAS
-  [customersupport@washgas.com](mailto:customersupport@washgas.com)
-  [washingtongas.com](http://washingtongas.com)

Office of People's Counsel (OPC) represents District of Columbia utility ratepayers before the Public Service Commission in matters regarding the rates and services provided by utilities in DC. Visit the OPC website at [www.opc-dc.gov](http://www.opc-dc.gov), or write to 655 15th Street, NW, Ste 200, Washington DC 20005, or call 202-727-3071.

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## Ways to pay

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The easiest way to pay your bill and avoid late payment charges. Get more information, or sign up today at [washingtongas.com](http://washingtongas.com)

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Pay your gas bill over the phone any time by check, credit or debit card on our automated Special Services line at 844-WASHGAS (927-4427)

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Please note: If you pay by check, you authorize us to clear it electronically. We will not return your check to you. Your payment receipt and bank statement are proof of payment.

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M-F 8am – 4pm 350 Hillandale Lane, Winchester VA  
M-F 8am – 4pm 1800 N Market St, Frederick MD

Self Service Payment Drop box are available at each of the above offices. Payment drop boxes are also located at: 1000 Maine Avenue, SW, Washington DC  
6801 Industrial Rd, Springfield VA  
4000 Forestville Road, Forestville MD

## Pay By Cash



PAY WASHINGTON GAS BILL WITH CASH AT PARTICIPATING RETAILERS

Bring this barcode with you to make a payment

#### Retailer Instructions:

1. SCAN barcode and enter amount customer wants to pay.
2. Collect cash amount and hand customer receipt when transaction is complete.



By accepting or using this barcode to make a payment, you agree to the full terms and conditions available at [www.vanilladirect.com/pay/terms](http://www.vanilladirect.com/pay/terms). After successful payment using this barcode, you may retrieve your full detailed e-receipt at [www.vanilladirect.com/pay/ereceipt](http://www.vanilladirect.com/pay/ereceipt).

Customer call 844-WASHGAS for assistance

Powered by KUBRA EZ-PAY

### Need to change your information?

If you've changed your mailing address or other personal details call us on 844-WASHGAS

# **EXHIBIT 77**



# Your electric bill - Jan 2023

for the period **December 29, 2022 to January 27, 2023**



## WAYS TO SAVE: FIND TIPS AND PROGRAMS THAT HELP

Learn more at [pepco.com/WaysToSave](http://pepco.com/WaysToSave)

**Witness 2**

**Account number:** [REDACTED]  
**Your service address:** [REDACTED]  
 WASHINGTON DC 20003  
**Bill Issue date:** Jan 30, 2023

### Summary of your charges

Balance from your last bill	\$278.47
Your payment(s) - thank you	\$278.47-
Balance forward as of Jan 30, 2023	\$0.00
New electric distribution charges - Pepco	\$58.56
New electric supply charges - SOS Provider Pepco	\$118.95
<b>Total amount due by Feb 21, 2023</b>	<b>\$177.51</b>

**After Feb 21, 2023, a Late Payment Charge of \$1.78 will be added, increasing the amount due to \$179.29.**

Visit [pepco.com/dctariffs](http://pepco.com/dctariffs) and click "DC Terms and Conditions" for information on how payments are applied to balances from Pepco and any competitive supplier.

Your smart electric meter is read wirelessly. Visit My Account at [pepco.com](http://pepco.com) to view your daily and hourly energy usage.

Pepco EV charging stations are in a neighborhood near you, learn more here [Pepco.com/ev](http://Pepco.com/ev).

If you are moving or discontinuing service, please contact Pepco at least three days in advance.

Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

### How to contact us

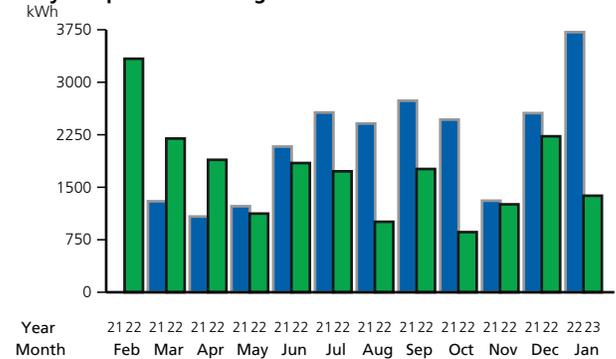
Customer Service (Mon-Fri, 7am - 8 pm) **202-833-7500**  
 TTY English **1-800-643-3768**  
 TTY Spanish **1-800-546-7111**  
 ¿Problemas con la factura? **202-833-7500**  
 Electric emergencies & outages (24 hours) **1-877-737-2662**  
 Visit [pepco.com](http://pepco.com) for service, billing and correspondence information.

Pepco is regulated by - DC Public Service Commission, [dcpsc.org](http://dcpsc.org)  
 1325 G St NW, Suite 800, Washington DC 20005, 202-626-5100

Consumer Advocate - Office of People's Counsel, [opc-dc.gov](http://opc-dc.gov)  
 1133 Fifteenth St NW, Washington DC 20005, 202-727-3071

### Your monthly Electricity use in kWh

Daily temperature averages: Jan 2022: 37° F Jan 2023: 45° F



Follow us on Twitter at [twitter.com/PepcoConnect](https://twitter.com/PepcoConnect). Like us on Facebook at [facebook.com/PepcoConnect](https://facebook.com/PepcoConnect).

**Additional messages may be on the last page of your bill.**

Please tear on the dotted line below. Invoice Number: 200271954020 Page 1 of 3

**Return this coupon** with your payment made payable to Pepco

Account number [REDACTED]  
**Total amount due by Feb 21, 2023** **\$177.51**  
**Total amount due after Feb 21, 2023** **\$179.29**  
**Auto Pay Plan**

Amount Paid: \$    .

PO BOX 13608  
 PHILADELPHIA PA 19101



ODR00024



**Witness 2**

WASHINGTON DC 20003-4003



**Details of your Electric Charges**

Residential-R - AE - service number [REDACTED]  
 Electricity you used this period

<u>Meter Number</u>	<u>Energy Type</u>	<u>End Date</u>	<u>Start Date</u>	<u>Number Of Days</u>	<u>Total Use</u>
TCA108490855	Use (kWh)	Jan 27 Reading 144800	Dec 29 Reading 143421	30 Multiplier 1	1379

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period. End and start date kWh meter readings are provided for informational purposes only. Please visit My Account at pepco.com to view your energy use data.

**Your next bill period is scheduled to end on February 24, 2023**

**Delivery Charges:** These charges reflect the cost of bringing electricity to you. Current charges for 30 days, **winter rates in effect.**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0117830 per kWh	4.71
Energy Charge	Last 979 kWh X \$0.0218386 per kWh	21.38
Residential Aid Discount		
Surcharge	1379 kWh X \$0.0009390 per kWh	1.29
Administrative Credit	1379 kWh X \$0.0000141- per kWh	0.02-
Underground Project		
Charge	1379 kWh X \$0.0000500 per kWh	0.07
<b>Subtotal (Set by DC PSC)</b>		<b>43.52</b>
EDIT Credit 5 Year - KWH	First 400 kWh X \$0.0001400- per kWh	0.06-
EDIT Credit 5 Year - KWH	Last 979 kWh X \$0.0002700- per kWh	0.26-
EDIT Credit 10 Year - KWH	First 400 kWh X \$0.0004700- per kWh	0.19-
EDIT Credit 10 Year - KWH	Last 979 kWh X \$0.0009300- per kWh	0.91-
Energy Assistance Trust		
Fund	1379 kWh X \$0.0002322 per kWh	0.32

**Check here to enroll in the Direct Debit plan** Sign and date here \_\_\_\_\_

By signing here, you authorize Pepco to electronically deduct the amount of your monthly bill from your checking account each month. The check you send with this signed authorization will be used to set up Direct Debit. You understand that we will notify you each month of the date and amount of the debit, which will be on or after the due date stated on your monthly bill. You understand that to withdraw this authorization you must call Pepco. You understand that Pepco does not charge for this service, but that your bank may have charges for this service.

**Customer Service Centers**

Washington DC		Maryland	
701 Ninth St NW	(Mon - Fri) 8:30am - 5:15pm	201 West Gude Dr, Rockville	(Mon - Fri) 10:00am - 2:00pm
2300 Martin Luther King Jr Ave SE	(Mon - Fri) 9:00am - 5:00pm	8300 Old Marlboro Pk, Forestville	(Mon, Wed, Fri) 10:00am - 2:00pm

Any inquiry or complaint about this bill should be made prior to the due date, in order to avoid late charges.

Electronic Check Conversion - When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

**Witness 2**

**Account number:** [REDACTED]

Your electric bill for the period  
**December 29, 2022 to January 27, 2023**



Sustain Energy Trust Fund	1379 kWh X \$0.0025994 per kWh	3.58
Public Space Occupancy		
Surcharge	1379 kWh X \$0.0021100 per kWh	2.91
Delivery Tax	1379 kWh X \$0.0070000 per kWh	9.65
<b>Subtotal (Not set by DC PSC)</b>		<b>15.04</b>
<b>Total Electric Delivery Charges</b>		<b>58.56</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Based on billed use, your average annual price to compare is 8.50 cents per kwh.

**Billing Period: Dec 29, 2022 to Jan 27, 2023 (30 days)**

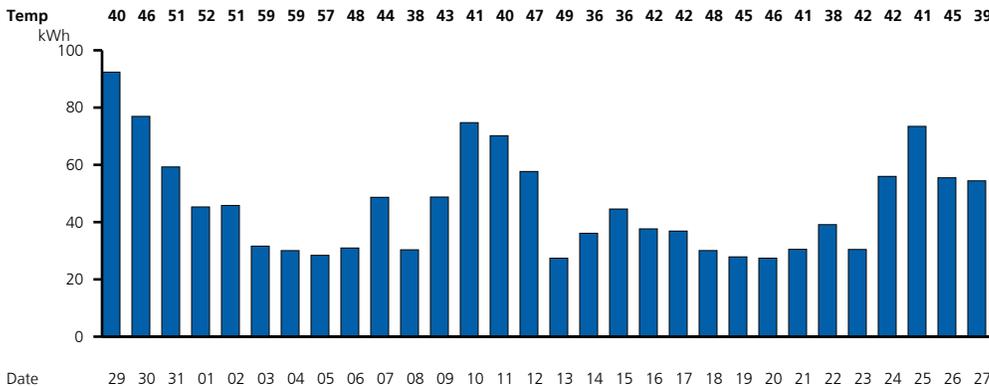
<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	1349 kWh X \$0.0119000 per kWh	16.05
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.21
Energy Charge	1349 kWh X \$0.0736400 per kWh	99.34
Procurement Cost Adjustment	1379 kWh X \$0.0008900 per kWh	1.23
<b>Total Electric Supply Charges</b>		<b>118.95</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>177.51</b>

**Energy Usage History**

	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23
<b>Temp</b>	37°	40°	51°	55°	65°	76°	80°	79°	75°	58°	53°	40°	45°
<b>Days</b>	31	28	28	33	29	32	30	29	34	29	32	30	30
<b>kWh</b>	3716	3336	2196	892	124	846	728	007	761	859	256	2228	379

Your daily electricity use for this bill period. Visit My Account at pepco.com to see your hourly electricity use.

Meter Number TCA108490855



You can help a Pepco customer in need of assistance with their energy bills. Simply pay exactly \$1.00 over your Pepco bill amount and that dollar will be contributed to the Good Neighbor Energy Fund administered by a local 501(c)3 non-profit organization. Amounts over \$1.00 will not be identified as a contribution and will result in a credit to your account. Pepco will match each donation by contributing a dollar to the fund, up to \$100,000.

# **EXHIBIT 78**



# Your electric bill - Feb 2023

for the period **January 28, 2023 to February 24, 2023**



## WAYS TO SAVE: FIND TIPS AND PROGRAMS THAT HELP

Learn more at [pepco.com/WaysToSave](http://pepco.com/WaysToSave)

Witness 2

Account number: [REDACTED]

Your service address: [REDACTED]

WASHINGTON DC 20003

Bill Issue date: Feb 27, 2023

### Summary of your charges

Balance from your last bill	\$177.51
Your payment(s) - thank you	\$177.51-
Balance forward as of Feb 27, 2023	\$0.00
New electric distribution charges - Pepco	\$64.15
New electric supply charges - SOS Provider Pepco	\$129.07
<b>Total amount due by Mar 20, 2023</b>	<b>\$193.22</b>

**After Mar 20, 2023, a Late Payment Charge of \$1.93 will be added, increasing the amount due to \$195.15.**

Visit [pepco.com/dctariffs](http://pepco.com/dctariffs) and click "DC Terms and Conditions" for information on how payments are applied to balances from Pepco and any competitive supplier.

Your smart electric meter is read wirelessly. Visit My Account at [pepco.com](http://pepco.com) to view your daily and hourly energy usage.

Pepco EV charging stations are in a neighborhood near you, learn more here [Pepco.com/ev](http://Pepco.com/ev).

If you are moving or discontinuing service, please contact Pepco at least three days in advance.

Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

### How to contact us

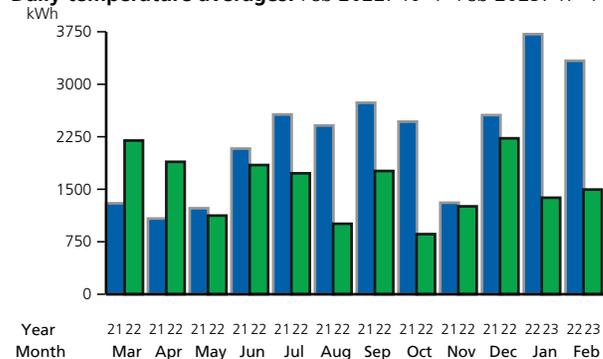
Customer Service (Mon-Fri, 7am - 8 pm) **202-833-7500**  
 TTY English **1-800-643-3768**  
 TTY Spanish **1-800-546-7111**  
 ¿Problemas con la factura? **202-833-7500**  
 Electric emergencies & outages (24 hours) **1-877-737-2662**  
 Visit [pepco.com](http://pepco.com) for service, billing and correspondence information.

Pepco is regulated by - DC Public Service Commission, [dcpsc.org](http://dcpsc.org)  
 1325 G St NW, Suite 800, Washington DC 20005, 202-626-5100

Consumer Advocate - Office of People's Counsel, [opc-dc.gov](http://opc-dc.gov)  
 1133 Fifteenth St NW, Washington DC 20005, 202-727-3071

### Your monthly Electricity use in kWh

Daily temperature averages: Feb 2022: 40° F Feb 2023: 47° F



Follow us on Twitter at [twitter.com/PepcoConnect](https://twitter.com/PepcoConnect). Like us on Facebook at [facebook.com/PepcoConnect](https://facebook.com/PepcoConnect).

**Additional messages may be on the last page of your bill.**

Please tear on the dotted line below. Invoice Number: 200191991662 Page 1 of 3

**Return this coupon** with your payment made payable to Pepco

Account number [REDACTED]

**Total amount due by Mar 20, 2023** **\$193.22**

**Total amount due after Mar 20, 2023** **\$195.15**

**Auto Pay Plan**

Amount Paid: \$    .

PO BOX 13608  
 PHILADELPHIA PA 19101



ODR00019



Witness 2

WASHINGTON DC 20003-4003



**Details of your Electric Charges**

Residential-R - AE - service number [REDACTED]

Electricity you used this period

<u>Meter Number</u>	<u>Energy Type</u>	<u>End Date</u>	<u>Start Date</u>	<u>Number Of Days</u>	<u>Total Use</u>
TCA108490855	Use (kWh)	Feb 24	Jan 28	28	1496
		<u>Reading</u> Unavailable	<u>Reading</u> 144800	<u>Multiplier</u> 1	

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period.  
 Your current energy use has been estimated.  
 You can get instructions for providing an actual meter reading by calling 202-833-7500.  
 If you do not have a smart meter and need assistance reading your meter, please visit [pepco.com/ReadMyMeter](http://pepco.com/ReadMyMeter).  
 End and start date kWh meter readings are provided for informational purposes only.  
 Please visit My Account at [pepco.com](http://pepco.com) to view your energy use data.

**Your next bill period is scheduled to end on March 27, 2023**

**Delivery Charges:** These charges reflect the cost of bringing electricity to you.  
 Current charges for 28 days, **winter rates in effect.**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0125680 per kWh	5.02
Energy Charge	Last 1096 kWh X \$0.0230480 per kWh	25.27
Residential Aid Discount		
Surcharge	1496 kWh X \$0.0009390 per kWh	1.40
Administrative Credit	1496 kWh X \$0.0000000 per kWh	0.00
Underground Project Charge	1496 kWh X \$0.0000500 per kWh	0.07
<b>Subtotal (Set by DC PSC)</b>		<b>47.85</b>
EDIT Credit 5 Year - KWH	First 400 kWh X \$0.0001400- per kWh	0.06-
EDIT Credit 5 Year - KWH	Last 1096 kWh X \$0.0002700- per kWh	0.30-
EDIT Credit 10 Year - KWH	First 400 kWh X \$0.0004700- per kWh	0.19-

**Check here to enroll in the Direct Debit plan**

Sign and date here \_\_\_\_\_

By signing here, you authorize Pepco to electronically deduct the amount of your monthly bill from your checking account each month. The check you send with this signed authorization will be used to set up Direct Debit. You understand that we will notify you each month of the date and amount of the debit, which will be on or after the due date stated on your monthly bill. You understand that to withdraw this authorization you must call Pepco. You understand that Pepco does not charge for this service, but that your bank may have charges for this service.

**Customer Service Centers**

Washington DC		Maryland	
701 Ninth St NW	(Mon - Fri) 8:30am - 5:15pm	201 West Gude Dr, Rockville	(Mon - Fri) 10:00am - 2:00pm
2300 Martin Luther King Jr Ave SE	(Mon - Fri) 9:00am - 5:00pm	8300 Old Marlboro Pk, Forestville	(Mon, Wed, Fri) 10:00am - 2:00pm

Any inquiry or complaint about this bill should be made prior to the due date, in order to avoid late charges.

Electronic Check Conversion - When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

Your electric bill for the period  
**January 28, 2023 to February 24, 2023**

**Account number:** [REDACTED]



EDIT Credit 10 Year - KWH Last 1096 kWh X \$0.0009300- per kWh	1.02-
Energy Assistance Trust Fund	
1496 kWh X \$0.0002322 per kWh	0.35
Sustain Energy Trust Fund	
1496 kWh X \$0.0025994 per kWh	3.89
Public Space Occupancy Surcharge	
1496 kWh X \$0.0021100 per kWh	3.16
Delivery Tax	
1496 kWh X \$0.0070000 per kWh	10.47
<b>Subtotal (Not set by DC PSC)</b>	<b>16.30</b>
<b>Total Electric Delivery Charges</b>	<b>64.15</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Based on billed use, your average annual price to compare is 8.50 cents per kwh.

**Billing Period: Jan 28, 2023 to Feb 24, 2023 (28 days)**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	1466 kWh X \$0.0119000 per kWh	17.45
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.21
Energy Charge	1466 kWh X \$0.0736400 per kWh	107.96
Procurement Cost Adjustment	1496 kWh X \$0.0008900 per kWh	1.33
<b>Total Electric Supply Charges</b>		<b>129.07</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>193.22</b>

**Energy Usage History**

	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23
<b>Temp</b>	40°	51°	55°	65°	76°	80°	79°	75°	58°	53°	40°	45°	47°
<b>Days</b>	28	28	33	29	32	30	29	34	29	32	30	30	28
<b>kWh</b>	3336	2196	1892	1124	1846	1728	1007	1761	859	1256	2228	1379	1496

Data for your daily energy use graph for meter TCA108490855 was not available at the time your bill was prepared. Please visit My Account at pepco.com to view your daily and hourly energy used during this billing period.

We respect your privacy and take protecting it seriously. To learn more, visit pepco.com/PrivacyPolicy.

You can help a Pepco customer in need of assistance with their energy bills. Simply pay exactly \$1.00 over your Pepco bill amount and that dollar will be contributed to the Good Neighbor Energy Fund administered by a local 501(c)3 non-profit organization. Amounts over \$1.00 will not be identified as a contribution and will result in a credit to your account. Pepco will match each donation by contributing a dollar to the fund, up to \$100,000.

# **EXHIBIT 79**



# Your electric bill - Mar 2023

for the period **February 25, 2023 to March 27, 2023**



## WAYS TO SAVE: FIND TIPS AND PROGRAMS THAT HELP

Learn more at [pepco.com/WaysToSave](http://pepco.com/WaysToSave)

**Witness 2**

**Account number:** [REDACTED]  
**Your service address:** [REDACTED]  
 WASHINGTON DC 20003  
**Bill Issue date:** Mar 28, 2023

### Summary of your charges

Balance from your last bill	\$193.22
Changes to your electric balance	\$0.22
Your payment(s) - thank you	\$193.22-
<hr/>	
Balance forward as of Mar 28, 2023	\$0.22
New electric distribution charges - Pepco	\$77.94
New electric supply charges - SOS Provider	\$148.51
Pepco	
<b>Total amount due by Apr 18, 2023</b>	<b>\$226.67</b>

**After Apr 18, 2023, a Late Payment Charge of \$2.27 will be added, increasing the amount due to \$228.94.**

Visit [pepco.com/dctariffs](http://pepco.com/dctariffs) and click "DC Terms and Conditions" for information on how payments are applied to balances from Pepco and any competitive supplier.

Your smart electric meter is read wirelessly. Visit My Account at [pepco.com](http://pepco.com) to view your daily and hourly energy usage.

Pepco EV charging stations are in a neighborhood near you, learn more here [Pepco.com/ev](http://Pepco.com/ev).

If you are moving or discontinuing service, please contact Pepco at least three days in advance.

### How to contact us

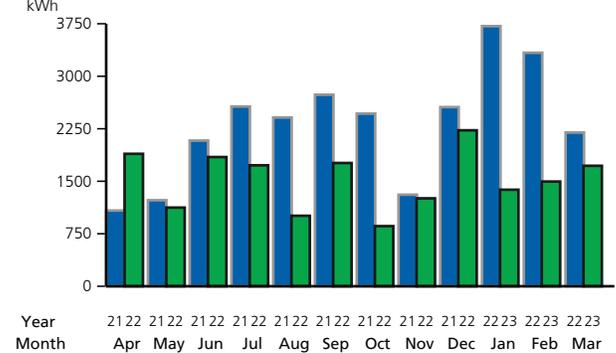
Customer Service (Mon-Fri, 7am - 8 pm) **202-833-7500**  
 TTY English **1-800-643-3768**  
 TTY Spanish **1-800-546-7111**  
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Consumer Advocate - Office of People's Counsel, [opc-dc.gov](http://opc-dc.gov)  
 1133 Fifteenth St NW, Washington DC 20005, 202-727-3071

### Your monthly Electricity use in kWh

Daily temperature averages: Mar 2022: 51° F Mar 2023: 48° F



Please tear on the dotted line below. Invoice Number: 200212010533 Page 1 of 3

**Return this coupon** with your payment made payable to Pepco

Account number [REDACTED]  
**Total amount due by Apr 18, 2023** **\$226.67**  
**Total amount due after Apr 18, 2023** **\$228.94**  
**Auto Pay Plan**

Amount Paid: \$    .

PO BOX 13608  
 PHILADELPHIA PA 19101



ODR00036



**Witness 2**

WASHINGTON DC 20003-4003



### Details of your Electric Charges

Residential-R - AE - service number [REDACTED]  
Electricity you used this period

Meter Number	Energy Type	End Date	Start Date	Number Of Days	Total Use
TCA108490855	Use (kWh)	Mar 27	Feb 25	31	1721
		Reading Unavailable	Reading Unavailable	Multiplier 1	

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period.  
 Your current energy use has been estimated.  
 You can get instructions for providing an actual meter reading by calling 202-833-7500. If you do not have a smart meter and need assistance reading your meter, please visit [pepco.com/ReadMyMeter](http://pepco.com/ReadMyMeter).  
 End and start date kWh meter readings are provided for informational purposes only. Please visit My Account at [pepco.com](http://pepco.com) to view your energy use data.

Electric Summary	
Balance from your last bill	\$193.22
Billing Adjustment Charge	\$0.22
<b>Changes to electric balance</b>	<b>\$0.22</b>
Payment Mar 20	\$193.22-
<b>Total Payments</b>	<b>\$193.22-</b>
Electric Charges (Residential-R - AE)	\$226.45
<b>New electric charges</b>	<b>\$226.45</b>
<b>Total amount due by Apr 18, 2023</b>	<b>\$226.67</b>

Your next bill period is scheduled to end on April 26, 2023

**Delivery Charges:** These charges reflect the cost of bringing electricity to you. Current charges for 31 days, **winter rates in effect.**

Type of charge	How we calculate this charge	Amount(\$)
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0158160 per kWh	6.32
Energy Charge	Last 1321 kWh X \$0.0262960 per kWh	34.74
Residential Aid Discount Surcharge	1721 kWh X \$0.0009390 per kWh	1.62
Administrative Credit	1721 kWh X \$0.0000000 per kWh	0.00
Underground Project Charge	1721 kWh X \$0.0000500 per kWh	0.09
<b>Subtotal (Set by DC PSC)</b>		<b>58.86</b>
EDIT Credit 5 Year - KWH	First 400 kWh X \$0.0001400- per kWh	0.06-
EDIT Credit 5 Year - KWH	Last 1321 kWh X \$0.0002700- per kWh	0.36-
EDIT Credit 10 Year - KWH	First 400 kWh X \$0.0004700- per kWh	0.19-

**Check here to enroll in the Direct Debit plan**

Sign and date here \_\_\_\_\_

By signing here, you authorize Pepco to electronically deduct the amount of your monthly bill from your checking account each month. The check you send with this signed authorization will be used to set up Direct Debit. You understand that we will notify you each month of the date and amount of the debit, which will be on or after the due date stated on your monthly bill. You understand that to withdraw this authorization you must call Pepco. You understand that Pepco does not charge for this service, but that your bank may have charges for this service.

**Customer Service Centers**

Washington DC		Maryland	
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Any inquiry or complaint about this bill should be made prior to the due date, in order to avoid late charges.

Electronic Check Conversion - When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

**Witness 2****Account number:** [REDACTED]Your electric bill for the period  
**February 25, 2023 to March 27, 2023**

EDIT Credit 10 Year - KWH Last 1321 kWh X \$0.0009300- per kWh	1.23-
Energy Assistance Trust Fund	
1721 kWh X \$0.0002322 per kWh	0.40
Sustain Energy Trust Fund	
1721 kWh X \$0.0026903 per kWh	4.63
Public Space Occupancy Surcharge	
1721 kWh X \$0.0022300 per kWh	3.84
Delivery Tax	
1721 kWh X \$0.0070000 per kWh	12.05
<b>Subtotal (Not set by DC PSC)</b>	<b>19.08</b>
<b>Total Electric Delivery Charges</b>	<b>77.94</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Based on billed use, your average annual price to compare is 8.50 cents per kwh.

**Billing Period: Feb 25, 2023 to Mar 27, 2023 (31 days)**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	1691 kWh X \$0.0119000 per kWh	20.12
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.21
Energy Charge	1691 kWh X \$0.0736400 per kWh	124.53
Procurement Cost Adjustment	1721 kWh X \$0.0008900 per kWh	1.53
<b>Total Electric Supply Charges</b>		<b>148.51</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>226.45</b>

### Energy Usage History

	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23
<b>Temp</b>	51°	55°	65°	76°	80°	79°	75°	58°	53°	40°	45°	47°	48°
<b>Days</b>	28	33	29	32	30	29	34	29	32	30	30	28	31
<b>kWh</b>	2196	892	124	846	728	007	761	859	256	2228	379	496	721

Data for your daily energy use graph for meter TCA108490855 was not available at the time your bill was prepared. Please visit My Account at pepco.com to view your daily and hourly energy used during this billing period.

Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

Follow us on Twitter at [twitter.com/PepcoConnect](https://twitter.com/PepcoConnect). Like us on Facebook at [facebook.com/PepcoConnect](https://facebook.com/PepcoConnect).

You can help a Pepco customer in need of assistance with their energy bills. Simply pay exactly \$1.00 over your Pepco bill amount and that dollar will be contributed to the Good Neighbor Energy Fund administered by a local 501(c)3 non-profit organization. Amounts over \$1.00 will not be identified as a contribution and will result in a credit to your account. Pepco will match each donation by contributing a dollar to the fund, up to \$100,000.

# **EXHIBIT 80**



# Your electric bill - Apr 2023

for the period **March 28, 2023 to April 26, 2023**



## WAYS TO SAVE: Find Tips and Programs That Help

Learn more at [pepco.com/WaysToSave](http://pepco.com/WaysToSave)

Witness 2

Account number: [REDACTED]

Your service address: [REDACTED]

WASHINGTON DC 20003

Bill Issue date: Apr 27, 2023

### Summary of your charges

Balance from your last bill	\$226.67
Changes to your electric balance	\$0.23
Your payment(s) - thank you	\$226.67-
Balance forward as of Apr 27, 2023	\$0.23
New electric distribution charges - Pepco	\$77.72
New electric supply charges - SOS Provider	\$144.62
Pepco	
<b>Total amount due by May 18, 2023</b>	<b>\$222.57</b>

**After May 18, 2023, a Late Payment Charge of \$2.23 will be added, increasing the amount due to \$224.80.**

Visit [pepco.com/dctariffs](http://pepco.com/dctariffs) and click "DC Terms and Conditions" for information on how payments are applied to balances from Pepco and any competitive supplier.

Your smart electric meter is read wirelessly. Visit My Account at [pepco.com](http://pepco.com) to view your daily and hourly energy usage.

Pepco EV charging stations are in a neighborhood near you, learn more here [Pepco.com/ev](http://Pepco.com/ev).

If you are moving or discontinuing service, please contact Pepco at least three days in advance.

### How to contact us

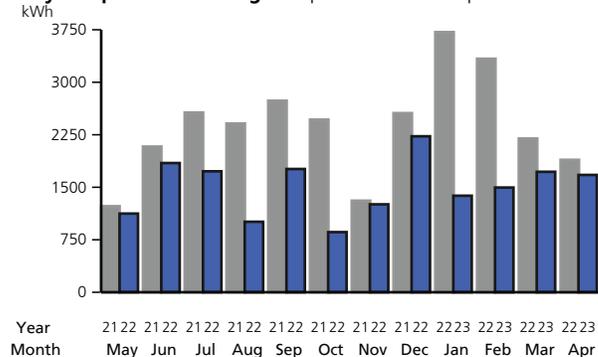
Customer Service (Mon-Fri, 7 a.m. - 8 p.m.) **202-833-7500**  
 TTY English **1-800-643-3768**  
 TTY Spanish **1-800-546-7111**  
 ¿Problemas con la factura? **202-833-7500**  
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 1325 G St NW, Suite 800, Washington DC 20005, 202-626-5100

Consumer Advocate - Office of People's Counsel, [opc-dc.gov](http://opc-dc.gov)  
 1133 Fifteenth St NW, Washington DC 20005, 202-727-3071

### Your monthly Electricity use in kWh

Daily temperature averages: Apr 2022: 55° F Apr 2023: 61° F



Please tear on the dotted line below. Invoice Number: 200122051189 Page 1 of 3

Return this coupon with your payment made payable to Pepco.

Account number [REDACTED]

**Total amount due by May 18, 2023** **\$222.57**

**Total amount due after May 18, 2023** **\$224.80**

**Auto Pay Plan**

Amount Paid: \$    .

PO BOX 13608  
 PHILADELPHIA PA 19101



ODR00021



Witness 2

WASHINGTON DC 20003-4003



Witness 2

Account number: [REDACTED]

Your electric bill for the period  
**March 28, 2023 to April 26, 2023**

### Details of your Electric Charges

Residential-R - AE - service number [REDACTED]  
Electricity you used this period

Meter Number	Energy Type	End Date	Start Date	Number Of Days	Total Use
TCA108490855	Use (kWh)	Apr 26	Mar 28	30	1676
		Reading Unavailable	Reading Unavailable	Multiplier 1	

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period.  
Your current energy use has been estimated.  
You can get instructions for providing an actual meter reading by calling 202-833-7500. If you do not have a smart meter and need assistance reading your meter, please visit [pepco.com/ReadMyMeter](http://pepco.com/ReadMyMeter).  
End and start date kWh meter readings are provided for informational purposes only. Please visit My Account at [pepco.com](http://pepco.com) to view your energy use data.

Electric Summary	
<b>Balance from your last bill</b>	<b>\$226.67</b>
Billing Adjustment Charge	\$0.23
<b>Changes to electric balance</b>	<b>\$0.23</b>
Payment Apr 18	\$226.67-
<b>Total Payments</b>	<b>\$226.67-</b>
Electric Charges (Residential-R - AE)	\$222.34
<b>New electric charges</b>	<b>\$222.34</b>
<b>Total amount due by May 18, 2023</b>	<b>\$222.57</b>

**Your next bill period is scheduled to end on May 25, 2023**

**Delivery Charges:** These charges reflect the cost of bringing electricity to you. Current charges for 30 days, **winter rates in effect.**

Type of charge	How we calculate this charge	Amount(\$)
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0164000 per kWh	6.56
Energy Charge	Last 1276 kWh X \$0.0271003 per kWh	34.58
Residential Aid Discount Surcharge	1676 kWh X \$0.0009390 per kWh	1.57
Administrative Credit	1676 kWh X \$0.0000000 per kWh	0.00
Underground Project Charge	1676 kWh X \$0.0001014 per kWh	0.17
<b>Subtotal (Set by DC PSC)</b>		<b>58.97</b>
EDIT Credit 5 Year - KWH	First 400 kWh X \$0.0001400- per kWh	0.06-
EDIT Credit 5 Year - KWH	Last 1276 kWh X \$0.0001567- per kWh	0.20-
EDIT Credit 10 Year - KWH	First 400 kWh X \$0.0004700- per kWh	0.19-

**Check here to enroll in the Direct Debit plan**

Sign and date here \_\_\_\_\_

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#### Customer Service Centers

Washington DC

701 Ninth St NW

2300 Martin Luther King Jr Ave SE (Mon - Fri) 9:00am - 5:00pm

(Mon - Fri) 8:30am - 5:15pm

Maryland

201 West Gude Dr, Rockville

8300 Old Marlboro Pk, Forestville (Mon, Wed, Fri) 10:00am - 2:00pm

(Mon - Fri) 10:00am - 2:00pm

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Electronic Check Conversion - When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

**Witness 2**

**Account number:** [REDACTED]

Your electric bill for the period  
**March 28, 2023 to April 26, 2023**



EDIT Credit 10 Year - KWH Last 1276 kWh X \$0.0009300- per kWh	1.19-
Energy Assistance Trust Fund	
1676 kWh X \$0.0002322 per kWh	0.39
Sustain Energy Trust Fund	
1676 kWh X \$0.0027001 per kWh	4.53
Public Space Occupancy Surcharge	
1676 kWh X \$0.0022300 per kWh	3.74
Delivery Tax	
1676 kWh X \$0.0070000 per kWh	11.73
<b>Subtotal (Not set by DC PSC)</b>	<b>18.75</b>
<b>Total Electric Delivery Charges</b>	<b>77.72</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Based on billed use, your average annual price to compare is 8.50 cents per kwh.

**Billing Period: Mar 28, 2023 to Apr 26, 2023 (30 days)**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	1646 kWh X \$0.0119000 per kWh	19.59
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.21
Energy Charge	1646 kWh X \$0.0736400 per kWh	121.21
Procurement Cost Adjustment	1676 kWh X \$0.0008900 per kWh	1.49
<b>Total Electric Supply Charges</b>		<b>144.62</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>222.34</b>

**Energy Usage History**

	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23
<b>Temp</b>	55°	65°	76°	80°	79°	75°	58°	53°	40°	45°	47°	48°	61°
<b>Days</b>	33	29	32	30	29	34	29	32	30	30	28	31	30
<b>kWh</b>	892	124	846	728	007	761	859	256	2228	379	496	721	676

Data for your daily energy use graph for meter TCA108490855 was not available at the time your bill was prepared. Please visit My Account at pepco.com to view your daily and hourly energy used during this billing period.

Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

Follow us on Twitter at [twitter.com/PepcoConnect](https://twitter.com/PepcoConnect). Like us on Facebook at [facebook.com/PepcoConnect](https://facebook.com/PepcoConnect).

You can help a Pepco customer in need of assistance with their energy bills. Simply pay exactly \$1.00 over your Pepco bill amount and that dollar will be contributed to the Good Neighbor Energy Fund administered by a local 501(c)3 non-profit organization. Amounts over \$1.00 will not be identified as a contribution and will result in a credit to your account. Pepco will match each donation by contributing a dollar to the fund, up to \$100,000.

# **EXHIBIT 81**



# Your electric bill - Feb 2023 to May 2023

for the period **January 28, 2023 to May 25, 2023**



## WAYS TO SAVE: Find Tips and Programs That Help

Learn more at [pepco.com/WaysToSave](http://pepco.com/WaysToSave)

**Witness 2**

**Account number:** [REDACTED]  
**Your service address:** [REDACTED]  
 WASHINGTON DC 20003  
**Bill Issue date:** May 31, 2023

### Summary of your charges

Balance from your last bill	\$177.51
Changes to your electric balance	\$0.76
Your payment(s) - thank you	\$819.97-
<hr/>	
Balance forward as of May 31, 2023	\$641.70-
New electric distribution charges - Pepco	\$214.66
New electric supply charges - SOS Provider	\$381.71
Pepco	
<hr/>	
<b>Total Credit Amount</b>	<b>\$45.33-</b>

Visit [pepco.com/dctariffs](http://pepco.com/dctariffs) and click "DC Terms and Conditions" for information on how payments are applied to balances from Pepco and any competitive supplier.

Your smart electric meter is read wirelessly. Visit My Account at [pepco.com](http://pepco.com) to view your daily and hourly energy usage.

Pepco EV charging stations are in a neighborhood near you, learn more here [Pepco.com/ev](http://Pepco.com/ev).

If you are moving or discontinuing service, please contact Pepco at least three days in advance.

The summary section on page 2 of your bill includes a Billing Adjustment to account for an adjustment to the Sustainable Energy Trust Fund (SETF) charge from October 2022 to February 2023.

### How to contact us

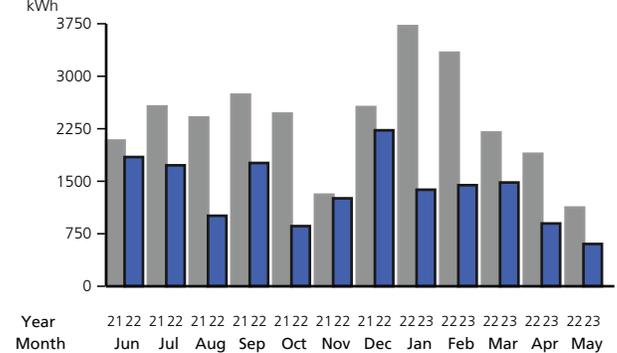
Customer Service (Mon-Fri, 7 a.m. - 8 p.m.) **202-833-7500**  
 TTY English **1-800-643-3768**  
 TTY Spanish **1-800-546-7111**  
 ¿Problemas con la factura? **202-833-7500**  
 Electric emergencies & outages (24 hours) **1-877-737-2662**  
 Visit [pepco.com](http://pepco.com) for service, billing and correspondence information.

Pepco is regulated by - DC Public Service Commission, [dcpsc.org](http://dcpsc.org)  
 1325 G St NW, Suite 800, Washington DC 20005, 202-626-5100

Consumer Advocate - Office of People's Counsel, [opc-dc.gov](http://opc-dc.gov)  
 1133 Fifteenth St NW, Washington DC 20005, 202-727-3071

### Your monthly Electricity use in kWh

**Daily temperature averages:** May 2022: 65° F May 2023: 64° F



Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

**Additional messages may be on the last page of your bill.**

**Please tear on the dotted line below.** Invoice Number: 200841866116 Page 1 of 7

Account number [REDACTED]  
**No Payment Due**

**Amount Paid:** \$    .

PO BOX 13608  
 PHILADELPHIA PA 19101



ODR00027



**Witness 2**



WASHINGTON DC 20003-4003

**Details of your Electric Charges**

Residential-R - AE - service number [REDACTED]  
 Electricity you used this period

Meter Number	Energy Type	End Date	Start Date	Number Of Days	Total Use
TCA108490855	Use (kWh)	May 25	Apr 27	29	604
		Reading Unavailable	Reading Unavailable	Multiplier 1	

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period.  
 Your current energy use has been estimated.  
 You can get instructions for providing an actual meter reading by calling 202-833-7500. If you do not have a smart meter and need assistance reading your meter, please visit [pepco.com/ReadMyMeter](http://pepco.com/ReadMyMeter).  
 End and start date kWh meter readings are provided for informational purposes only. Please visit My Account at [pepco.com](http://pepco.com) to view your energy use data.

**Your next bill period is scheduled to end on June 27, 2023**

**Delivery Charges:** These charges reflect the cost of bringing electricity to you. Current charges for 29 days, **winter rates in effect.**

Type of charge	How we calculate this charge	Amount(\$)
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0173830 per kWh	6.95
Energy Charge	Last 204 kWh X \$0.0278630 per kWh	5.69
Residential Aid Discount Surcharge	604 kWh X \$0.0009390 per kWh	0.57
Administrative Credit	604 kWh X \$0.0000000 per kWh	0.00
Underground Project Charge	604 kWh X \$0.0001100 per kWh	0.07
<b>Subtotal (Set by DC PSC)</b>		<b>29.37</b>
EDIT Credit 10 Year - KWH	First 400 kWh X \$0.0004700- per kWh	0.19-
EDIT Credit 10 Year - KWH	Last 204 kWh X \$0.0009300- per kWh	0.19-

<b>Electric Summary</b>	
<b>Balance from your last bill</b>	<b>\$177.51</b>
Billing Adjustment Charge	\$0.76
<b>Changes to electric balance</b>	<b>\$0.76</b>
Payment Apr 18	\$226.67-
Payment Mar 20	\$193.22-
Payment May 18	\$222.57-
Payment Feb 21	\$177.51-
<b>Total Payments</b>	<b>\$819.97-</b>
Electric Charges (Residential-R - AE) May 2023	\$88.31
Electric Charges (Residential-R - AE) Apr 2023	\$124.51
Electric Charges (Residential-R - AE) Mar 2023	\$196.62
Electric Charges (Residential-R - AE) Feb 2023	\$186.93
<b>New electric charges</b>	<b>\$596.37</b>
<b>Total credit amount</b>	<b>\$45.33-</b>

**Check here to enroll in the Direct Debit plan**

Sign and date here \_\_\_\_\_

By signing here, you authorize Pepco to electronically deduct the amount of your monthly bill from your checking account each month. The check you send with this signed authorization will be used to set up Direct Debit. You understand that we will notify you each month of the date and amount of the debit, which will be on or after the due date stated on your monthly bill. You understand that to withdraw this authorization you must call Pepco. You understand that Pepco does not charge for this service, but that your bank may have charges for this service.

**Customer Service Centers**

Washington DC		Maryland	
701 Ninth St NW	(Mon - Fri) 8:30am - 5:15pm	201 West Gude Dr, Rockville	(Mon - Fri) 10:00am - 2:00pm
2300 Martin Luther King Jr Ave SE	(Mon - Fri) 9:00am - 5:00pm	8300 Old Marlboro Pk, Forestville	(Mon, Wed, Fri) 10:00am - 2:00pm

Any inquiry or complaint about this bill should be made prior to the due date, in order to avoid late charges.

Electronic Check Conversion - When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

**Witness 2**

**Account number:** [REDACTED]

Your electric bill for the period  
**January 28, 2023 to May 25, 2023**



Energy Assistance Trust Fund	604 kWh X \$0.0002322 per kWh	0.14
Sustain Energy Trust Fund	604 kWh X \$0.0027001 per kWh	1.63
Public Space Occupancy Surcharge	604 kWh X \$0.0022300 per kWh	1.35
Delivery Tax	604 kWh X \$0.0070000 per kWh	4.23
<b>Subtotal (Not set by DC PSC)</b>		<b>6.97</b>
<b>Total Electric Delivery Charges</b>		<b>36.34</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Based on billed use, your average annual price to compare is 8.50 cents per kwh.

**Billing Period: Apr 27, 2023 to May 25, 2023 (29 days)**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	574 kWh X \$0.0119000 per kWh	6.83
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.21
Energy Charge	574 kWh X \$0.0736400 per kWh	42.27
Procurement Cost Adjustment	604 kWh X \$0.0008900 per kWh	0.54
<b>Total Electric Supply Charges</b>		<b>51.97</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>88.31</b>

Residential-R - AE - service number 0550 2810 8219 7001 1021 33  
Electricity you used this period

<u>Meter Number</u>	<u>Energy Type</u>	<u>End Date</u>	<u>Start Date</u>	<u>Number Of Days</u>	<u>Total Use</u>
TCA108490855	Use (kWh)	Apr 26	Mar 28	30	897
		<u>Reading Unavailable</u>	<u>Reading Unavailable</u>	<u>Multiplier</u>	
				1	

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period. Your current energy use has been estimated. You can get instructions for providing an actual meter reading by calling 202-833-7500. If you do not have a smart meter and need assistance reading your meter, please visit [pepco.com/ReadMyMeter](http://pepco.com/ReadMyMeter). End and start date kWh meter readings are provided for informational purposes only. Please visit My Account at [pepco.com](http://pepco.com) to view your energy use data.

**Delivery Charges:** These charges reflect the cost of bringing electricity to you. Current charges for 30 days, **winter rates in effect.**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0165000 per kWh	6.60
Energy Charge	Last 497 kWh X \$0.0271026 per kWh	13.47
Residential Aid Discount Surcharge	897 kWh X \$0.0009390 per kWh	0.84
Administrative Credit	897 kWh X \$0.0000000 per kWh	0.00

Underground Project Charge	897 kWh X \$0.0001003 per kWh	0.09
<b>Subtotal (Set by DC PSC)</b>		<b>37.09</b>
EDIT Credit 5 Year - KWH First 400 kWh X \$0.0001400- per kWh		0.06-
EDIT Credit 5 Year - KWH Last 497 kWh X \$0.0001610- per kWh		0.08-
EDIT Credit 10 Year - KWH First 400 kWh X \$0.0004700- per kWh		0.19-
EDIT Credit 10 Year - KWH Last 497 kWh X \$0.0009300- per kWh		0.46-
Energy Assistance Trust Fund	897 kWh X \$0.0002322 per kWh	0.21
Sustain Energy Trust Fund	897 kWh X \$0.0027001 per kWh	2.42
Public Space Occupancy Surcharge	897 kWh X \$0.0022300 per kWh	2.00
Delivery Tax	897 kWh X \$0.0070000 per kWh	6.28
<b>Subtotal (Not set by DC PSC)</b>		<b>10.12</b>
<b>Total Electric Delivery Charges</b>		<b>47.21</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Based on billed use, your average annual price to compare is 8.50 cents per kWh.

**Billing Period: Mar 28, 2023 to Apr 26, 2023 (30 days)**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	867 kWh X \$0.0119000 per kWh	10.32
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.21
Energy Charge	867 kWh X \$0.0736400 per kWh	63.85
Procurement Cost Adjustment	897 kWh X \$0.0008900 per kWh	0.80
<b>Total Electric Supply Charges</b>		<b>77.30</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>124.51</b>

Residential-R - AE - service number 0550 2810 8219 7001 1021 33  
 Electricity you used this period

<u>Meter Number</u>	<u>Energy Type</u>	<u>End Date</u>	<u>Start Date</u>	<u>Number Of Days</u>	<u>Total Use</u>
TCA108490855	Use (kWh)	Mar 27	Feb 25	31	1482
		<u>Reading</u> Unavailable	<u>Reading</u> Unavailable	<u>Multiplier</u> 1	

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period. Your current energy use has been estimated. You can get instructions for providing an actual meter reading by calling 202-833-7500. If you do not have a smart meter and need assistance reading your meter, please visit [pepco.com/ReadMyMeter](http://pepco.com/ReadMyMeter). End and start date kWh meter readings are provided for informational purposes only. Please visit My Account at [pepco.com](http://pepco.com) to view your energy use data.

**Delivery Charges:** These charges reflect the cost of bringing electricity to you. Current charges for 31 days, **winter rates in effect.**

**Witness 2****Account number:** [REDACTED]Your electric bill for the period  
**January 28, 2023 to May 25, 2023**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0158160 per kWh	6.32
Energy Charge	Last 1082 kWh X \$0.0262960 per kWh	28.45
Residential Aid Discount		
Surcharge	1482 kWh X \$0.0009390 per kWh	1.39
Administrative Credit	1482 kWh X \$0.0000000 per kWh	0.00
Underground Project		
Charge	1482 kWh X \$0.0000500 per kWh	0.07
<b>Subtotal (Set by DC PSC)</b>		<b>52.32</b>
EDIT Credit 5 Year - KWH	First 400 kWh X \$0.0001400- per kWh	0.06-
EDIT Credit 5 Year - KWH	Last 1082 kWh X \$0.0002700- per kWh	0.29-
EDIT Credit 10 Year - KWH	First 400 kWh X \$0.0004700- per kWh	0.19-
EDIT Credit 10 Year - KWH	Last 1082 kWh X \$0.0009300- per kWh	1.01-
Energy Assistance Trust		
Fund	1482 kWh X \$0.0002322 per kWh	0.34
Sustain Energy Trust Fund	1482 kWh X \$0.0026856 per kWh	3.98
Public Space Occupancy		
Surcharge	1482 kWh X \$0.0022300 per kWh	3.30
Delivery Tax	1482 kWh X \$0.0070000 per kWh	10.37
<b>Subtotal (Not set by DC PSC)</b>		<b>16.44</b>
<b>Total Electric Delivery Charges</b>		<b>68.76</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Based on billed use, your average annual price to compare is 8.50 cents per kwh.

**Billing Period: Feb 25, 2023 to Mar 27, 2023 (31 days)**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum		
Charge	Includes First 30 kWh	0.12
Energy Charge	1452 kWh X \$0.0119000 per kWh	17.28
Generation Services:		
Generation Minimum		
Charge	Includes First 30 kWh	2.21
Energy Charge	1452 kWh X \$0.0736400 per kWh	106.93
Procurement Cost		
Adjustment	1482 kWh X \$0.0008900 per kWh	1.32
<b>Total Electric Supply Charges</b>		<b>127.86</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>196.62</b>

Residential-R - AE - service number 0550 2810 8219 7001 1021 33  
Electricity you used this period

<u>Meter Number</u>	<u>Energy Type</u>	<u>End Date</u>	<u>Start Date</u>	<u>Number Of Days</u>	<u>Total Use</u>
TCA108490855	Use (kWh)	Feb 24	Jan 28	28	1444
		<u>Reading</u>	<u>Reading</u>	<u>Multiplier</u>	
		Unavailable	144800	1	

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period.  
 Your current energy use has been estimated.  
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 If you do not have a smart meter and need assistance reading your meter, please visit [pepco.com/ReadMyMeter](http://pepco.com/ReadMyMeter).  
 End and start date kWh meter readings are provided for informational purposes only.  
 Please visit My Account at [pepco.com](http://pepco.com) to view your energy use data.

**Delivery Charges:** These charges reflect the cost of bringing electricity to you.  
 Current charges for 28 days, **winter rates in effect.**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0125680 per kWh	5.02
Energy Charge	Last 1044 kWh X \$0.0230480 per kWh	24.06
Residential Aid Discount		
Surcharge	1444 kWh X \$0.0009390 per kWh	1.36
Administrative Credit	1444 kWh X \$0.0000000 per kWh	0.00
Underground Project Charge	1444 kWh X \$0.0000500 per kWh	0.07
<b>Subtotal (Set by DC PSC)</b>		<b>46.60</b>
EDIT Credit 5 Year - KWH	First 400 kWh X \$0.0001400- per kWh	0.06-
EDIT Credit 5 Year - KWH	Last 1044 kWh X \$0.0002700- per kWh	0.28-
EDIT Credit 10 Year - KWH	First 400 kWh X \$0.0004700- per kWh	0.19-
EDIT Credit 10 Year - KWH	Last 1044 kWh X \$0.0009300- per kWh	0.97-
Energy Assistance Trust Fund	1444 kWh X \$0.0002322 per kWh	0.34
Sustain Energy Trust Fund	1444 kWh X \$0.0025994 per kWh	3.75
Public Space Occupancy Surcharge	1444 kWh X \$0.0021100 per kWh	3.05
Delivery Tax	1444 kWh X \$0.0070000 per kWh	10.11
<b>Subtotal (Not set by DC PSC)</b>		<b>15.75</b>
<b>Total Electric Delivery Charges</b>		<b>62.35</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you.  
 You can compare this part of your bill to offers from competitive suppliers.  
 Based on billed use, your average annual price to compare is 8.50 cents per kwh.

**Billing Period: Jan 28, 2023 to Feb 24, 2023 (28 days)**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	1414 kWh X \$0.0119000 per kWh	16.83
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.21
Energy Charge	1414 kWh X \$0.0736400 per kWh	104.13
Procurement Cost Adjustment	1444 kWh X \$0.0008900 per kWh	1.29
<b>Total Electric Supply Charges</b>		<b>124.58</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>186.93</b>

Witness 2

Account number: [REDACTED]

Your electric bill for the period

January 28, 2023 to May 25, 2023

**Energy Usage History**

	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23
<b>Temp</b>	65°	76°	80°	79°	75°	58°	53°	40°	45°	47°	48°	61°	64°
<b>Days</b>	29	32	30	29	34	29	32	30	30	28	31	30	29
<b>kWh</b>	124	846	728	007	761	859	256	2228	379	444	482	897	604

Data for your daily energy use graph for meter TCA108490855 was not available at the time your bill was prepared. Please visit My Account at [pepco.com](http://pepco.com) to view your daily and hourly energy used during this billing period.

Follow us on Twitter at [twitter.com/PepcoConnect](https://twitter.com/PepcoConnect). Like us on Facebook at [facebook.com/PepcoConnect](https://facebook.com/PepcoConnect).

You can help a Pepco customer in need of assistance with their energy bills. Simply pay exactly \$1.00 over your Pepco bill amount and that dollar will be contributed to the Good Neighbor Energy Fund administered by a local 501(c)3 non-profit organization. Amounts over \$1.00 will not be identified as a contribution and will result in a credit to your account. Pepco will match each donation by contributing a dollar to the fund, up to \$100,000.

# **EXHIBIT 82**



# Your electric bill - Jun 2023

for the period **May 26, 2023 to June 27, 2023**



## WAYS TO SAVE: Find Tips and Programs That Help

Learn more at [pepco.com/WaysToSave](http://pepco.com/WaysToSave)

**Witness 2**

**Account number:** [REDACTED]  
**Your service address:** [REDACTED]  
 WASHINGTON DC 20003

**Bill Issue date:** Jun 28, 2023

### Summary of your charges

Balance from your last bill	\$45.33-
Balance forward as of Jun 28, 2023	\$45.33-
New electric distribution charges - Pepco	\$71.44
New electric supply charges - SOS Provider Pepco	\$124.70
<b>Total amount due by Jul 19, 2023</b>	<b>\$150.81</b>

**After Jul 19, 2023, a Late Payment Charge of \$1.96 will be added, increasing the amount due to \$152.77.**

Visit [pepco.com/dctariffs](http://pepco.com/dctariffs) and click "DC Terms and Conditions" for information on how payments are applied to balances from Pepco and any competitive supplier.

Your smart electric meter is read wirelessly. Visit My Account at [pepco.com](http://pepco.com) to view your daily and hourly energy usage.

Pepco EV charging stations are in a neighborhood near you, learn more here [Pepco.com/ev](http://Pepco.com/ev).

If you are moving or discontinuing service, please contact Pepco at least three days in advance.

Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

### How to contact us

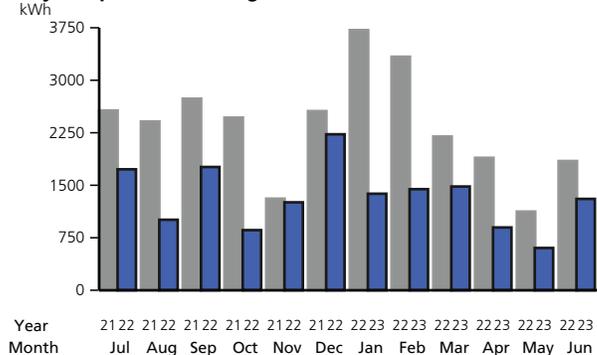
Customer Service (Mon-Fri, 7 a.m. - 8 p.m.) **202-833-7500**  
 TTY English **1-800-643-3768**  
 TTY Spanish **1-800-546-7111**  
 ¿Problemas con la factura? **202-833-7500**  
 Electric emergencies & outages (24 hours) **1-877-737-2662**  
 Visit [pepco.com](http://pepco.com) for service, billing and correspondence information.

Pepco is regulated by - DC Public Service Commission, [dcpsc.org](http://dcpsc.org)  
 1325 G St NW, Suite 800, Washington DC 20005, 202-626-5100

Consumer Advocate - Office of People's Counsel, [opc-dc.gov](http://opc-dc.gov)  
 1133 Fifteenth St NW, Washington DC 20005, 202-727-3071

### Your monthly Electricity use in kWh

**Daily temperature averages:** Jun 2022: 76° F Jun 2023: 72° F



Follow us on Twitter at [twitter.com/PepcoConnect](https://twitter.com/PepcoConnect). Like us on Facebook at [facebook.com/PepcoConnect](https://facebook.com/PepcoConnect).

**Additional messages may be on the last page of your bill.**

**Please tear on the dotted line below.** Invoice Number: 200252054334 Page 1 of 3

**Return this coupon** with your payment made payable to Pepco.

Account number [REDACTED]  
**Total amount due by Jul 19, 2023** **\$150.81**  
**Total amount due after Jul 19, 2023** **\$152.77**  
**Auto Pay Plan**

**Amount Paid:** \$    .

PO BOX 13608  
 PHILADELPHIA PA 19101



ODR00019



**Witness 2**

WASHINGTON DC 20003-4003



### Details of your Electric Charges

Residential-R - AE - service number [REDACTED]

Electricity you used this period

<u>Meter Number</u>	<u>Energy Type</u>	<u>End Date</u>	<u>Start Date</u>	<u>Number Of Days</u>	<u>Total Use</u>
TCA108490855	Use (kWh)	Jun 27	May 26	33	1305
		<u>Reading</u> 150532	<u>Reading</u> Unavailable	<u>Multiplier</u> 1	

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period. End and start date kWh meter readings are provided for informational purposes only. Please visit My Account at pepco.com to view your energy use data.

**Your next bill period is scheduled to end on July 27, 2023**

**Delivery Charges:** These charges reflect the cost of bringing electricity to you. Current charges for 33 days, **summer rates in effect.**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0166990 per kWh	6.68
Energy Charge	Last 905 kWh X \$0.0362590 per kWh	32.82
Residential Aid Discount		
Surcharge	1305 kWh X \$0.0009390 per kWh	1.23
Administrative Credit	1305 kWh X \$0.0000000 per kWh	0.00
Underground Project Charge	1305 kWh X \$0.0001100 per kWh	0.14
<b>Subtotal (Set by DC PSC)</b>		<b>56.96</b>
EDIT Credit 10 Year - KWH	First 400 kWh X \$0.0004700- per kWh	0.19-
EDIT Credit 10 Year - KWH	Last 905 kWh X \$0.0013300- per kWh	1.20-
Energy Assistance Trust Fund	1305 kWh X \$0.0002322 per kWh	0.30
Sustain Energy Trust Fund	1305 kWh X \$0.0027001 per kWh	3.52
Public Space Occupancy Surcharge	1305 kWh X \$0.0022300 per kWh	2.91

**Check here to enroll in the Direct Debit plan**

Sign and date here \_\_\_\_\_

By signing here, you authorize Pepco to electronically deduct the amount of your monthly bill from your checking account each month. The check you send with this signed authorization will be used to set up Direct Debit. You understand that we will notify you each month of the date and amount of the debit, which will be on or after the due date stated on your monthly bill. You understand that to withdraw this authorization you must call Pepco. You understand that Pepco does not charge for this service, but that your bank may have charges for this service.

**Customer Service Centers**

Washington DC		Maryland	
701 Ninth St NW	(Mon - Fri) 8:30am - 5:15pm	201 West Gude Dr, Rockville	(Mon - Fri) 10:00am - 2:00pm
2300 Martin Luther King Jr Ave SE	(Mon - Fri) 9:00am - 5:00pm	8300 Old Marlboro Pk, Forestville	(Mon, Wed, Fri) 10:00am - 2:00pm

Any inquiry or complaint about this bill should be made prior to the due date, in order to avoid late charges.

Electronic Check Conversion - When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

**Witness 2**

**Account number:** [REDACTED]

Your electric bill for the period  
**May 26, 2023 to June 27, 2023**



Delivery Tax	1305 kWh X \$0.0070000 per kWh	9.14
<b>Subtotal (Not set by DC PSC)</b>		<b>14.48</b>
<b>Total Electric Delivery Charges</b>		<b>71.44</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Based on billed use, your average annual price to compare is 10.51 cents per kwh.

**Billing Period: May 26, 2023 to Jun 27, 2023 (33 days)**

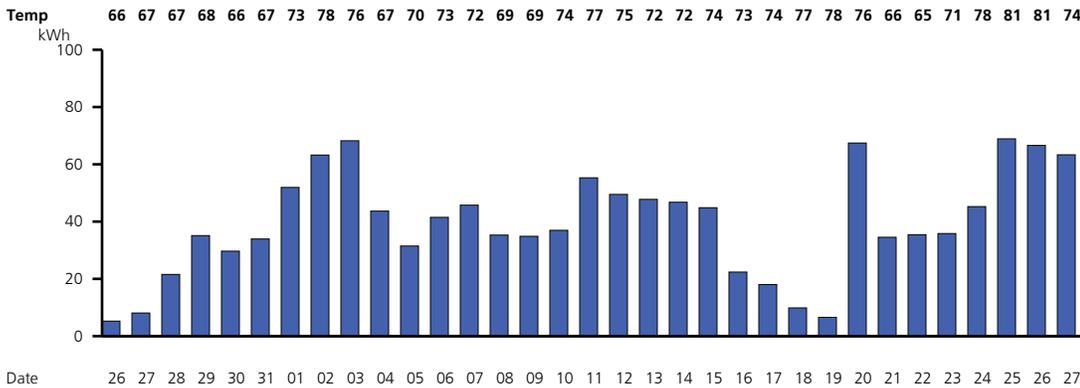
<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	1275 kWh X \$0.0119000 per kWh	15.17
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.51
Energy Charge	1275 kWh X \$0.0817882 per kWh	104.28
Procurement Cost Adjustment	1305 kWh X \$0.0020100 per kWh	2.62
<b>Total Electric Supply Charges</b>		<b>124.70</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>196.14</b>

**Energy Usage History**

	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23
<b>Temp</b>	76°	80°	79°	75°	58°	53°	40°	45°	47°	48°	61°	64°	72°
<b>Days</b>	32	30	29	34	29	32	30	30	28	31	30	29	33
<b>kWh</b>	846	728	007	761	859	256	2228	379	444	482	897	604	305

Your daily electricity use for this bill period. Visit My Account at pepco.com to see your hourly electricity use.

Meter Number TCA108490855



You can help a Pepco customer in need of assistance with their energy bills. Simply pay exactly \$1.00 over your Pepco bill amount and that dollar will be contributed to the Good Neighbor Energy Fund administered by a local 501(c)3 non-profit organization. Amounts over \$1.00 will not be identified as a contribution and will result in a credit to your account. Pepco will match each donation by contributing a dollar to the fund, up to \$100,000.

# **EXHIBIT 83**



# Your electric bill - Jul 2023

for the period **June 28, 2023 to July 27, 2023**



## WAYS TO SAVE: Find Tips and Programs That Help

Learn more at [pepco.com/WaysToSave](http://pepco.com/WaysToSave)

**Witness 2**

**Account number:** [REDACTED]  
**Your service address:** [REDACTED]  
 WASHINGTON DC 20003  
**Bill Issue date:** Jul 28, 2023

### Summary of your charges

Balance from your last bill	\$150.81
Your payment(s) - thank you	\$150.81-
<b>Balance forward as of Jul 28, 2023</b>	<b>\$0.00</b>
New electric distribution charges - Pepco	\$100.80
New electric supply charges - SOS Provider	\$204.21
Pepco	
<b>Total amount due by Aug 18, 2023</b>	<b>\$305.01</b>

**After Aug 18, 2023, a Late Payment Charge of \$3.05 will be added, increasing the amount due to \$308.06.**

Visit [pepco.com/dctariffs](http://pepco.com/dctariffs) and click "DC Terms and Conditions" for information on how payments are applied to balances from Pepco and any competitive supplier.

Your smart electric meter is read wirelessly. Visit My Account at [pepco.com](http://pepco.com) to view your daily and hourly energy usage.

Pepco EV charging stations are in a neighborhood near you, learn more here [Pepco.com/ev](http://Pepco.com/ev).

If you are moving or discontinuing service, please contact Pepco at least three days in advance.

Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

### How to contact us

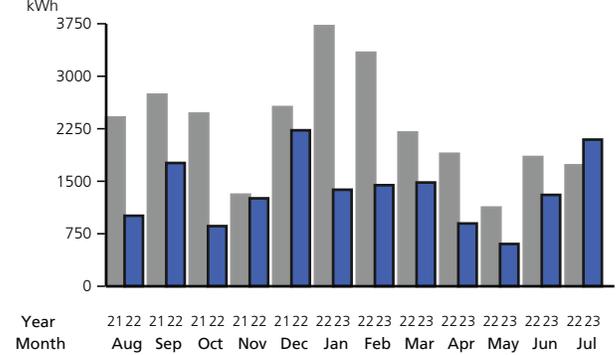
Customer Service (Mon-Fri, 7 a.m. - 8 p.m.) **202-833-7500**  
 TTY English **1-800-643-3768**  
 TTY Spanish **1-800-546-7111**  
 ¿Problemas con la factura? **202-833-7500**  
 Electric emergencies & outages (24 hours) **1-877-737-2662**  
 Visit [pepco.com](http://pepco.com) for service, billing and correspondence information.

Pepco is regulated by - DC Public Service Commission, [dcpsc.org](http://dcpsc.org)  
 1325 G St NW, Suite 800, Washington DC 20005, 202-626-5100

Consumer Advocate - Office of People's Counsel, [opc-dc.gov](http://opc-dc.gov)  
 1133 Fifteenth St NW, Washington DC 20005, 202-727-3071

### Your monthly Electricity use in kWh

**Daily temperature averages:** Jul 2022: 80° F Jul 2023: 80° F



Follow us on Twitter at [twitter.com/PepcoConnect](https://twitter.com/PepcoConnect). Like us on Facebook at [facebook.com/PepcoConnect](https://facebook.com/PepcoConnect).

**Additional messages may be on the last page of your bill.**

**Please tear on the dotted line below.** Invoice Number: 200801922478 Page 1 of 3

**Return this coupon** with your payment made payable to Pepco.

Account number [REDACTED]  
**Total amount due by Aug 18, 2023** **\$305.01**  
**Total amount due after Aug 18, 2023** **\$308.06**  
**Auto Pay Plan**

**Amount Paid:** \$    .

PO BOX 13608  
 PHILADELPHIA PA 19101



ODR00024



**Witness 2**

WASHINGTON DC 20003-4003



### Details of your Electric Charges

Residential-R - AE - service number [REDACTED]

Electricity you used this period

<u>Meter Number</u>	<u>Energy Type</u>	<u>End Date</u>	<u>Start Date</u>	<u>Number Of Days</u>	<u>Total Use</u>
TCA108490855	Use (kWh)	Jul 27	Jun 28	30	2095
		<u>Reading</u> 152627	<u>Reading</u> 150532	<u>Multiplier</u> 1	

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period. End and start date kWh meter readings are provided for informational purposes only. Please visit My Account at pepco.com to view your energy use data.

**Your next bill period is scheduled to end on August 25, 2023**

**Delivery Charges:** These charges reflect the cost of bringing electricity to you. Current charges for 30 days, **summer rates in effect.**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0125580 per kWh	5.02
Energy Charge	Last 1695 kWh X \$0.0321180 per kWh	54.44
Residential Aid Discount		
Surcharge	2095 kWh X \$0.0009390 per kWh	1.97
Administrative Credit	2095 kWh X \$0.0000000 per kWh	0.00
Underground Project		
Charge	2095 kWh X \$0.0001100 per kWh	0.23
<b>Subtotal (Set by DC PSC)</b>		<b>77.75</b>
EDIT Credit 10 Year - KWH	First 400 kWh X \$0.0004700- per kWh	0.19-
EDIT Credit 10 Year - KWH	Last 1695 kWh X \$0.0013300- per kWh	2.25-
Energy Assistance Trust		
Fund	2095 kWh X \$0.0002322 per kWh	0.49
Sustain Energy Trust Fund	2095 kWh X \$0.0027001 per kWh	5.66
Public Space Occupancy		
Surcharge	2095 kWh X \$0.0022300 per kWh	4.67

**Check here to enroll in the Direct Debit plan**

Sign and date here \_\_\_\_\_

By signing here, you authorize Pepco to electronically deduct the amount of your monthly bill from your checking account each month. The check you send with this signed authorization will be used to set up Direct Debit. You understand that we will notify you each month of the date and amount of the debit, which will be on or after the due date stated on your monthly bill. You understand that to withdraw this authorization you must call Pepco. You understand that Pepco does not charge for this service, but that your bank may have charges for this service.

**Customer Service Centers**

Washington DC  
701 Ninth St NW (Mon - Fri) 8:30am - 5:15pm  
2300 Martin Luther King Jr Ave SE (Mon - Fri) 9:00am - 5:00pm

Maryland  
201 West Gude Dr, Rockville (Mon - Fri) 10:00am - 2:00pm  
8300 Old Marlboro Pk, Forestville (Mon, Wed, Fri) 10:00am - 2:00pm

Any inquiry or complaint about this bill should be made prior to the due date, in order to avoid late charges.

Electronic Check Conversion - When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

**Witness 2**

**Account number:** [REDACTED]

Your electric bill for the period  
**June 28, 2023 to July 27, 2023**



Delivery Tax	2095 kWh X \$0.0070000 per kWh	14.67
<b>Subtotal (Not set by DC PSC)</b>		<b>23.05</b>
<b>Total Electric Delivery Charges</b>		<b>100.80</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Based on billed use, your average annual price to compare is 10.51 cents per kwh.

**Billing Period: Jun 28, 2023 to Jul 27, 2023 (30 days)**

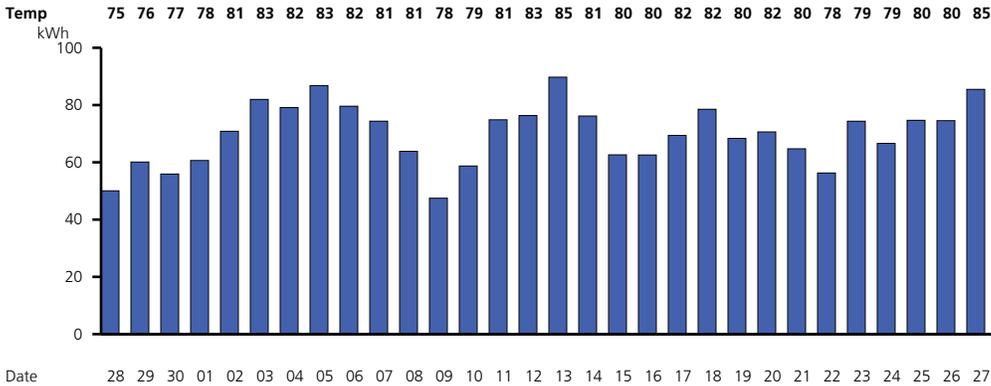
<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	2065 kWh X \$0.0119000 per kWh	24.57
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.51
Energy Charge	2065 kWh X \$0.0836800 per kWh	172.80
Procurement Cost Adjustment	2095 kWh X \$0.0020100 per kWh	4.21
<b>Total Electric Supply Charges</b>		<b>204.21</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>305.01</b>

**Energy Usage History**

	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23
<b>Temp</b>	80°	79°	75°	58°	53°	40°	45°	47°	48°	61°	64°	72°	80°
<b>Days</b>	30	29	34	29	32	30	30	28	31	30	29	33	30
<b>kWh</b>	728	007	761	859	256	2228	379	444	482	897	604	305	2095

Your daily electricity use for this bill period. Visit My Account at [pepco.com](http://pepco.com) to see your hourly electricity use.

Meter Number TCA108490855



You can help a Pepco customer in need of assistance with their energy bills. Simply pay exactly \$1.00 over your Pepco bill amount and that dollar will be contributed to the Good Neighbor Energy Fund administered by a local 501(c)3 non-profit organization. Amounts over \$1.00 will not be identified as a contribution and will result in a credit to your account. Pepco will match each donation by contributing a dollar to the fund, up to \$100,000.

# **EXHIBIT 84**



# Your electric bill - Aug 2023

for the period **July 28, 2023 to August 25, 2023**



## WAYS TO SAVE: Find Tips and Programs That Help

Learn more at [pepco.com/WaysToSave](http://pepco.com/WaysToSave)

**Witness 2**

**Account number:** [REDACTED]  
**Your service address:** [REDACTED]  
 WASHINGTON DC 20003  
**Bill Issue date:** Aug 28, 2023

### Summary of your charges

Balance from your last bill	\$305.01
Your payment(s) - thank you	\$305.01-
Balance forward as of Aug 28, 2023	\$0.00
New electric distribution charges - Pepco	\$87.48
New electric supply charges - SOS Provider Pepco	\$161.96
<b>Total amount due by Sep 18, 2023</b>	<b>\$249.44</b>

**After Sep 18, 2023, a Late Payment Charge of \$2.49 will be added, increasing the amount due to \$251.93.**

Visit [pepco.com/dctariffs](http://pepco.com/dctariffs) and click "DC Terms and Conditions" for information on how payments are applied to balances from Pepco and any competitive supplier.

Your smart electric meter is read wirelessly. Visit My Account at [pepco.com](http://pepco.com) to view your daily and hourly energy usage.

Pepco EV charging stations are in a neighborhood near you, learn more here [Pepco.com/ev](http://Pepco.com/ev).

If you are moving or discontinuing service, please contact Pepco at least three days in advance.

Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

### How to contact us

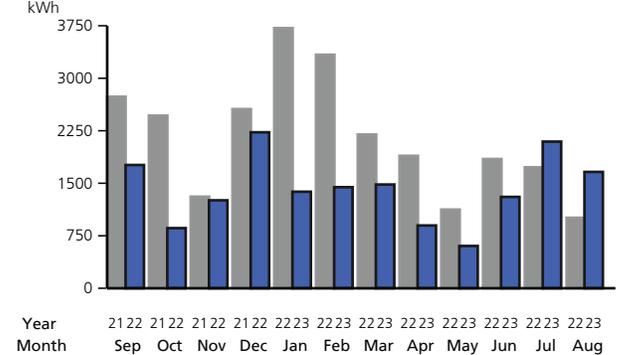
Customer Service (Mon-Fri, 7 a.m. - 8 p.m.) **202-833-7500**  
 TTY English **1-800-643-3768**  
 TTY Spanish **1-800-546-7111**  
 ¿Problemas con la factura? **202-833-7500**  
 Electric emergencies & outages (24 hours) **1-877-737-2662**  
 Visit [pepco.com](http://pepco.com) for service, billing and correspondence information.

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 1325 G St NW, Suite 800, Washington DC 20005, 202-626-5100

Consumer Advocate - Office of People's Counsel, [opc-dc.gov](http://opc-dc.gov)  
 1133 Fifteenth St NW, Washington DC 20005, 202-727-3071

### Your monthly Electricity use in kWh

**Daily temperature averages:** Aug 2022: 79° F Aug 2023: 79° F



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**Additional messages may be on the last page of your bill.**

**Please tear on the dotted line below.** Invoice Number: 200282091277 Page 1 of 3

**Return this coupon** with your payment made payable to Pepco.

Account number [REDACTED]  
**Total amount due by Sep 18, 2023** **\$249.44**  
**Total amount due after Sep 18, 2023** **\$251.93**  
**Auto Pay Plan**

**Amount Paid:** \$    .

PO BOX 13608  
 PHILADELPHIA PA 19101



ODR00030



**Witness 2**

WASHINGTON DC 20003-4003



### Details of your Electric Charges

Residential-R - AE - service number [REDACTED]

Electricity you used this period

<u>Meter Number</u>	<u>Energy Type</u>	<u>End Date</u>	<u>Start Date</u>	<u>Number Of Days</u>	<u>Total Use</u>
TCA108490855	Use (kWh)	Aug 25	Jul 28	29	1662
		<u>Reading</u> 154289	<u>Reading</u> 152627	<u>Multiplier</u> 1	

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period. End and start date kWh meter readings are provided for informational purposes only. Please visit My Account at pepco.com to view your energy use data.

**Your next bill period is scheduled to end on September 27, 2023**

**Delivery Charges:** These charges reflect the cost of bringing electricity to you. Current charges for 29 days, **summer rates in effect.**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0160220 per kWh	6.40
Energy Charge	Last 1262 kWh X \$0.0355820 per kWh	44.90
Residential Aid Discount Surchage	1662 kWh X \$0.0009390 per kWh	1.56
Administrative Credit	1662 kWh X \$0.0000000 per kWh	0.00
Underground Project Charge	1662 kWh X \$0.0001100 per kWh	0.18
<b>Subtotal (Set by DC PSC)</b>		<b>69.13</b>
EDIT Credit 10 Year - KWH	First 400 kWh X \$0.0004700- per kWh	0.19-
EDIT Credit 10 Year - KWH	Last 1262 kWh X \$0.0013300- per kWh	1.68-
Energy Assistance Trust Fund	1662 kWh X \$0.0002322 per kWh	0.39
Sustain Energy Trust Fund	1662 kWh X \$0.0027001 per kWh	4.49
Public Space Occupancy Surchage	1662 kWh X \$0.0022300 per kWh	3.71

**Check here to enroll in the Direct Debit plan**

Sign and date here \_\_\_\_\_

By signing here, you authorize Pepco to electronically deduct the amount of your monthly bill from your checking account each month. The check you send with this signed authorization will be used to set up Direct Debit. You understand that we will notify you each month of the date and amount of the debit, which will be on or after the due date stated on your monthly bill. You understand that to withdraw this authorization you must call Pepco. You understand that Pepco does not charge for this service, but that your bank may have charges for this service.

**Customer Service Centers**

Washington DC  
701 Ninth St NW (Mon - Fri) 8:30am - 5:15pm  
2300 Martin Luther King Jr Ave SE (Mon - Fri) 9:00am - 5:00pm

Maryland  
201 West Gude Dr, Rockville (Mon - Fri) 10:00am - 2:00pm  
8300 Old Marlboro Pk, Forestville (Mon, Wed, Fri) 10:00am - 2:00pm

Any inquiry or complaint about this bill should be made prior to the due date, in order to avoid late charges.

Electronic Check Conversion - When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

**Witness 2**

**Account number:** [REDACTED]

Your electric bill for the period  
**July 28, 2023 to August 25, 2023**



Delivery Tax	1662 kWh X \$0.0070000 per kWh	11.63
<b>Subtotal (Not set by DC PSC)</b>		<b>18.35</b>
<b>Total Electric Delivery Charges</b>		<b>87.48</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Based on billed use, your average annual price to compare is 10.51 cents per kwh.

**Billing Period: Jul 28, 2023 to Aug 25, 2023 (29 days)**

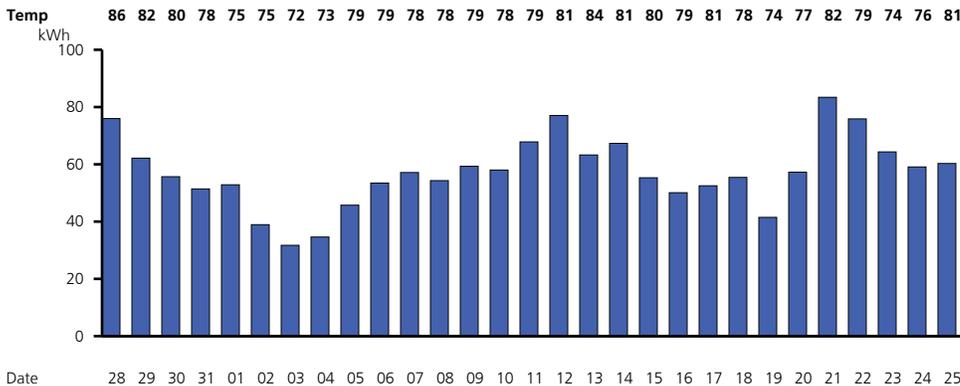
<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	1632 kWh X \$0.0119000 per kWh	19.42
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.51
Energy Charge	1632 kWh X \$0.0836800 per kWh	136.57
Procurement Cost Adjustment	1662 kWh X \$0.0020100 per kWh	3.34
<b>Total Electric Supply Charges</b>		<b>161.96</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>249.44</b>

**Energy Usage History**

	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23
<b>Temp</b>	79°	75°	58°	53°	40°	45°	47°	48°	61°	64°	72°	80°	79°
<b>Days</b>	29	34	29	32	30	30	28	31	30	29	33	30	29
<b>kWh</b>	007	761	859	256	2228	379	444	482	897	604	305	2095	662

Your daily electricity use for this bill period. Visit My Account at pepco.com to see your hourly electricity use.

Meter Number TCA108490855



You can help a Pepco customer in need of assistance with their energy bills. Simply pay exactly \$1.00 over your Pepco bill amount and that dollar will be contributed to the Good Neighbor Energy Fund administered by a local 501(c)3 non-profit organization. Amounts over \$1.00 will not be identified as a contribution and will result in a credit to your account. Pepco will match each donation by contributing a dollar to the fund, up to \$100,000.

# **EXHIBIT 85**



# Your electric bill - Sep 2023

for the period **August 26, 2023 to September 27, 2023**



## WAYS TO SAVE: Find Tips and Programs That Help

Learn more at [pepco.com/WaysToSave](http://pepco.com/WaysToSave)

**Witness 2**

**Account number:** [REDACTED]  
**Your service address:** [REDACTED]  
 WASHINGTON DC 20003  
**Bill Issue date:** Sep 28, 2023

### Summary of your charges

Balance from your last bill	\$249.44
Your payment(s) - thank you	\$249.44-
Balance forward as of Sep 28, 2023	\$0.00
New electric distribution charges - Pepco	\$74.13
New electric supply charges - SOS Provider Pepco	\$133.08
<b>Total amount due by Oct 19, 2023</b>	<b>\$207.21</b>

**After Oct 19, 2023, a Late Payment Charge of \$2.07 will be added, increasing the amount due to \$209.28.**

Visit [pepco.com/dctariffs](http://pepco.com/dctariffs) and click "DC Terms and Conditions" for information on how payments are applied to balances from Pepco and any competitive supplier.

Your smart electric meter is read wirelessly. Visit My Account at [pepco.com](http://pepco.com) to view your daily and hourly energy usage.

Pepco EV charging stations are in a neighborhood near you, learn more here [Pepco.com/ev](http://Pepco.com/ev).

If you are moving or discontinuing service, please contact Pepco at least three days in advance.

Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

### How to contact us

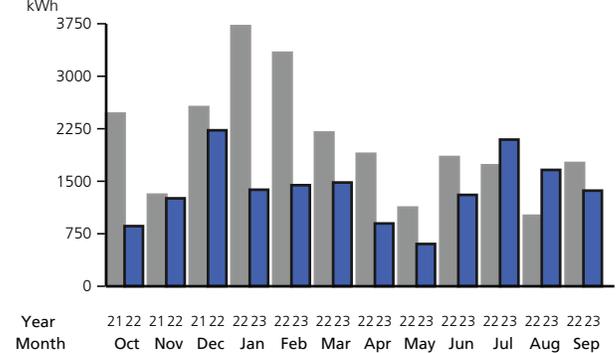
Customer Service (Mon-Fri, 7 a.m. - 8 p.m.) **202-833-7500**  
 TTY English **1-800-643-3768**  
 TTY Spanish **1-800-546-7111**  
 ¿Problemas con la factura? **202-833-7500**  
 Electric emergencies & outages (24 hours) **1-877-737-2662**  
 Visit [pepco.com](http://pepco.com) for service, billing and correspondence information.

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 1325 G St NW, Suite 800, Washington DC 20005, 202-626-5100

Consumer Advocate - Office of People's Counsel, [opc-dc.gov](http://opc-dc.gov)  
 1133 Fifteenth St NW, Washington DC 20005, 202-727-3071

### Your monthly Electricity use in kWh

**Daily temperature averages:** Sep 2022: 75° F Sep 2023: 74° F



Follow us on Twitter at [twitter.com/PepcoConnect](https://twitter.com/PepcoConnect). Like us on Facebook at [facebook.com/PepcoConnect](https://facebook.com/PepcoConnect).

**Additional messages may be on the last page of your bill.**

Please tear on the dotted line below. Invoice Number: 200232118996 Page 1 of 3

**Return this coupon** with your payment made payable to Pepco.

Account number [REDACTED]  
**Total amount due by Oct 19, 2023** **\$207.21**  
**Total amount due after Oct 19, 2023** **\$209.28**  
**Auto Pay Plan**

**Amount Paid:** \$    .

PO BOX 13608  
 PHILADELPHIA PA 19101



ODR00033



**Witness 2**

WASHINGTON DC 20003-4003



### Details of your Electric Charges

Residential-R - AE - service number [REDACTED]

Electricity you used this period

<u>Meter Number</u>	<u>Energy Type</u>	<u>End Date</u>	<u>Start Date</u>	<u>Number Of Days</u>	<u>Total Use</u>
TCA108490855	Use (kWh)	Sep 27 <u>Reading</u> 155655	Aug 26 <u>Reading</u> 154289	33 <u>Multiplier</u> 1	1366

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period. End and start date kWh meter readings are provided for informational purposes only. Please visit My Account at pepco.com to view your energy use data.

**Your next bill period is scheduled to end on October 26, 2023**

**Delivery Charges:** These charges reflect the cost of bringing electricity to you. Current charges for 33 days, **summer rates in effect.**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0165150 per kWh	6.60
Energy Charge	Last 966 kWh X \$0.0360750 per kWh	34.86
Residential Aid Discount		
Surcharge	1366 kWh X \$0.0009390 per kWh	1.28
Administrative Credit	1366 kWh X \$0.0000000 per kWh	0.00
Underground Project		
Charge	1366 kWh X \$0.0001100 per kWh	0.15
<b>Subtotal (Set by DC PSC)</b>		<b>58.98</b>
EDIT Credit 10 Year - KWH	First 400 kWh X \$0.0004700- per kWh	0.19-
EDIT Credit 10 Year - KWH	Last 966 kWh X \$0.0013300- per kWh	1.28-
Energy Assistance Trust		
Fund	1366 kWh X \$0.0002322 per kWh	0.32
Sustain Energy Trust Fund	1366 kWh X \$0.0027001 per kWh	3.69
Public Space Occupancy		
Surcharge	1366 kWh X \$0.0022300 per kWh	3.05

**Check here to enroll in the Direct Debit plan**

Sign and date here \_\_\_\_\_

By signing here, you authorize Pepco to electronically deduct the amount of your monthly bill from your checking account each month. The check you send with this signed authorization will be used to set up Direct Debit. You understand that we will notify you each month of the date and amount of the debit, which will be on or after the due date stated on your monthly bill. You understand that to withdraw this authorization you must call Pepco. You understand that Pepco does not charge for this service, but that your bank may have charges for this service.

**Customer Service Centers**

Washington DC

701 Ninth St NW

(Mon - Fri) 8:30am - 5:15pm

2300 Martin Luther King Jr Ave SE (Mon - Fri) 9:00am - 5:00pm

Maryland

201 West Gude Dr, Rockville

(Mon - Fri) 10:00am - 2:00pm

8300 Old Marlboro Pk, Forestville (Mon, Wed, Fri) 10:00am - 2:00pm

Any inquiry or complaint about this bill should be made prior to the due date, in order to avoid late charges.

Electronic Check Conversion - When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

**Witness 2**

**Account number:** [REDACTED]

Your electric bill for the period  
**August 26, 2023 to September 27, 2023**



Delivery Tax	1366 kWh X \$0.0070000 per kWh	9.56
<b>Subtotal (Not set by DC PSC)</b>		<b>15.15</b>
<b>Total Electric Delivery Charges</b>		<b>74.13</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Based on billed use, your average annual price to compare is 10.51 cents per kwh.

**Billing Period: Aug 26, 2023 to Sep 27, 2023 (33 days)**

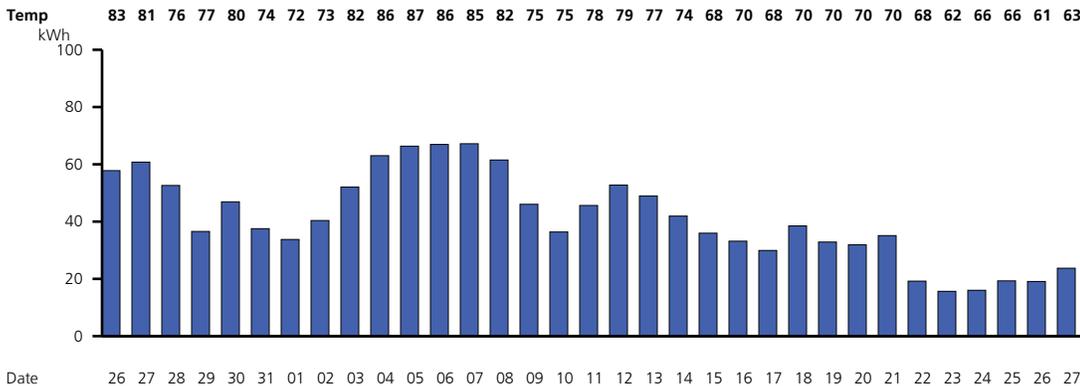
<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	1336 kWh X \$0.0119000 per kWh	15.90
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.51
Energy Charge	1336 kWh X \$0.0836800 per kWh	111.80
Procurement Cost Adjustment	1366 kWh X \$0.0020100 per kWh	2.75
<b>Total Electric Supply Charges</b>		<b>133.08</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>207.21</b>

**Energy Usage History**

	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23
<b>Temp</b>	75°	58°	53°	40°	45°	47°	48°	61°	64°	72°	80°	79°	74°
<b>Days</b>	34	29	32	30	30	28	31	30	29	33	30	29	33
<b>kWh</b>	761	859	256	2228	379	444	482	897	604	305	2095	662	366

Your daily electricity use for this bill period. Visit My Account at pepco.com to see your hourly electricity use.

Meter Number TCA108490855



You can help a Pepco customer in need of assistance with their energy bills. Simply pay exactly \$1.00 over your Pepco bill amount and that dollar will be contributed to the Good Neighbor Energy Fund administered by a local 501(c)3 non-profit organization. Amounts over \$1.00 will not be identified as a contribution and will result in a credit to your account. Pepco will match each donation by contributing a dollar to the fund, up to \$100,000.

# **EXHIBIT 86**



# Your electric bill - Oct 2023

for the period **September 28, 2023 to October 26, 2023**



## WAYS TO SAVE: Find Tips and Programs That Help

Learn more at [pepco.com/WaysToSave](http://pepco.com/WaysToSave)

**Witness 2**

**Account number:** [REDACTED]  
**Your service address:** [REDACTED]  
 WASHINGTON DC 20003

**Bill Issue date:** Oct 27, 2023

### Summary of your charges

Balance from your last bill	\$207.21
Your payment(s) - thank you	\$207.21-
<b>Balance forward as of Oct 27, 2023</b>	<b>\$0.00</b>
New electric distribution charges - Pepco	\$54.79
New electric supply charges - SOS Provider	\$90.72
Pepco	
<b>Total amount due by Nov 17, 2023</b>	<b>\$145.51</b>

**After Nov 17, 2023, a Late Payment Charge of \$1.46 will be added, increasing the amount due to \$146.97.**

Visit [pepco.com/dctariffs](http://pepco.com/dctariffs) and click "DC Terms and Conditions" for information on how payments are applied to balances from Pepco and any competitive supplier.

Your smart electric meter is read wirelessly. Visit My Account at [pepco.com](http://pepco.com) to view your daily and hourly energy usage.

Pepco EV charging stations are in a neighborhood near you, learn more here [Pepco.com/ev](http://Pepco.com/ev).

If you are moving or discontinuing service, please contact Pepco at least three days in advance.

Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

### How to contact us

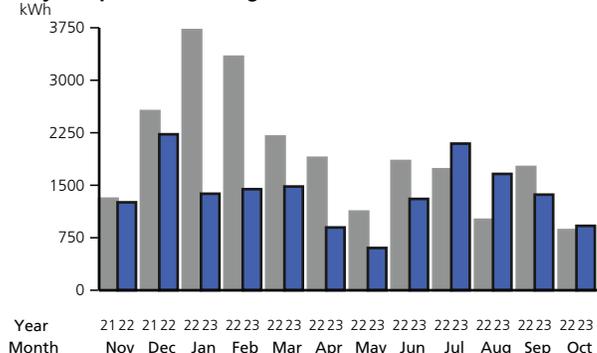
Customer Service (Mon-Fri, 7 a.m. - 8 p.m.) **202-833-7500**  
 TTY English **1-800-643-3768**  
 TTY Spanish **1-800-546-7111**  
 ¿Problemas con la factura? **202-833-7500**  
 Electric emergencies & outages (24 hours) **1-877-737-2662**  
 Visit [pepco.com](http://pepco.com) for service, billing and correspondence information.

Pepco is regulated by - DC Public Service Commission, [dcpsc.org](http://dcpsc.org)  
 1325 G St NW, Suite 800, Washington DC 20005, 202-626-5100

Consumer Advocate - Office of People's Counsel, [opc-dc.gov](http://opc-dc.gov)  
 1133 Fifteenth St NW, Washington DC 20005, 202-727-3071

### Your monthly Electricity use in kWh

**Daily temperature averages:** Oct 2022: 58° F Oct 2023: 62° F



Follow us on Twitter at [twitter.com/PepcoConnect](https://twitter.com/PepcoConnect). Like us on Facebook at [facebook.com/PepcoConnect](https://facebook.com/PepcoConnect).

**Additional messages may be on the last page of your bill.**

**Please tear on the dotted line below.** Invoice Number: 201020376098 Page 1 of 3

**Return this coupon** with your payment made payable to Pepco.

Account number [REDACTED]  
**Total amount due by Nov 17, 2023** **\$145.51**  
**Total amount due after Nov 17, 2023** **\$146.97**  
**Auto Pay Plan**

**Amount Paid:** \$    .

PO BOX 13608  
 PHILADELPHIA PA 19101



ODR00036



**Witness 2**

WASHINGTON DC 20003-4003



### Details of your Electric Charges

Residential-R - AE - service number [REDACTED]

Electricity you used this period

<u>Meter Number</u>	<u>Energy Type</u>	<u>End Date</u>	<u>Start Date</u>	<u>Number Of Days</u>	<u>Total Use</u>
TCA108490855	Use (kWh)	Oct 26	Sep 28	29	920
		<u>Reading</u> 156575	<u>Reading</u> 155655	<u>Multiplier</u> 1	

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period. End and start date kWh meter readings are provided for informational purposes only. Please visit My Account at pepco.com to view your energy use data.

**Your next bill period is scheduled to end on November 28, 2023**

**Delivery Charges:** These charges reflect the cost of bringing electricity to you. Current charges for 29 days, **summer rates in effect.**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0172330 per kWh	6.89
Energy Charge	Last 520 kWh X \$0.0367930 per kWh	19.14
Residential Aid Discount		
Surcharge	920 kWh X \$0.0009390 per kWh	0.86
Administrative Credit	920 kWh X \$0.0000000 per kWh	0.00
Underground Project		
Charge	920 kWh X \$0.0001100 per kWh	0.10
<b>Subtotal (Set by DC PSC)</b>		<b>43.08</b>
EDIT Credit 10 Year - KWH	First 400 kWh X \$0.0004700- per kWh	0.19-
EDIT Credit 10 Year - KWH	Last 520 kWh X \$0.0013300- per kWh	0.69-
Energy Assistance Trust		
Fund	920 kWh X \$0.0002322 per kWh	0.21
Sustain Energy Trust Fund	920 kWh X \$0.0042283 per kWh	3.89
Public Space Occupancy		
Surcharge	920 kWh X \$0.0022300 per kWh	2.05

**Check here to enroll in the Direct Debit plan**

Sign and date here \_\_\_\_\_

By signing here, you authorize Pepco to electronically deduct the amount of your monthly bill from your checking account each month. The check you send with this signed authorization will be used to set up Direct Debit. You understand that we will notify you each month of the date and amount of the debit, which will be on or after the due date stated on your monthly bill. You understand that to withdraw this authorization you must call Pepco. You understand that Pepco does not charge for this service, but that your bank may have charges for this service.

**Customer Service Centers**

Washington DC  
701 Ninth St NW (Mon - Fri) 8:30am - 5:15pm  
2300 Martin Luther King Jr Ave SE (Mon - Fri) 9:00am - 5:00pm

Maryland  
201 West Gude Dr, Rockville (Mon - Fri) 10:00am - 2:00pm  
8300 Old Marlboro Pk, Forestville (Mon, Wed, Fri) 10:00am - 2:00pm

Any inquiry or complaint about this bill should be made prior to the due date, in order to avoid late charges.

Electronic Check Conversion - When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

**Witness 2**

**Account number:** [REDACTED]

Your electric bill for the period  
**September 28, 2023 to October 26, 2023**



Delivery Tax	920 kWh X \$0.0070000 per kWh	6.44
<b>Subtotal (Not set by DC PSC)</b>		<b>11.71</b>
<b>Total Electric Delivery Charges</b>		<b>54.79</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Based on billed use, your average annual price to compare is 10.60 cents per kwh.

**Billing Period: Sep 28, 2023 to Oct 26, 2023 (29 days)**

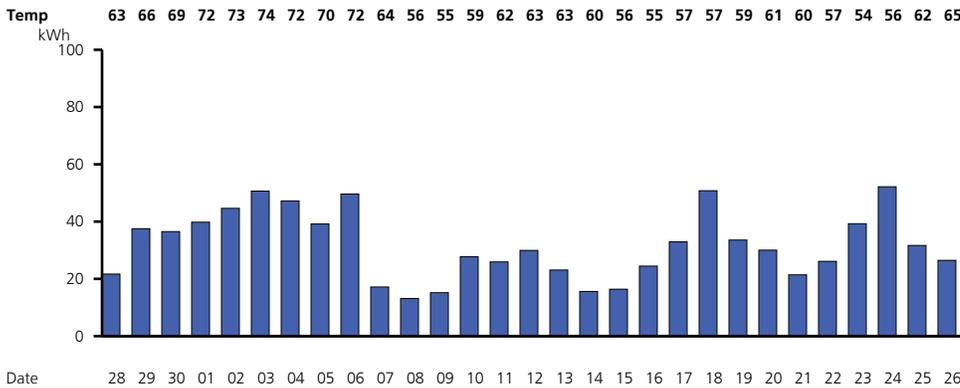
<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	890 kWh X \$0.0132135 per kWh	11.76
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.51
Energy Charge	890 kWh X \$0.0836800 per kWh	74.48
Procurement Cost Adjustment	920 kWh X \$0.0020100 per kWh	1.85
<b>Total Electric Supply Charges</b>		<b>90.72</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>145.51</b>

**Energy Usage History**

	Oct 22	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23
<b>Temp</b>	58°	53°	40°	45°	47°	48°	61°	64°	72°	80°	79°	74°	62°
<b>Days</b>	29	32	30	30	28	31	30	29	33	30	29	33	29
<b>kWh</b>	859	256	2228	379	444	482	897	604	305	2095	662	366	920

Your daily electricity use for this bill period. Visit My Account at pepco.com to see your hourly electricity use.

Meter Number TCA108490855



You can help a Pepco customer in need of assistance with their energy bills. Simply pay exactly \$1.00 over your Pepco bill amount and that dollar will be contributed to the Good Neighbor Energy Fund administered by a local 501(c)3 non-profit organization. Amounts over \$1.00 will not be identified as a contribution and will result in a credit to your account. Pepco will match each donation by contributing a dollar to the fund, up to \$100,000.

# **EXHIBIT 87**



# Your electric bill - Nov 2023

for the period **October 27, 2023 to November 28, 2023**



## WAYS TO SAVE: Find Tips and Programs That Help

Learn more at [pepco.com/WaysToSave](http://pepco.com/WaysToSave)

**Witness 2**

**Account number:** [REDACTED]  
**Your service address:** [REDACTED]  
 WASHINGTON DC 20003  
**Bill Issue date:** Nov 29, 2023

### Summary of your charges

Balance from your last bill	\$145.51
Your payment(s) - thank you	\$145.51-
Balance forward as of Nov 29, 2023	\$0.00
New electric distribution charges - Pepco	\$49.93
New electric supply charges - SOS Provider	\$97.38
Pepco	
<b>Total amount due by Dec 20, 2023</b>	<b>\$147.31</b>

**After Dec 20, 2023, a Late Payment Charge of \$1.47 will be added, increasing the amount due to \$148.78.**

Visit [pepco.com/dctariffs](http://pepco.com/dctariffs) and click "DC Terms and Conditions" for information on how payments are applied to balances from Pepco and any competitive supplier.

Your smart electric meter is read wirelessly. Visit My Account at [pepco.com](http://pepco.com) to view your daily and hourly energy usage.

Pepco EV charging stations are in a neighborhood near you, learn more here [Pepco.com/ev](http://Pepco.com/ev).

If you are moving or discontinuing service, please contact Pepco at least three days in advance.

Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

### How to contact us

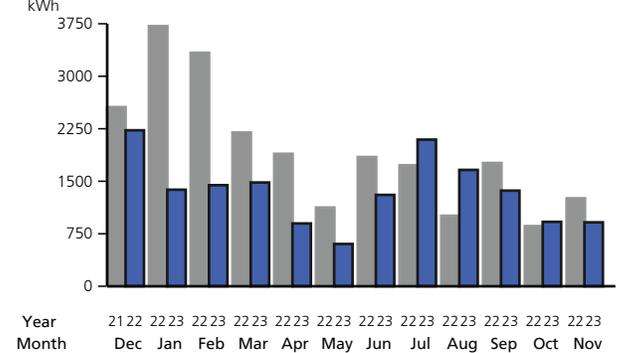
Customer Service (Mon-Fri, 7 a.m. - 8 p.m.) **202-833-7500**  
 TTY English **1-800-643-3768**  
 TTY Spanish **1-800-546-7111**  
 ¿Problemas con la factura? **202-833-7500**  
 Electric emergencies & outages (24 hours) **1-877-737-2662**  
 Visit [pepco.com](http://pepco.com) for service, billing and correspondence information.

Pepco is regulated by - DC Public Service Commission, [dcpsc.org](http://dcpsc.org)  
 1325 G St NW, Suite 800, Washington DC 20005, 202-626-5100

Consumer Advocate - Office of People's Counsel, [opc-dc.gov](http://opc-dc.gov)  
 1133 Fifteenth St NW, Washington DC 20005, 202-727-3071

### Your monthly Electricity use in kWh

**Daily temperature averages:** Nov 2022: 53° F Nov 2023: 52° F



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**Additional messages may be on the last page of your bill.**

**Please tear on the dotted line below.** Invoice Number: 200752026367 Page 1 of 3

**Return this coupon** with your payment made payable to Pepco.

Account number [REDACTED]  
**Total amount due by Dec 20, 2023** **\$147.31**  
**Total amount due after Dec 20, 2023** **\$148.78**  
**Auto Pay Plan**

**Amount Paid:** \$    .

PO BOX 13608  
 PHILADELPHIA PA 19101



ODR00031



**Witness 2**

WASHINGTON DC 20003-4003



### Details of your Electric Charges

Residential-R - AE - service number [REDACTED]

Electricity you used this period

<u>Meter Number</u>	<u>Energy Type</u>	<u>End Date</u>	<u>Start Date</u>	<u>Number Of Days</u>	<u>Total Use</u>
TCA108490855	Use (kWh)	Nov 28	Oct 27	33	913
		<u>Reading</u>	<u>Reading</u>	<u>Multiplier</u>	
		157488	156575	1	

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period. End and start date kWh meter readings are provided for informational purposes only. Please visit My Account at pepco.com to view your energy use data.

**Your next bill period is scheduled to end on December 27, 2023**

**Delivery Charges:** These charges reflect the cost of bringing electricity to you. Current charges for 33 days, **winter rates in effect.**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0169960 per kWh	6.79
Energy Charge	Last 513 kWh X \$0.0274760 per kWh	14.10
Residential Aid Discount		
Surcharge	913 kWh X \$0.0009390 per kWh	0.86
Administrative Credit	913 kWh X \$0.0000000 per kWh	0.00
Underground Project Charge	913 kWh X \$0.0001100 per kWh	0.10
<b>Subtotal (Set by DC PSC)</b>		<b>37.94</b>
EDIT Credit 10 Year - KWH	First 400 kWh X \$0.0004700- per kWh	0.19-
EDIT Credit 10 Year - KWH	Last 513 kWh X \$0.0009300- per kWh	0.48-
Energy Assistance Trust Fund	913 kWh X \$0.0002322 per kWh	0.21
Sustain Energy Trust Fund	913 kWh X \$0.0044001 per kWh	4.02
Public Space Occupancy Surcharge	913 kWh X \$0.0022300 per kWh	2.04

**Check here to enroll in the Direct Debit plan**

Sign and date here \_\_\_\_\_

By signing here, you authorize Pepco to electronically deduct the amount of your monthly bill from your checking account each month. The check you send with this signed authorization will be used to set up Direct Debit. You understand that we will notify you each month of the date and amount of the debit, which will be on or after the due date stated on your monthly bill. You understand that to withdraw this authorization you must call Pepco. You understand that Pepco does not charge for this service, but that your bank may have charges for this service.

#### Customer Service Centers

Washington DC

701 Ninth St NW

(Mon - Fri) 8:30am - 5:15pm

2300 Martin Luther King Jr Ave SE (Mon - Fri) 9:00am - 5:00pm

Maryland

201 West Gude Dr, Rockville

(Mon - Fri) 10:00am - 2:00pm

8300 Old Marlboro Pk, Forestville (Mon, Wed, Fri) 10:00am - 2:00pm

Any inquiry or complaint about this bill should be made prior to the due date, in order to avoid late charges.

Electronic Check Conversion - When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

**Witness 2**

**Account number:** [REDACTED]

Your electric bill for the period  
**October 27, 2023 to November 28, 2023**



Delivery Tax	913 kWh X \$0.0070000 per kWh	6.39
<b>Subtotal (Not set by DC PSC)</b>		<b>11.99</b>
<b>Total Electric Delivery Charges</b>		<b>49.93</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Based on billed use, your average annual price to compare is 10.60 cents per kwh.

**Billing Period: Oct 27, 2023 to Nov 28, 2023 (33 days)**

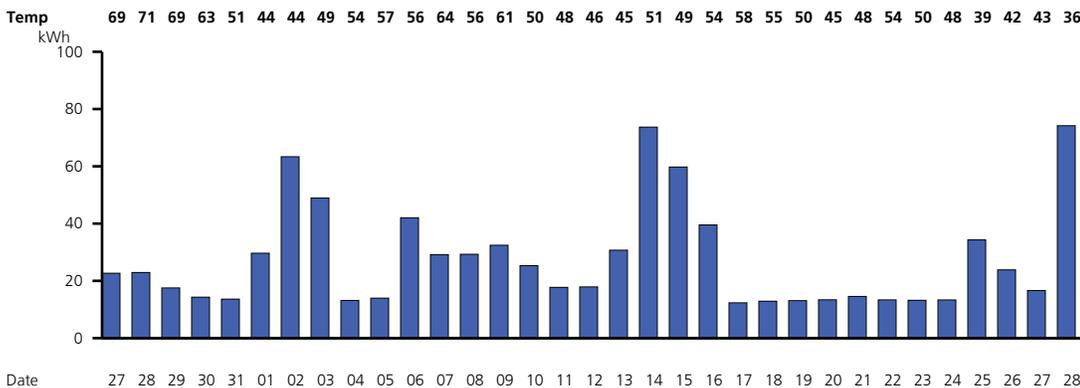
<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	883 kWh X \$0.0133600 per kWh	11.80
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.80
Energy Charge	883 kWh X \$0.0915289 per kWh	80.82
Procurement Cost Adjustment	913 kWh X \$0.0020100 per kWh	1.84
<b>Total Electric Supply Charges</b>		<b>97.38</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>147.31</b>

**Energy Usage History**

	Nov 22	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23
<b>Temp</b>	53°	40°	45°	47°	48°	61°	64°	72°	80°	79°	74°	62°	52°
<b>Days</b>	32	30	30	28	31	30	29	33	30	29	33	29	33
<b>kWh</b>	256	2228	379	444	482	897	604	305	2095	662	366	920	913

Your daily electricity use for this bill period. Visit My Account at pepco.com to see your hourly electricity use.

Meter Number TCA108490855



You can help a Pepco customer in need of assistance with their energy bills. Simply pay exactly \$1.00 over your Pepco bill amount and that dollar will be contributed to the Good Neighbor Energy Fund administered by a local 501(c)3 non-profit organization. Amounts over \$1.00 will not be identified as a contribution and will result in a credit to your account. Pepco will match each donation by contributing a dollar to the fund, up to \$100,000.

# **EXHIBIT 88**



# Your electric bill - Dec 2023

for the period **November 29, 2023 to December 27, 2023**



## WAYS TO SAVE: Find Tips and Programs That Help

Learn more at [pepco.com/WaysToSave](http://pepco.com/WaysToSave)

**Witness 2**

**Account number:** [REDACTED]  
**Your service address:** [REDACTED]  
 WASHINGTON DC 20003  
**Bill Issue date:** Dec 28, 2023

### Summary of your charges

Balance from your last bill	\$147.31
Your payment(s) - thank you	\$147.31-
Balance forward as of Dec 28, 2023	\$0.00
New electric distribution charges - Pepco	\$64.30
New electric supply charges - SOS Provider	\$138.69
Pepco	
<b>Total amount due by Jan 18, 2024</b>	<b>\$202.99</b>

**After Jan 18, 2024, a Late Payment Charge of \$2.03 will be added, increasing the amount due to \$205.02.**

Visit [pepco.com/dctariffs](http://pepco.com/dctariffs) and click "DC Terms and Conditions" for information on how payments are applied to balances from Pepco and any competitive supplier.

Your smart electric meter is read wirelessly. Visit My Account at [pepco.com](http://pepco.com) to view your daily and hourly energy usage.

Pepco EV charging stations are in a neighborhood near you, learn more here [Pepco.com/ev](http://Pepco.com/ev).

If you are moving or discontinuing service, please contact Pepco at least three days in advance.

Information regarding rate schedules and how to verify the accuracy of your bill will be mailed upon request.

### How to contact us

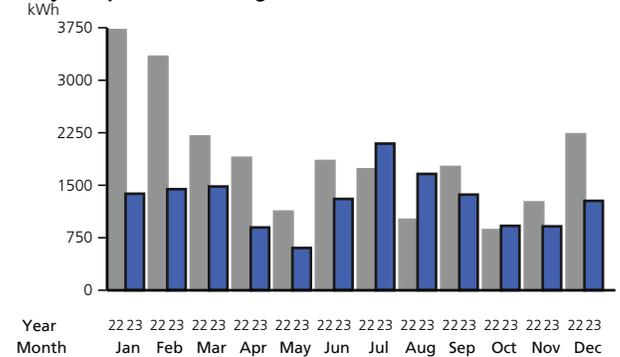
Customer Service (Mon-Fri, 7 a.m. - 8 p.m.) **202-833-7500**  
 TTY English **1-800-643-3768**  
 TTY Spanish **1-800-546-7111**  
 ¿Problemas con la factura? **202-833-7500**  
 Electric emergencies & outages (24 hours) **1-877-737-2662**  
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 1325 G St NW, Suite 800, Washington DC 20005, 202-626-5100

Consumer Advocate - Office of People's Counsel, [opc-dc.gov](http://opc-dc.gov)  
 1133 Fifteenth St NW, Washington DC 20005, 202-727-3071

### Your monthly Electricity use in kWh

**Daily temperature averages:** Dec 2022: 40° F Dec 2023: 45° F



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**Additional messages may be on the last page of your bill.**

**Please tear on the dotted line below.** Invoice Number: 200332157556 Page 1 of 3

**Return this coupon** with your payment made payable to Pepco.

Account number [REDACTED]  
**Total amount due by Jan 18, 2024** **\$202.99**  
**Total amount due after Jan 18, 2024** **\$205.02**  
**Auto Pay Plan**

**Amount Paid:** \$    .

PO BOX 13608  
 PHILADELPHIA PA 19101



ODR00029



**Witness 2**

WASHINGTON DC 20003-4003



### Details of your Electric Charges

Residential-R - AE - service number [REDACTED]

Electricity you used this period

<u>Meter Number</u>	<u>Energy Type</u>	<u>End Date</u>	<u>Start Date</u>	<u>Number Of Days</u>	<u>Total Use</u>
TCA108490855	Use (kWh)	Dec 27	Nov 29	29	1277
		<u>Reading</u>	<u>Reading</u>	<u>Multiplier</u>	
		158764	157488	1	

Your meter records electric energy use in hourly intervals. Your bill is the total of all hourly intervals recorded during your billing period. End and start date kWh meter readings are provided for informational purposes only. Please visit My Account at pepco.com to view your energy use data.

**Your next bill period is scheduled to end on January 29, 2024**

**Delivery Charges:** These charges reflect the cost of bringing electricity to you. Current charges for 29 days, **winter rates in effect.**

<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Distribution Services:		
Customer Charge		16.09
Energy Charge	First 400 kWh X \$0.0164360 per kWh	6.57
Energy Charge	Last 877 kWh X \$0.0269160 per kWh	23.60
Residential Aid Discount		
Surcharge	1277 kWh X \$0.0009390 per kWh	1.20
Administrative Credit	1277 kWh X \$0.0000000 per kWh	0.00
Underground Project		
Charge	1277 kWh X \$0.0001100 per kWh	0.14
<b>Subtotal (Set by DC PSC)</b>		<b>47.60</b>
EDIT Credit 10 Year - KWH	First 400 kWh X \$0.0004700- per kWh	0.19-
EDIT Credit 10 Year - KWH	Last 877 kWh X \$0.0009300- per kWh	0.82-
Energy Assistance Trust		
Fund	1277 kWh X \$0.0002322 per kWh	0.30
Sustain Energy Trust Fund	1277 kWh X \$0.0044001 per kWh	5.62
Public Space Occupancy		
Surcharge	1277 kWh X \$0.0022300 per kWh	2.85

**Check here to enroll in the Direct Debit plan**

Sign and date here \_\_\_\_\_

By signing here, you authorize Pepco to electronically deduct the amount of your monthly bill from your checking account each month. The check you send with this signed authorization will be used to set up Direct Debit. You understand that we will notify you each month of the date and amount of the debit, which will be on or after the due date stated on your monthly bill. You understand that to withdraw this authorization you must call Pepco. You understand that Pepco does not charge for this service, but that your bank may have charges for this service.

**Customer Service Centers**

Washington DC		Maryland	
701 Ninth St NW	(Mon - Fri) 8:30am - 5:15pm	201 West Gude Dr, Rockville	(Mon - Fri) 10:00am - 2:00pm
2300 Martin Luther King Jr Ave SE	(Mon - Fri) 9:00am - 5:00pm	8300 Old Marlboro Pk, Forestville	(Mon, Wed, Fri) 10:00am - 2:00pm

Any inquiry or complaint about this bill should be made prior to the due date, in order to avoid late charges.

Electronic Check Conversion - When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

**Witness 2**

**Account number:** [REDACTED]

Your electric bill for the period  
**November 29, 2023 to December 27, 2023**



Delivery Tax	1277 kWh X \$0.0070000 per kWh	8.94
<b>Subtotal (Not set by DC PSC)</b>		<b>16.70</b>
<b>Total Electric Delivery Charges</b>		<b>64.30</b>

**Supply Charges:** These charges reflect the cost of producing electricity for you. You can compare this part of your bill to offers from competitive suppliers. Based on billed use, your average annual price to compare is 10.60 cents per kwh.

**Billing Period: Nov 29, 2023 to Dec 27, 2023 (29 days)**

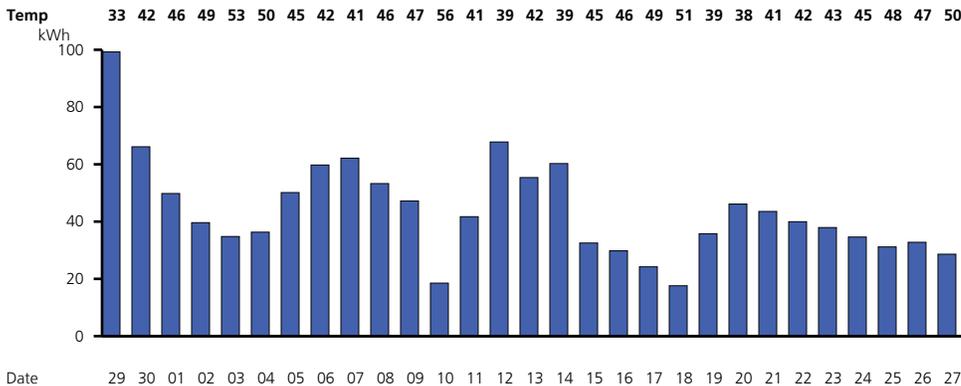
<u>Type of charge</u>	<u>How we calculate this charge</u>	<u>Amount(\$)</u>
Transmission Services:		
Transmission Minimum Charge	Includes First 30 kWh	0.12
Energy Charge	1247 kWh X \$0.0133600 per kWh	16.66
Generation Services:		
Generation Minimum Charge	Includes First 30 kWh	2.80
Energy Charge	1247 kWh X \$0.0934600 per kWh	116.54
Procurement Cost Adjustment	1277 kWh X \$0.0020100 per kWh	2.57
<b>Total Electric Supply Charges</b>		<b>138.69</b>
<b>Total Electric Charges - Residential-R - AE</b>		<b>202.99</b>

**Energy Usage History**

	Dec 22	Jan 23	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23
<b>Temp</b>	40°	45°	47°	48°	61°	64°	72°	80°	79°	74°	62°	52°	45°
<b>Days</b>	30	30	28	31	30	29	33	30	29	33	29	33	29
<b>kWh</b>	2228	379	444	482	897	604	305	2095	662	366	920	913	277

Your daily electricity use for this bill period. Visit My Account at pepco.com to see your hourly electricity use.

Meter Number TCA108490855



You can help a Pepco customer in need of assistance with their energy bills. Simply pay exactly \$1.00 over your Pepco bill amount and that dollar will be contributed to the Good Neighbor Energy Fund administered by a local 501(c)3 non-profit organization. Amounts over \$1.00 will not be identified as a contribution and will result in a credit to your account. Pepco will match each donation by contributing a dollar to the fund, up to \$100,000.

# **EXHIBIT 89**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 818060  
5901 Postal Road  
Cleveland, OH 44181

Subserviced by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 01/04/2023  
Loan Number: [REDACTED]  
Payment Due Date: 02/01/2023  
**Amount Due: \$4,633.36**  
If payment is received on or after 02/17/2023, \$181.78 late fee will be charged.

Property Address:  
WASHINGTON, DC 20003



Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance \$793,801.68  
Interest Rate 3.375%  
Escrow Balance \$6,188.95

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,403.12
Interest	\$2,232.57
Escrow Amount (for Taxes & Insurance)	\$997.67
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$4,633.36</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$4,633.36</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 12/08/2022	Paid Year to Date
Principal	\$1,399.19	\$1,399.19
Interest	\$2,236.50	\$2,236.50
Escrow (Taxes & Insurance)	\$997.67	\$997.67
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$4,633.36</b>	<b>\$4,633.36</b>

Mr. Cooper is a brand name for Nationstar Mortgage LLC. Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a registered service mark of Nationstar Mortgage LLC. All rights reserved.

**Nationstar Mortgage LLC d/b/a Mr. Cooper is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent that it is included in your bankruptcy or has been discharged, but is provided for informational purposes only.**

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (12/08/2022 to 01/04/2023)

Date	Description	Total	Principal	Interest	Escrow	Other
01/01/2023	Payment	\$4,633.36	\$1,399.19	\$2,236.50	\$997.67	

### Important Messages

(See Reverse side for Additional Critical Notices)

**If the COVID-19 Pandemic has impacted your ability to make your mortgage payment, visit our COVID-19 Resource Center at <https://www.mylakeviewloan.com/forbearance>. There's a fast and easy online application if you decide this program is right for you.**

**Your payment is made through our automatic payment plan. This statement is for informational purposes only.**

**Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.**

**Please note the overnight payment address has changed. Please see the back of the statement for the updated address.**

### This Area Intentionally Left Blank

This statement is for informational purpose only.  
Our records reflect your loan is on our automatic draft process.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**SERVICEMEMBERS CIVIL RELIEF ACT**

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Mr. Cooper, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 855-856-0427 or email [MilitaryFamilies@mrcooper.com](mailto:MilitaryFamilies@mrcooper.com). Be sure to include your loan number with the copy of the orders. Please visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) for complete details regarding Legal Rights and Protections Under the SCRA.

**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee of up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

**HOMEOWNER COUNSELING NOTICE**

If your loan is delinquent, you are entitled to receive homeownership counseling from an agency approved by the United States Department of Housing and Urban Development (HUD). A list of the HUD-approved, nonprofit homeownership counseling agencies may be downloaded from the Internet at: <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling the HUD toll free number 1-800-569-4287 (toll free TDD number 1-800-877-8339) to obtain a list of approved nonprofit agencies serving your residential area.

**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the Servicer with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**AGENT ASSISTED PAYMENT** Is a pay by phone service provided by a customer service agent. Call 833-685-2580 and speak with an agent. There is no charge for this service.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM EXPRESSPAYMENT** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION QUICKCOLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the QuickCollect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX

All QuickCollect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS: Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

# **EXHIBIT 90**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 618060  
5901 Postal Road  
Cleveland, OH 44181

Subserved by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 02/02/2023  
Loan Number: [REDACTED]  
Payment Due Date: 03/01/2023  
**Amount Due: \$4,633.36**  
If payment is received on or after 03/17/2023, \$181.78 late fee will be charged.

Property Address:  
WASHINGTON, DC 20003



Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance \$792,398.56  
Interest Rate 3.375%  
Escrow Balance \$7,186.62

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,407.07
Interest	\$2,228.62
Escrow Amount (for Taxes & Insurance)	\$997.67
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$4,633.36</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$4,633.36</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 01/05/2023	Paid Year to Date
Principal	\$1,403.12	\$2,802.31
Interest	\$2,232.57	\$4,469.07
Escrow (Taxes & Insurance)	\$997.67	\$1,995.34
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$4,633.36</b>	<b>\$9,266.72</b>

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If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (01/05/2023 to 02/02/2023)

Date	Description	Total	Principal	Interest	Escrow	Other
02/01/2023	Reversal-Payment	\$4,633.36	\$1,407.07	\$2,228.62	\$997.67	
02/01/2023	Payment	\$4,633.36	\$1,407.07	\$2,228.62	\$997.67	
02/01/2023	Payment	\$4,633.36	\$1,403.12	\$2,232.57	\$997.67	

### Important Messages

(See Reverse side for Additional Critical Notices)

If the COVID-19 Pandemic has impacted your ability to make your mortgage payment, visit our COVID-19 Resource Center at <https://www.mylakeviewloan.com/forbearance>. There's a fast and easy online application if you decide this program is right for you. Your payment is made through our automatic payment plan. This statement is for informational purposes only. Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings. Please note the overnight payment address has changed. Please see the back of the statement for the updated address.

### This Area Intentionally Left Blank

This statement is for informational purpose only.  
Our records reflect your loan is on our automatic draft process.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**SERVICEMEMBERS CIVIL RELIEF ACT**

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Mr. Cooper, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 855-856-0427 or email [MilitaryFamilies@mrcooper.com](mailto:MilitaryFamilies@mrcooper.com). Be sure to include your loan number with the copy of the orders. Please visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) for complete details regarding Legal Rights and Protections Under the SCRA.

**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee of up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

**HOMEOWNER COUNSELING NOTICE**

If your loan is delinquent, you are entitled to receive homeownership counseling from an agency approved by the United States Department of Housing and Urban Development (HUD). A list of the HUD-approved, nonprofit homeownership counseling agencies may be downloaded from the Internet at: <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling the HUD toll free number 1-800-569-4287 (toll free TDD number 1-800-877-8339) to obtain a list of approved nonprofit agencies serving your residential area.

**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the Servicer with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**AGENT ASSISTED PAYMENT** Is a pay by phone service provided by a customer service agent. Call 833-685-2580 and speak with an agent. There is no charge for this service.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM EXPRESSPAYMENT** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION QUICKCOLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the QuickCollect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX

All QuickCollect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

**\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

Authorized Borrower's Number(s):  
 Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
 Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
 Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
 Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
 Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
 Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

# **EXHIBIT 91**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 819060  
5901 Postal Road  
Cleveland, OH 44181

Subserviced by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 03/02/2023  
Loan Number: [REDACTED]  
Payment Due Date: 04/01/2023  
**Amount Due: \$4,633.36**  
If payment is received on or after 04/17/2023, \$181.78 late fee will be charged.

Property Address:  
WASHINGTON, DC 20003



Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance \$790,991.49  
Interest Rate 3.375%  
Escrow Balance \$4,937.29

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,411.03
Interest	\$2,224.66
Escrow Amount (for Taxes & Insurance)	\$997.67
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$4,633.36</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$4,633.36</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 02/03/2023	Paid Year to Date
Principal	\$1,407.07	\$4,209.38
Interest	\$2,228.62	\$6,697.69
Escrow (Taxes & Insurance)	\$997.67	\$2,993.01
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$4,633.36</b>	<b>\$13,900.08</b>

Mr. Cooper is a brand name for Nationstar Mortgage LLC. Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a registered service mark of Nationstar Mortgage LLC. All rights reserved.

**Nationstar Mortgage LLC d/b/a Mr. Cooper is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent that it is included in your bankruptcy or has been discharged, but is provided for informational purposes only.**

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (02/03/2023 to 03/02/2023)

Date	Description	Total	Principal	Interest	Escrow	Other
03/01/2023	Payment	\$4,633.36	\$1,407.07	\$2,228.62	\$997.67	
03/01/2023	Disbursement-Insurance	\$3,247.00			\$3,247.00	

### Important Messages

(See Reverse side for Additional Critical Notices)

**If the COVID-19 Pandemic has impacted your ability to make your mortgage payment, visit our COVID-19 Resource Center at <https://www.mylakeviewloan.com/forbearance>. There's a fast and easy online application if you decide this program is right for you.**  
**Your payment is made through our automatic payment plan. This statement is for informational purposes only.**  
**Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.**  
**Please note the overnight payment address has changed. Please see the back of the statement for the updated address.**

### This Area Intentionally Left Blank

This statement is for informational purpose only.  
Our records reflect your loan is on our automatic draft process.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**SERVICEMEMBERS CIVIL RELIEF ACT**

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Mr. Cooper, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 855-856-0427 or email [MilitaryFamilies@mrcooper.com](mailto:MilitaryFamilies@mrcooper.com). Be sure to include your loan number with the copy of the orders. Please visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) for complete details regarding Legal Rights and Protections Under the SCRA.

**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee of up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

**HOMEOWNER COUNSELING NOTICE**

If your loan is delinquent, you are entitled to receive homeownership counseling from an agency approved by the United States Department of Housing and Urban Development (HUD). A list of the HUD-approved, nonprofit homeownership counseling agencies may be downloaded from the Internet at: <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling the HUD toll free number 1-800-569-4287 (toll free TDD number 1-800-877-8339) to obtain a list of approved nonprofit agencies serving your residential area.

**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the Servicing with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM® EXPRESSPAYMENT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION® QUICK COLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the Quick Collect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX  
All Quick Collect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

**\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

# **EXHIBIT 92**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 819060  
5901 Postal Road  
Cleveland, OH 44181

Subserviced by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 04/10/2023  
Loan Number: [REDACTED]  
Payment Due Date: 05/01/2023  
**Amount Due: \$4,633.36**  
If payment is received on or after 05/17/2023, \$181.78 late fee will be charged.

Property Address:  
WASHINGTON, DC 20003



Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance \$789,580.46  
Interest Rate 3.375%  
Escrow Balance -\$319.73

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,414.99
Interest	\$2,220.70
Escrow Amount (for Taxes & Insurance)	\$997.67
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$4,633.36</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$4,633.36</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 03/03/2023	Paid Year to Date
Principal	\$1,411.03	\$5,620.41
Interest	\$2,224.66	\$8,922.35
Escrow (Taxes & Insurance)	\$997.67	\$3,990.68
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$4,633.36</b>	<b>\$18,533.44</b>

Mr. Cooper is a brand name for Nationstar Mortgage LLC. Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a registered service mark of Nationstar Mortgage LLC. All rights reserved.

**Nationstar Mortgage LLC d/b/a Mr. Cooper is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent that it is included in your bankruptcy or has been discharged, but is provided for informational purposes only.**

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (03/03/2023 to 04/10/2023)

Date	Description	Total	Principal	Interest	Escrow	Other
04/01/2023	Payment	\$4,633.36	\$1,411.03	\$2,224.66	\$997.67	
03/20/2023	City Tax Disbursed	\$6,254.69			\$6,254.69	

### Important Messages

(See Reverse side for Additional Critical Notices)

Please note that the National Emergency Period will be expiring on May 10, 2023. If the COVID-19 Pandemic has impacted your ability to make your mortgage payment, you must contact us prior to that date to request pandemic relief assistance. Log in to your online account at [www.mylakeviewloan.com/forbearance](http://www.mylakeviewloan.com/forbearance). It's fast and easy to apply online, just click the View Application link in the Alert banner.

**As shown above, your escrow account has a negative balance. This shortage in your escrow account may result in an increase in your monthly escrow payment. We recommend you make additional payments to your escrow to eliminate or reduce the shortage.**

Your payment is made through our automatic payment plan. This statement is for informational purposes only.

Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.

Please note the overnight payment address has changed. Please see the back of the statement for the updated address.

## This Area Intentionally Left Blank

This statement is for informational purpose only.  
Our records reflect your loan is on our automatic draft process.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**SERVICEMEMBERS CIVIL RELIEF ACT**

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Mr. Cooper, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 855-856-0427 or email [MilitaryFamilies@mrcooper.com](mailto:MilitaryFamilies@mrcooper.com). Be sure to include your loan number with the copy of the orders. Please visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) for complete details regarding Legal Rights and Protections Under the SCRA.

**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee of up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

**HOMEOWNER COUNSELING NOTICE**

If your loan is delinquent, you are entitled to receive homeownership counseling from an agency approved by the United States Department of Housing and Urban Development (HUD). A list of the HUD-approved, nonprofit homeownership counseling agencies may be downloaded from the Internet at: <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling the HUD toll free number 1-800-569-4287 (toll free TDD number 1-800-877-8339) to obtain a list of approved nonprofit agencies serving your residential area.

**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the Servicer with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM® EXPRESSPAYMENT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION® QUICK COLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the Quick Collect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX  
All Quick Collect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

**\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

# **EXHIBIT 93**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 619060  
5901 Postal Road  
Cleveland, OH 44181

Subserved by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 05/02/2023  
Loan Number: [REDACTED]  
Payment Due Date: 06/01/2023  
**Amount Due: \$5,145.08**  
*If payment is received on or after 06/17/2023, \$181.78 late fee will be charged.*

Property Address:  
WASHINGTON, DC 20003

**Go Paperless.**  
*Sign in to your account to activate.*

Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance \$788,165.47  
Interest Rate 3.375%  
Escrow Balance \$677.94

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,418.97
Interest	\$2,216.72
Escrow Amount (for Taxes & Insurance)	\$1,509.39
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$5,145.08</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$5,145.08</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 04/11/2023	Paid Year to Date
Principal	\$1,414.99	\$7,035.40
Interest	\$2,220.70	\$11,143.05
Escrow (Taxes & Insurance)	\$997.67	\$4,988.35
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$4,633.36</b>	<b>\$23,166.80</b>

Mr. Cooper is a brand name for Nationstar Mortgage LLC. Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a registered service mark of Nationstar Mortgage LLC. All rights reserved.

**Nationstar Mortgage LLC d/b/a Mr. Cooper is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent that it is included in your bankruptcy or has been discharged, but is provided for informational purposes only.**

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (04/11/2023 to 05/02/2023)

Date	Description	Total	Principal	Interest	Escrow	Other
05/01/2023	Payment	\$4,633.36	\$1,414.99	\$2,220.70	\$997.67	

### Important Messages

(See Reverse side for Additional Critical Notices)

*Your payment is made through our automatic payment plan. This statement is for informational purposes only.  
Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.  
Please note the overnight payment address has changed. Please see the back of the statement for the updated address.*

### This Area Intentionally Left Blank

This statement is for informational purpose only.  
Our records reflect your loan is on our automatic draft process.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**SERVICEMEMBERS CIVIL RELIEF ACT**

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Mr. Cooper, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 855-856-0427 or email [MilitaryFamilies@mrcooper.com](mailto:MilitaryFamilies@mrcooper.com). Be sure to include your loan number with the copy of the orders. Please visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) for complete details regarding Legal Rights and Protections Under the SCRA.

**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

**HOMEOWNER COUNSELING NOTICE**

If your loan is delinquent, you are entitled to receive homeownership counseling from an agency approved by the United States Department of Housing and Urban Development (HUD). A list of the HUD-approved, nonprofit homeownership counseling agencies may be downloaded from the Internet at: <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling the HUD toll free number 1-800-569-4287 (toll free TDD number 1-800-877-8339) to obtain a list of approved nonprofit agencies serving your residential area.

**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the servicing with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM® EXPRESSPAYMENT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION® QUICK COLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the Quick Collect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX  
All Quick Collect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY/ CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

**\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

# **EXHIBIT 94**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 618060  
5501 Postal Road  
Cleveland, OH 44181

Subserviced by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 06/02/2023  
Loan Number: [REDACTED]  
Payment Due Date: 07/01/2023  
**Amount Due: \$5,145.08**  
*If payment is received on or after 07/17/2023, \$181.78 late fee will be charged.*

Property Address:  
WASHINGTON, DC 20003

**Go Paperless.**  
*Sign in to your account to activate.*

Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance \$786,746.50  
Interest Rate 3.375%  
Escrow Balance \$2,187.33

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,422.97
Interest	\$2,212.72
Escrow Amount (for Taxes & Insurance)	\$1,509.39
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$5,145.08</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$5,145.08</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 05/03/2023	Paid Year to Date
Principal	\$1,418.97	\$8,454.37
Interest	\$2,216.72	\$13,359.77
Escrow (Taxes & Insurance)	\$1,509.39	\$6,497.74
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$5,145.08</b>	<b>\$28,311.88</b>

Mr. Cooper is a brand name for Nationstar Mortgage LLC. Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a registered service mark of Nationstar Mortgage LLC. All rights reserved.

**Nationstar Mortgage LLC d/b/a Mr. Cooper is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent that it is included in your bankruptcy or has been discharged, but is provided for informational purposes only.**

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (05/03/2023 to 06/02/2023)

Date	Description	Total	Principal	Interest	Escrow	Other
06/01/2023	Payment	\$5,145.08	\$1,418.97	\$2,216.72	\$1,509.39	

### Important Messages

(See Reverse side for Additional Critical Notices)

*Your payment is made through our automatic payment plan. This statement is for informational purposes only.  
Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.  
Please note the overnight payment address has changed. Please see the back of the statement for the updated address.*

### This Area Intentionally Left Blank

This statement is for informational purpose only.  
Our records reflect your loan is on our automatic draft process.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**SERVICEMEMBERS CIVIL RELIEF ACT**

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Mr. Cooper, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 855-856-0427 or email [MilitaryFamilies@mrcooper.com](mailto:MilitaryFamilies@mrcooper.com). Be sure to include your loan number with the copy of the orders. Please visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) for complete details regarding Legal Rights and Protections Under the SCRA.

**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

**HOMEOWNER COUNSELING NOTICE**

If your loan is delinquent, you are entitled to receive homeownership counseling from an agency approved by the United States Department of Housing and Urban Development (HUD). A list of the HUD-approved, nonprofit homeownership counseling agencies may be downloaded from the Internet at: <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling the HUD toll free number 1-800-569-4287 (toll free TDD number 1-800-877-8339) to obtain a list of approved nonprofit agencies serving your residential area.

**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the servicing with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM® EXPRESSPAYMENT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION® QUICK COLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the Quick Collect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX  
All Quick Collect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

**\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

# **EXHIBIT 95**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 619060  
5901 Postal Road  
Cleveland, OH 44181

Subserviced by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 07/05/2023  
Loan Number: [REDACTED]  
Payment Due Date: 08/01/2023  
**Amount Due: \$5,145.08**  
*If payment is received on or after 08/17/2023, \$181.78 late fee will be charged.*

Property Address:  
WASHINGTON, DC 20003

**Go Paperless.**  
*Sign in to your account to activate.*

Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance \$785,323.53  
Interest Rate 3.375%  
Escrow Balance \$3,696.72

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,426.97
Interest	\$2,208.72
Escrow Amount (for Taxes & Insurance)	\$1,509.39
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$5,145.08</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$5,145.08</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 06/03/2023	Paid Year to Date
Principal	\$1,422.97	\$9,877.34
Interest	\$2,212.72	\$15,572.49
Escrow (Taxes & Insurance)	\$1,509.39	\$8,007.13
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$5,145.08</b>	<b>\$33,456.96</b>

Mr. Cooper is a brand name for Nationstar Mortgage LLC. Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a registered service mark of Nationstar Mortgage LLC. All rights reserved.

**Nationstar Mortgage LLC d/b/a Mr. Cooper is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent that it is included in your bankruptcy or has been discharged, but is provided for informational purposes only.**

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (06/03/2023 to 07/05/2023)

Date	Description	Total	Principal	Interest	Escrow	Other
07/01/2023	Payment	\$5,145.08	\$1,422.97	\$2,212.72	\$1,509.39	

### Important Messages

(See Reverse side for Additional Critical Notices)

*Your payment is made through our automatic payment plan. This statement is for informational purposes only.  
Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.  
Please note the overnight payment address has changed. Please see the back of the statement for the updated address.*

### This Area Intentionally Left Blank

This statement is for informational purpose only.  
Our records reflect your loan is on our automatic draft process.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**SERVICEMEMBERS CIVIL RELIEF ACT**

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Mr. Cooper, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 855-856-0427 or email [MilitaryFamilies@mrcooper.com](mailto:MilitaryFamilies@mrcooper.com). Be sure to include your loan number with the copy of the orders. Please visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) for complete details regarding Legal Rights and Protections Under the SCRA.

**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee of up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

**HOMEOWNER COUNSELING NOTICE**

If your loan is delinquent, you are entitled to receive homeownership counseling from an agency approved by the United States Department of Housing and Urban Development (HUD). A list of the HUD-approved, nonprofit homeownership counseling agencies may be downloaded from the Internet at: <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling the HUD toll free number 1-800-569-4287 (toll free TDD number 1-800-877-8339) to obtain a list of approved nonprofit agencies serving your residential area.

**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the servicing with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM® EXPRESSPAYMENT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION® QUICK COLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the Quick Collect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX  
All Quick Collect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

**\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

# **EXHIBIT 96**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 619060  
5901 Postal Road  
Cleveland, OH 44181

Subserviced by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 08/02/2023  
Loan Number: [REDACTED]  
Payment Due Date: 09/01/2023  
**Amount Due: \$5,145.08**  
*If payment is received on or after 09/17/2023, \$181.78 late fee will be charged.*

Property Address:  
WASHINGTON, DC 20003

**Go Paperless.**  
*Sign in to your account to activate.*

Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance \$783,896.56  
Interest Rate 3.375%  
Escrow Balance \$5,206.11

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,430.98
Interest	\$2,204.71
Escrow Amount (for Taxes & Insurance)	\$1,509.39
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$5,145.08</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$5,145.08</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 07/06/2023	Paid Year to Date
Principal	\$1,426.97	\$11,304.31
Interest	\$2,208.72	\$17,781.21
Escrow (Taxes & Insurance)	\$1,509.39	\$9,516.52
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$5,145.08</b>	<b>\$38,602.04</b>

Mr. Cooper is a brand name for Nationstar Mortgage LLC. Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a registered service mark of Nationstar Mortgage LLC. All rights reserved.

**Nationstar Mortgage LLC d/b/a Mr. Cooper is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent that it is included in your bankruptcy or has been discharged, but is provided for informational purposes only.**

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (07/06/2023 to 08/02/2023)

Date	Description	Total	Principal	Interest	Escrow	Other
08/01/2023	Payment	\$5,145.08	\$1,426.97	\$2,208.72	\$1,509.39	

### Important Messages

(See Reverse side for Additional Critical Notices)

*Your payment is made through our automatic payment plan. This statement is for informational purposes only.  
Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.  
Please note the overnight payment address has changed. Please see the back of the statement for the updated address.*

### This Area Intentionally Left Blank

This statement is for informational purpose only.  
Our records reflect your loan is on our automatic draft process.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**SERVICEMEMBERS CIVIL RELIEF ACT**

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Mr. Cooper, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 855-856-0427 or email [MilitaryFamilies@mrcooper.com](mailto:MilitaryFamilies@mrcooper.com). Be sure to include your loan number with the copy of the orders. Please visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) for complete details regarding Legal Rights and Protections Under the SCRA.

**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee of up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

**HOMEOWNER COUNSELING NOTICE**

If your loan is delinquent, you are entitled to receive homeownership counseling from an agency approved by the United States Department of Housing and Urban Development (HUD). A list of the HUD-approved, nonprofit homeownership counseling agencies may be downloaded from the Internet at: <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling the HUD toll free number 1-800-569-4287 (toll free TDD number 1-800-877-8339) to obtain a list of approved nonprofit agencies serving your residential area.

**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the servicing with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM® EXPRESSPAYMENT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION® QUICK COLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the Quick Collect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX  
All Quick Collect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

**\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

# **EXHIBIT 97**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 819060  
5901 Postal Road  
Cleveland, OH 44181

Subserved by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 09/05/2023  
Loan Number: [REDACTED]  
Payment Due Date: 10/01/2023  
**Amount Due: \$5,145.08**  
*If payment is received on or after 10/17/2023, \$181.78 late fee will be charged.*

Property Address:  
WASHINGTON, DC 20003

**Go Paperless.**  
*Sign in to your account to activate.*

Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance \$782,465.58  
Interest Rate 3.375%  
Escrow Balance \$460.81

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,435.01
Interest	\$2,200.68
Escrow Amount (for Taxes & Insurance)	\$1,509.39
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$5,145.08</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$5,145.08</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 08/03/2023	Paid Year to Date
Principal	\$1,430.98	\$12,735.29
Interest	\$2,204.71	\$19,985.92
Escrow (Taxes & Insurance)	\$1,509.39	\$11,025.91
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$5,145.08</b>	<b>\$43,747.12</b>

Mr. Cooper is a brand name for Nationstar Mortgage LLC. Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a registered service mark of Nationstar Mortgage LLC. All rights reserved.

**Nationstar Mortgage LLC d/b/a Mr. Cooper is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent that it is included in your bankruptcy or has been discharged, but is provided for informational purposes only.**

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (08/03/2023 to 09/05/2023)

Date	Description	Total	Principal	Interest	Escrow	Other
09/01/2023	Payment	\$5,145.08	\$1,430.98	\$2,204.71	\$1,509.39	
08/29/2023	City Tax Disbursed	\$6,254.69			\$6,254.69	

### Important Messages

(See Reverse side for Additional Critical Notices)

*Your payment is made through our automatic payment plan. This statement is for informational purposes only.*  
*Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.*  
*Please note the overnight payment address has changed. Please see the back of the statement for the updated address.*  
*Unlock home equity! Get cash to spend on home improvement, pay off debt, or a major purchase. Call 844-460-2940 to get started.*

### This Area Intentionally Left Blank

This statement is for informational purpose only.  
Our records reflect your loan is on our automatic draft process.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**SERVICEMEMBERS CIVIL RELIEF ACT**

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Mr. Cooper, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 855-856-0427 or email [MilitaryFamilies@mrcooper.com](mailto:MilitaryFamilies@mrcooper.com). Be sure to include your loan number with the copy of the orders. Please visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) for complete details regarding Legal Rights and Protections Under the SCRA.

**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee of up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

**HOMEOWNER COUNSELING NOTICE**

If your loan is delinquent, you are entitled to receive homeownership counseling from an agency approved by the United States Department of Housing and Urban Development (HUD). A list of the HUD-approved, nonprofit homeownership counseling agencies may be downloaded from the Internet at: <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling the HUD toll free number 1-800-569-4287 (toll free TDD number 1-800-877-8339) to obtain a list of approved nonprofit agencies serving your residential area.

**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the servicing with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM® EXPRESSPAYMENT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION® QUICK COLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the Quick Collect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX  
All Quick Collect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY/ CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

**\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

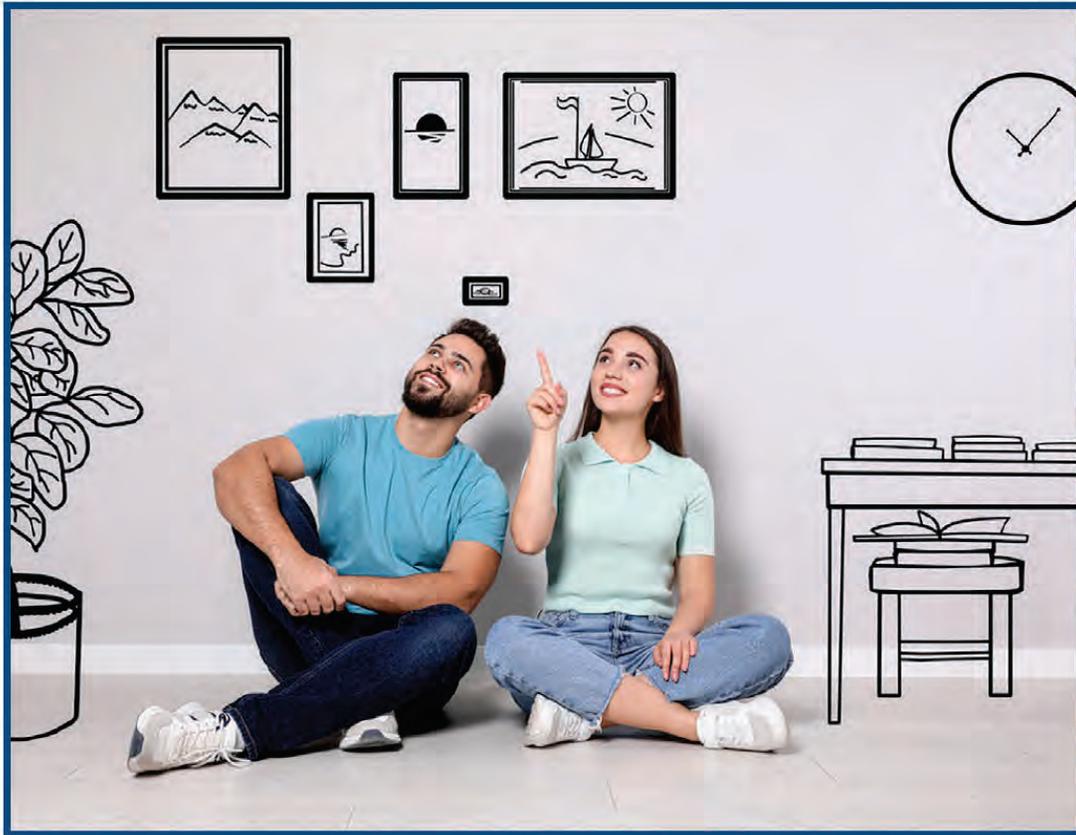
Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

Turn home equity into cash  
to jump start your plans  
and achieve your dreams!



Call to **spea**k to a **loan specialist** about your loan options **today**.  
**833-973-1310**



\*As applicable and individual loan circumstances will apply. Refinancing may result in higher financing charges over the life of the loan. Lakeview Loan Servicing, LLC NMLS ID # 391521 ([www.nmlsconsumeraccess.org](http://www.nmlsconsumeraccess.org)). Licensed by the Dept. of Financial Protection and Innovation under the California Residential Mortgage Lending Act #4131216.

25-5681\_0370



# **EXHIBIT 98**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 618060  
5901 Postal Road  
Cleveland, OH 44181

Subserviced by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 10/03/2023  
Loan Number: [REDACTED]  
Payment Due Date: 11/01/2023  
**Amount Due: \$5,145.08**  
*If payment is received on or after 11/17/2023, \$181.78 late fee will be charged.*

Property Address:  
WASHINGTON, DC 20003

**Go Paperless.**  
*Sign in to your account to activate.*

Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance \$781,030.57  
Interest Rate 3.375%  
Escrow Balance \$1,970.20

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,439.04
Interest	\$2,196.65
Escrow Amount (for Taxes & Insurance)	\$1,509.39
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$5,145.08</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$5,145.08</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 09/06/2023	Paid Year to Date
Principal	\$1,435.01	\$14,170.30
Interest	\$2,200.68	\$22,186.60
Escrow (Taxes & Insurance)	\$1,509.39	\$12,535.30
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$5,145.08</b>	<b>\$48,892.20</b>

Mr. Cooper is a brand name for Nationstar Mortgage LLC. Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a registered service mark of Nationstar Mortgage LLC. All rights reserved.

**Nationstar Mortgage LLC d/b/a Mr. Cooper is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent that it is included in your bankruptcy or has been discharged, but is provided for informational purposes only.**

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (09/06/2023 to 10/03/2023)

Date	Description	Total	Principal	Interest	Escrow	Other
10/01/2023	Payment	\$5,145.08	\$1,435.01	\$2,200.68	\$1,509.39	

### Important Messages

(See Reverse side for Additional Critical Notices)

*Your payment is made through our automatic payment plan. This statement is for informational purposes only.  
Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.  
Unlock home equity! Get cash to spend on home improvement, pay off debt, or a major purchase. Call 844-460-2940 to get started.*

### This Area Intentionally Left Blank

This statement is for informational purpose only.  
Our records reflect your loan is on our automatic draft process.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**SERVICEMEMBERS CIVIL RELIEF ACT**

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Mr. Cooper, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 855-856-0427 or email [MilitaryFamilies@mrcooper.com](mailto:MilitaryFamilies@mrcooper.com). Be sure to include your loan number with the copy of the orders. Please visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) for complete details regarding Legal Rights and Protections Under the SCRA.

**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee of up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

**HOMEOWNER COUNSELING NOTICE**

If your loan is delinquent, you are entitled to receive homeownership counseling from an agency approved by the United States Department of Housing and Urban Development (HUD). A list of the HUD-approved, nonprofit homeownership counseling agencies may be downloaded from the Internet at: <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling the HUD toll free number 1-800-569-4287 (toll free TDD number 1-800-877-8339) to obtain a list of approved nonprofit agencies serving your residential area.

**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the servicing with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM® EXPRESSPAYMENT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION® QUICK COLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the Quick Collect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX  
All Quick Collect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

**\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

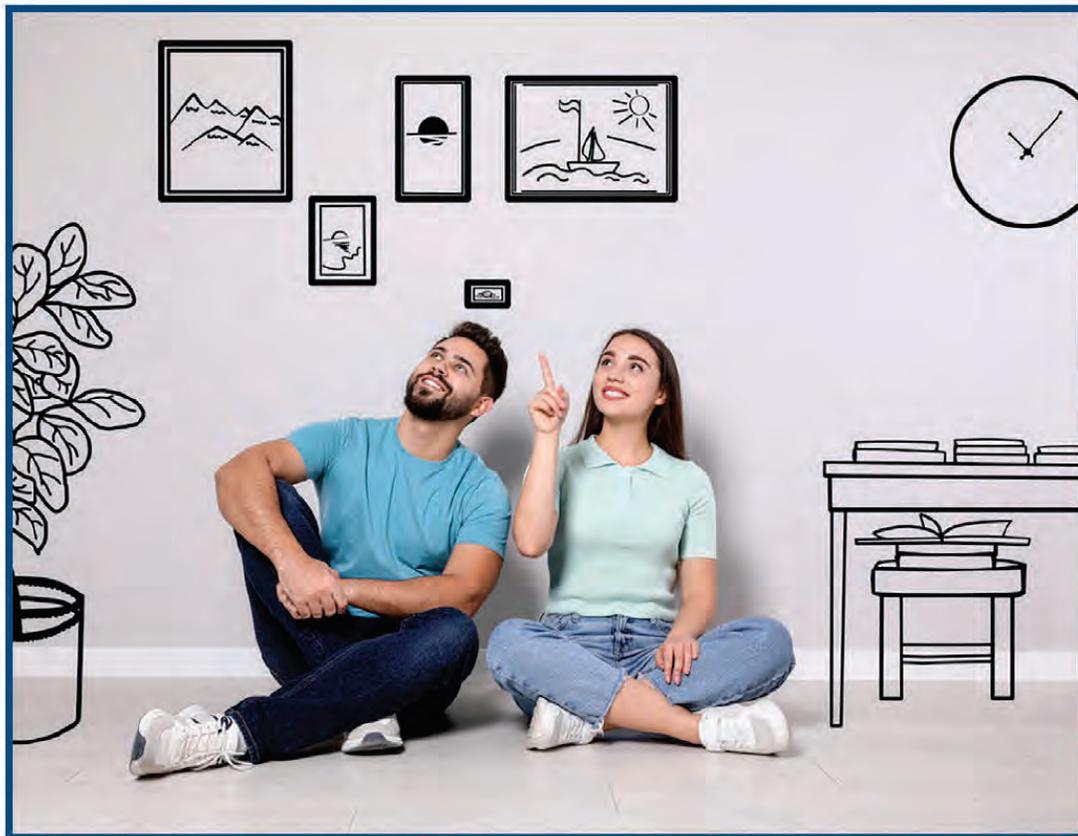
Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

Turn home equity into cash  
to jump start your plans  
and achieve your dreams!



Call to **spea**k to a **loan specialist** about your loan options **today**.  
**833-973-1310**



\*As applicable and individual loan circumstances will apply. Refinancing may result in higher financing charges over the life of the loan. Lakeview Loan Servicing, LLC NMLS ID # 391521 ([www.nmlsconsumeraccess.org](http://www.nmlsconsumeraccess.org)). Licensed by the Dept. of Financial Protection and Innovation under the California Residential Mortgage Lending Act #4131216.

25-5681\_0375



# **EXHIBIT 99**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 819060  
5901 Postal Road  
Cleveland, OH 44181

Subserved by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 11/06/2023  
Loan Number: [REDACTED]  
Payment Due Date: 12/01/2023  
**Amount Due: \$5,145.08**  
If payment is received on or after 12/17/2023, \$181.78 late fee will be charged.

Property Address:  
WASHINGTON, DC 20003

**Go Paperless.**  
Sign in to your account to activate.

Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance	\$779,591.53
Interest Rate	3.375%
Escrow Balance	\$3,479.59

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,443.09
Interest	\$2,192.60
Escrow Amount (for Taxes & Insurance)	\$1,509.39
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$5,145.08</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$5,145.08</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 10/04/2023	Paid Year to Date
Principal	\$1,439.04	\$15,609.34
Interest	\$2,196.65	\$24,383.25
Escrow (Taxes & Insurance)	\$1,509.39	\$14,044.69
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$5,145.08</b>	<b>\$54,037.28</b>

Mr. Cooper is a brand name for Nationstar Mortgage LLC. Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a registered service mark of Nationstar Mortgage LLC. All rights reserved.

**Nationstar Mortgage LLC d/b/a Mr. Cooper is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent that it is included in your bankruptcy or has been discharged, but is provided for informational purposes only.**

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (10/04/2023 to 11/06/2023)

Date	Description	Total	Principal	Interest	Escrow	Other
11/01/2023	Payment	\$5,145.08	\$1,439.04	\$2,196.65	\$1,509.39	

### Important Messages

(See Reverse side for Additional Critical Notices)

*Your payment is made through our automatic payment plan. This statement is for informational purposes only.*

*Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.*

*Unlock home equity! Get cash to spend on home improvement, pay off debt, or a major purchase. Call 844-460-2940 to get started.*

## This Area Intentionally Left Blank

This statement is for informational purpose only.  
Our records reflect your loan is on our automatic draft process.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

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The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Mr. Cooper, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 855-856-0427 or email [MilitaryFamilies@mrcooper.com](mailto:MilitaryFamilies@mrcooper.com). Be sure to include your loan number with the copy of the orders. Please visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) for complete details regarding Legal Rights and Protections Under the SCRA.

**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee of up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

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**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the servicing with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM® EXPRESSPAYMENT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION® QUICK COLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the Quick Collect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX  
All Quick Collect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

**\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

# Could home equity be a reason to celebrate?

## Get cash and use your money, your way.

Home Improvement  Pay off credit cards  Major purchase  \_\_\_\_\_



Call to speak to a loan  
specialist about your  
loan options today.  
**844-986-0395**



As applicable and individual loan circumstances will apply. Refinancing may result in higher financing charges over the life of the loan. Lakeview Loan Servicing, LLC NMLS ID # 391521 ([www.nmlsconsumeraccess.org](http://www.nmlsconsumeraccess.org)). Licensed by the Dept. of Financial Protection and Innovation under the California Residential Mortgage Lending Act #4131216.

25-5681\_0380



# **EXHIBIT 100**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 819060  
5901 Postal Road  
Cleveland, OH 44181

Subserved by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 12/04/2023  
Loan Number: [REDACTED]  
Payment Due Date: 01/01/2024  
**Amount Due: \$5,145.08**  
*If payment is received on or after 01/17/2024; \$181.78 late fee will be charged.*

Property Address:  
WASHINGTON, DC 20003

**Go Paperless.**  
*Sign in to your account to activate.*

Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance \$778,148.44  
Interest Rate 3.375%  
Escrow Balance \$4,988.98

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,447.15
Interest	\$2,188.54
Escrow Amount (for Taxes & Insurance)	\$1,509.39
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$5,145.08</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$5,145.08</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 11/07/2023	Paid Year to Date
Principal	\$1,443.09	\$17,052.43
Interest	\$2,192.60	\$26,575.85
Escrow (Taxes & Insurance)	\$1,509.39	\$15,554.08
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$5,145.08</b>	<b>\$59,182.36</b>

Mr. Cooper is a brand name for Nationstar Mortgage LLC. Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a registered service mark of Nationstar Mortgage LLC. All rights reserved.

**Nationstar Mortgage LLC d/b/a Mr. Cooper is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent that it is included in your bankruptcy or has been discharged, but is provided for informational purposes only.**

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (11/07/2023 to 12/04/2023)

Date	Description	Total	Principal	Interest	Escrow	Other
12/01/2023	Payment	\$5,145.08	\$1,443.09	\$2,192.60	\$1,509.39	

### Important Messages

(See Reverse side for Additional Critical Notices)

Your payment is made through our automatic payment plan. This statement is for informational purposes only.

Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.

Unlock home equity! Get cash to spend on home improvement, pay off debt, or a major purchase. Call 844-460-2940 to get started.

## This Area Intentionally Left Blank

This statement is for informational purpose only.  
Our records reflect your loan is on our automatic draft process.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**SERVICEMEMBERS CIVIL RELIEF ACT**

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Mr. Cooper, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 855-856-0427 or email [MilitaryFamilies@mrcooper.com](mailto:MilitaryFamilies@mrcooper.com). Be sure to include your loan number with the copy of the orders. Please visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) for complete details regarding Legal Rights and Protections Under the SCRA.

**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee of up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

**HOMEOWNER COUNSELING NOTICE**

If your loan is delinquent, you are entitled to receive homeownership counseling from an agency approved by the United States Department of Housing and Urban Development (HUD). A list of the HUD-approved, nonprofit homeownership counseling agencies may be downloaded from the Internet at: <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling the HUD toll free number 1-800-569-4287 (toll free TDD number 1-800-877-8339) to obtain a list of approved nonprofit agencies serving your residential area.

**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the servicing with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM® EXPRESSPAYMENT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION® QUICK COLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the Quick Collect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX  
All Quick Collect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

**\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

# Could home equity be a reason to celebrate?

## Get cash and use your money, your way.

Home Improvement  Pay off credit cards  Major purchase  \_\_\_\_\_



Call to speak to a loan  
specialist about your  
loan options today.  
**844-986-0395**



As applicable and individual loan circumstances will apply. Refinancing may result in higher financing charges over the life of the loan. Lakeview Loan Servicing, LLC NMLS ID # 391521 ([www.nmlsconsumeraccess.org](http://www.nmlsconsumeraccess.org)). Licensed by the Dept. of Financial Protection and Innovation under the California Residential Mortgage Lending Act #4131216.

25-5681\_0385



# **EXHIBIT 101**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 819060  
5901 Postal Road  
Cleveland, OH 44181

Subserved by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 01/03/2024  
Loan Number: [REDACTED]  
Payment Due Date: 02/01/2024  
**Amount Due: \$5,145.08**  
If payment is received on or after 02/17/2024, \$181.78 late fee will be charged.

Property Address:  
WASHINGTON, DC 20003

**Go Paperless.**  
Sign in to your account to activate.

Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance \$776,701.29  
Interest Rate 3.375%  
Escrow Balance \$6,498.37

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,451.22
Interest	\$2,184.47
Escrow Amount (for Taxes & Insurance)	\$1,509.39
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$5,145.08</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$5,145.08</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 12/05/2023	Paid Year to Date
Principal	\$1,447.15	\$1,447.15
Interest	\$2,188.54	\$2,188.54
Escrow (Taxes & Insurance)	\$1,509.39	\$1,509.39
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$5,145.08</b>	<b>\$5,145.08</b>

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### Transaction Activity (12/05/2023 to 01/03/2024)

Date	Description	Total	Principal	Interest	Escrow	Other
01/01/2024	Payment	\$5,145.08	\$1,447.15	\$2,188.54	\$1,509.39	

### Important Messages

(See Reverse side for Additional Critical Notices)

*Your payment is made through our automatic payment plan. This statement is for informational purposes only.*

*Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.*

## This Area Intentionally Left Blank

This statement is for informational purpose only.  
Our records reflect your loan is on our automatic draft process.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
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- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

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**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee of up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

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**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the servicing with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM® EXPRESSPAYMENT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION® QUICK COLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the Quick Collect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX  
All Quick Collect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

**\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

# **EXHIBIT 102**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 818060  
5901 Postal Road  
Cleveland, OH 44181

Subserviced by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 02/05/2024  
Loan Number: [REDACTED]  
Payment Due Date: 03/01/2024  
**Amount Due: \$5,145.08**  
If payment is received on or after 03/17/2024, \$181.78 late fee will be charged.

Property Address:  
WASHINGTON, DC 20003

**Go Paperless.**  
Sign in to your account to activate.

Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance \$775,250.07  
Interest Rate 3.375%  
Escrow Balance \$8,007.76

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,455.30
Interest	\$2,180.39
Escrow Amount (for Taxes & Insurance)	\$1,509.39
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$5,145.08</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$5,145.08</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 01/04/2024	Paid Year to Date
Principal	\$1,451.22	\$2,898.37
Interest	\$2,184.47	\$4,373.01
Escrow (Taxes & Insurance)	\$1,509.39	\$3,018.78
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$5,145.08</b>	<b>\$10,290.16</b>

Mr. Cooper is a brand name for Nationstar Mortgage LLC. Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a registered service mark of Nationstar Mortgage LLC. All rights reserved.

**Nationstar Mortgage LLC d/b/a Mr. Cooper is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent that it is included in your bankruptcy or has been discharged, but is provided for informational purposes only.**

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (01/04/2024 to 02/05/2024)

Date	Description	Total	Principal	Interest	Escrow	Other
02/01/2024	Payment	\$5,145.08	\$1,451.22	\$2,184.47	\$1,509.39	

### Important Messages

(See Reverse side for Additional Critical Notices)

*Your payment is made through our automatic payment plan. This statement is for informational purposes only.*

*Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.*

## This Area Intentionally Left Blank

This statement is for informational purpose only.  
Our records reflect your loan is on our automatic draft process.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**SERVICEMEMBERS CIVIL RELIEF ACT**

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Mr. Cooper, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 855-856-0427 or email [MilitaryFamilies@mrcooper.com](mailto:MilitaryFamilies@mrcooper.com). Be sure to include your loan number with the copy of the orders. Please visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) for complete details regarding Legal Rights and Protections Under the SCRA.

**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee of up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

**HOMEOWNER COUNSELING NOTICE**

If your loan is delinquent, you are entitled to receive homeownership counseling from an agency approved by the United States Department of Housing and Urban Development (HUD). A list of the HUD-approved, nonprofit homeownership counseling agencies may be downloaded from the Internet at: <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling the HUD toll free number 1-800-569-4287 (toll free TDD number 1-800-877-8339) to obtain a list of approved nonprofit agencies serving your residential area.

**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the servicing with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM® EXPRESSPAYMENT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION® QUICK COLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the Quick Collect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX  
All Quick Collect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

**\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

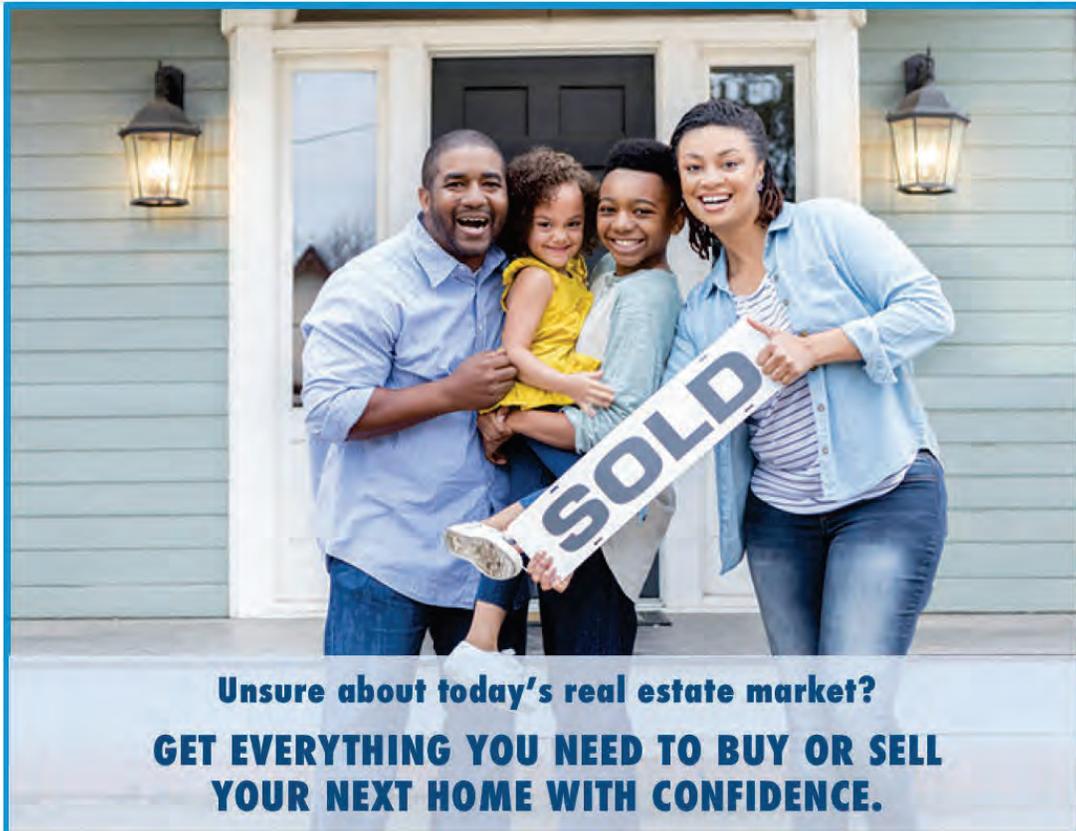
Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

# Discover a more rewarding way to buy and sell a home with Lakeview.

Earn Up To **\$9,500\*** when you use a network agent to buy or sell a home with Lakeview Home Rewards.

Double your reward\* when you use a network agent to both buy and sell.



**Unsure about today's real estate market?  
GET EVERYTHING YOU NEED TO BUY OR SELL  
YOUR NEXT HOME WITH CONFIDENCE.**

## Advantages of using the Lakeview Real Estate Center:

- Concierge-style service**  
You'll have access to a quality team of real estate and mortgage experts experienced in supporting homebuyers and sellers just like you.
- One-stop home portal**  
Search for homes, connect to top agents, access mortgage information, and start your pre-approval process directly from your personal profile.
- Collect a reward after closing!**  
Get the opportunity to **earn up to \$9,500** when you buy or sell a home with Lakeview Home Rewards.\*

**Whether you're ready to move, or just planning ahead, the Lakeview Real Estate Center has you covered.**

**Go to [LakeviewHomeRewards.com](https://LakeviewHomeRewards.com) or call 833-655-2358 today!**



\*Reward offer limited in some states. Not available in AK, IA, LA, or MO. Other restrictions may apply. Visit [LakeviewHomeRewards.com](https://LakeviewHomeRewards.com) for more information. The Lakeview Home Rewards program is offered through HomeStory Real Estate Services, a licensed real estate broker, and is not affiliated with Lakeview Loan Servicing, LLC. NMLS# 391521 [nmlsconsumeraccess.org](https://nmlsconsumeraccess.org)

25-5681\_0393



# **EXHIBIT 103**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 618060  
5901 Postal Road  
Cleveland, OH 44181

Subserviced by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Statement Date: 03/05/2024  
Loan Number: [REDACTED]  
Payment Due Date: 04/01/2024  
**Amount Due: \$5,145.08**  
If payment is received on or after 04/17/2024, \$181.78 late fee will be charged.

Property Address:  
WASHINGTON, DC 20003

**Go Paperless.**  
Sign in to your account to activate.

Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

### Account Information

Interest Bearing Principal Balance \$773,794.77  
Interest Rate 3.375%  
Escrow Balance \$5,786.15

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,459.39
Interest	\$2,176.30
Escrow Amount (for Taxes & Insurance)	\$1,509.39
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$5,145.08</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$5,145.08</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 02/06/2024	Paid Year to Date
Principal	\$1,455.30	\$4,353.67
Interest	\$2,180.39	\$6,553.40
Escrow (Taxes & Insurance)	\$1,509.39	\$4,528.17
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$5,145.08</b>	<b>\$15,435.24</b>

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If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (02/06/2024 to 03/05/2024)

Date	Description	Total	Principal	Interest	Escrow	Other
03/04/2024	Payment	\$5,145.08	\$1,455.30	\$2,180.39	\$1,509.39	
02/21/2024	Disbursement-Insurance	\$3,731.00			\$3,731.00	

### Important Messages

(See Reverse side for Additional Critical Notices)

**Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.**

**Want to make payments even easier? Pay online at [www.mylakeviewloan.com](http://www.mylakeviewloan.com), on the go with the Mr. Cooper app, or by setting up AutoPay in your online account.**

DETACH HERE AND RETURN WITH YOUR PAYMENT. PLEASE ALLOW A MINIMUM OF 7 TO 10 DAYS FOR POSTAL DELIVERY.

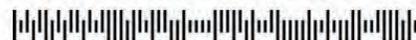


Subserviced by Mr. Cooper [www.mylakeviewloan.com](http://www.mylakeviewloan.com)

PLEASE CHECK BOX IF MAILING ADDRESS OR PHONE NUMBER HAS CHANGED. ENTER CHANGES ON BACK OF COUPON

Witness 2  
NANCY MACE

MR. COOPER  
PO BOX 60516  
CITY OF INDUSTRY, CA 91716-0516



<b>ACCOUNT NUMBER</b> [REDACTED]	<b>TOTAL AMOUNT DUE*</b> 04/01/2024 <b>\$5,145.08</b>
<b>PAYMENT DUE IF RECEIVED ON OR AFTER</b> 04/17/2024 <b>\$5,326.86</b>	

WRITE YOUR LOAN NUMBER ON YOUR CHECK OR MONEY ORDER AND MAKE PAYABLE TO MR. COOPER\*

ADDITIONAL ESCROW \$ \_\_\_\_\_  
\*\*ADDITIONAL PRINCIPAL \$ \_\_\_\_\_  
FEES \$ \_\_\_\_\_  
LENDER PAID EXPENSES \$ \_\_\_\_\_

**TOTAL AMOUNT OF YOUR CHECK**  
**DO NOT SEND CASH** [REDACTED]

\*\*All amounts must be paid in full before additional principal can be made.

**IMPORTANT PAYMENT INFORMATION**

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**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

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PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

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Mr. Cooper, its affiliates, successors or its assigns or their officers, directors, agents, or employees, are neither liable nor responsible for, or make any representation regarding the products or services offered on any enclosed inserts.

**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.

# **EXHIBIT 104**



RETURN SERVICE ONLY  
PLEASE DO NOT SEND MAIL TO THIS ADDRESS  
PO Box 618060  
5901 Postal Road  
Cleveland, OH 44181

Subserviced by Mr. Cooper

## MORTGAGE LOAN STATEMENT

### CONTACT INFORMATION

**Customer Service: 833-685-2580**  
Monday through Thursday from 7 a.m. to 8 p.m. (CT), Friday from 7 a.m. to 7 p.m. (CT) and Saturday from 8 a.m. to 12 p.m. (CT)  
[www.mylakeviewloan.com](http://www.mylakeviewloan.com)

Witness 2  
NANCY R MACE  
MOUNT PLEASANT, SC 29464

Statement Date: 04/12/2024  
Loan Number: [REDACTED]  
Payment Due Date: 05/01/2024  
**Amount Due: \$5,145.08**  
If payment is received on or after 05/17/2024, \$181.78 late fee will be charged.

Property Address:  
WASHINGTON, DC 20003

**Go Paperless.**  
Sign in to your account to activate.

### Account Information

Interest Bearing Principal Balance \$772,335.38  
Interest Rate 3.375%  
Escrow Balance \$821.13

The Principal Balance does not represent the payoff amount of your account and is not to be used for payoff purposes.

### Explanation of Amounts Due

Principal	\$1,463.50
Interest	\$2,172.19
Escrow Amount (for Taxes & Insurance)	\$1,509.39
Optional Products and Services	\$0.00
<b>Regular Monthly Payment</b>	<b>\$5,145.08</b>
Total Fees and Charges	\$0.00
Overdue Payment(s)	\$0.00
Partial Payment (Unapplied)	\$0.00
<b>Total Amount Due</b>	<b>\$5,145.08</b>
Trial/Workout Payment Amount	\$0.00

### Past Payment Breakdown

	Payment Rec'd since 03/06/2024	Paid Year to Date
Principal	\$1,459.39	\$5,813.06
Interest	\$2,176.30	\$8,729.70
Escrow (Taxes & Insurance)	\$1,509.39	\$6,037.56
Optional Insurance	\$0.00	\$0.00
Fees and Charges	\$0.00	\$0.00
Lender Paid Expenses	\$0.00	\$0.00
Partial Payment (Unapplied)	\$0.00	\$0.00
<b>Total</b>	<b>\$5,145.08</b>	<b>\$20,580.32</b>

Mr. Cooper is a brand name for Nationstar Mortgage LLC. Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a registered service mark of Nationstar Mortgage LLC. All rights reserved.

**Nationstar Mortgage LLC d/b/a Mr. Cooper is a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent that it is included in your bankruptcy or has been discharged, but is provided for informational purposes only.**

If you are a successor in interest (received the property from a relative through death, devise, or divorce, and you are not a borrower on the loan) that has not assumed, or otherwise become obligated on the debt, this communication is for informational purposes only and is not an attempt to collect a debt from you personally.

### Transaction Activity (03/06/2024 to 04/12/2024)

Date	Description	Total	Principal	Interest	Escrow	Other
04/11/2024	Payment	\$5,145.08	\$1,459.39	\$2,176.30	\$1,509.39	
03/18/2024	City Tax Disbursed	\$6,474.41			\$6,474.41	

### Important Messages

(See Reverse side for Additional Critical Notices)

**Don't like paper? Go Paperless by signing in to your account at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) and updating your settings.**

**Want to make payments even easier? Pay online at [www.mylakeviewloan.com](http://www.mylakeviewloan.com), on the go with the Mr. Cooper app, or by setting up AutoPay in your online account.**

DETACH HERE AND RETURN WITH YOUR PAYMENT. PLEASE ALLOW A MINIMUM OF 7 TO 10 DAYS FOR POSTAL DELIVERY.



Subserviced by Mr. Cooper [www.mylakeviewloan.com](http://www.mylakeviewloan.com)

PLEASE CHECK BOX IF MAILING ADDRESS OR PHONE NUMBER HAS CHANGED. ENTER CHANGES ON BACK OF COUPON

Witness 2  
NANCY MACE

MR. COOPER  
PO BOX 60516  
CITY OF INDUSTRY, CA 91716-0516



<b>ACCOUNT NUMBER</b> [REDACTED]	<b>TOTAL AMOUNT DUE*</b> 05/01/2024 <b>\$5,145.08</b>
<b>PAYMENT DUE IF RECEIVED ON OR AFTER</b> 05/17/2024 <b>\$5,326.86</b>	

ADDITIONAL ESCROW \$ \_\_\_\_\_  
\*\*ADDITIONAL PRINCIPAL \$ \_\_\_\_\_  
FEES \$ \_\_\_\_\_  
LENDER PAID EXPENSES \$ \_\_\_\_\_

**TOTAL AMOUNT OF YOUR CHECK**  
**DO NOT SEND CASH** [REDACTED]

\*All amounts must be paid in full before additional principal can be made.

**IMPORTANT PAYMENT INFORMATION**

- It is important to use the remittance stub and envelope provided since both contain computer encoding that will help ensure prompt and accurate posting of payments. Always include your loan number on your check or money order. However, should you not receive your statement, DO NOT DELAY PAYMENT. Simply write your loan number on your check or money order and mail to the payment address as provided in the **Contact Information** section below.
- Do not send cash or correspondence as this could delay processing. Correspondence should be sent to the address provided in the **Contact Information** section below.
- Please be advised that if your account is delinquent or if there are fees and charges due, your account may not be paid ahead nor may principal reduction payments be applied. When Mr. Cooper receives a remittance that is in excess of a payment amount, that excess is applied to your account in accordance with a predetermined sequence: 1) Principal and Interest due; 2) Applicable Escrow amounts; 3) Fees and other charges assessed to your account. Once this sequence has been satisfied, you may give specific instructions as to how you would like excess amounts to be applied to your account by noting your preference on the face of your remittance stub.
- Any lump sum received that is not accompanied by a payoff quote will be applied according to our standard payment application rules. This will not result in satisfaction and reconveyance/release unless amount tendered satisfies all amounts due and owing on the account.
- A Schedule of Fee for Select Services may be found on our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**SERVICEMEMBERS CIVIL RELIEF ACT**

The Servicemembers Civil Relief Act (SCRA) may offer protection or relief to members of the military who have been called to active duty. If you are a member of the military who has been called to active duty or received a Permanent Change of Station order and you have not already made us aware, please forward a copy of your orders to us at: Mr. Cooper, Attn: Military Families, P.O. Box 619098, Dallas, TX 75261-9741, fax 855-856-0427 or email [MilitaryFamilies@mrcooper.com](mailto:MilitaryFamilies@mrcooper.com). Be sure to include your loan number with the copy of the orders. Please visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com) for complete details regarding Legal Rights and Protections Under the SCRA.

**LATE CHARGES AND OVERDRAFT FEES**

Payments received and posted after a grace period will be assessed a late charge. The late charge rate and number of grace days are shown on your Note. Please allow adequate time for postal delays as the receipt and posting date will govern the assessment of a late charge. Partial payments cannot be applied. If a payment is credited to your account and subsequently dishonored by your bank, Mr. Cooper will reverse that payment and assess your loan account an insufficient funds fee of up to \$50.00, as permitted by applicable law. (This fee may vary by state.)

**HOMEOWNER COUNSELING NOTICE**

If your loan is delinquent, you are entitled to receive homeownership counseling from an agency approved by the United States Department of Housing and Urban Development (HUD). A list of the HUD-approved, nonprofit homeownership counseling agencies may be downloaded from the Internet at: <https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm> or by calling the HUD toll free number 1-800-569-4287 (toll free TDD number 1-800-877-8339) to obtain a list of approved nonprofit agencies serving your residential area.

**NEW YORK STATE RESIDENTS**

For those customers who reside in the state of New York, a borrower may file complaints about the servicing with the New York State Department of Financial Services or may obtain further information by calling the Department's Consumer Help Unit at 1-800-342-3736 or by visiting the Department's website at [www.dfs.ny.gov](http://www.dfs.ny.gov). Mr. Cooper is registered with the New York Superintendent of Financial Services.

You are hereby notified that a negative credit report reflecting on your credit record may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligations.

**PAYMENT OPTIONS**

**AUTOPAY** Allows you to have your payment automatically debited, each month, from the checking or savings account of your choice. Mr. Cooper does not charge a fee to activate this service. Call 833-685-2580 for more information or visit our website at [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**ONLINE PAYMENT** Allows you to sign in to your account anytime to make a payment. There is no charge for this service. Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com).

**AUTOMATED PHONE PAYMENT** Is a pay-by-phone service provided through our automated phone system. There is no charge for this service. Call 833-685-2580.

**PAY BY MAIL** Detach the coupon provided with this statement and mail it with your check or money order in the envelope provided. Please write your loan number on your payment and allow adequate time for postal delays as the receipt and posting date will govern the assessment of late charges. Send payment via express or overnight mail to Mr. Cooper, Attn: Payment Processing - 650783, 3000 Kellway Drive, Suite 120, Carrollton, TX 75006.

**WIRE** Allows you to send payoff/reinstatement funds via wire transfer. Visit our website [www.mylakeviewloan.com](http://www.mylakeviewloan.com) or refer to your payoff statement for wiring instructions.

**MONEYGRAM® EXPRESSPAYMENT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local MoneyGram Agent. Call 1-800-926-9400 to locate the one nearest you. Complete the ExpressPayment form, providing your name and Mr. Cooper loan number. The MoneyGram Receive Code is \*\*\*1678\*\*\*. All ExpressPayment transactions require cash. The agent will charge a fee for this service.

**WESTERN UNION® QUICK COLLECT®** Ensures same-day delivery of your payment to Mr. Cooper. Visit your local Western Union Agent. Call 1-800-325-6000 to locate the one nearest you. Complete the Quick Collect form with your name and Mr. Cooper loan number, indicating:

Pay to: Mr. Cooper Code City: MRCOOPER State: TX  
All Quick Collect transactions require cash. Western Union will charge a fee for this service.

**NOTICE TO CUSTOMERS MAKING PAYMENTS BY CHECK**

**Authorization to Convert Your Check:** If you send us a check to make your payment, your check may be converted into an electronic fund transfer. An electronic fund transfer is the process in which your financial institution transfers funds electronically from your account to our account. By sending your completed signed check to us, you authorize us to copy your check and use the information from your check to make an electronic funds transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.

**Insufficient Funds:** The electronic fund transfer from your account will usually occur within 24 hours of our receipt of your check. If the electronic fund transfer cannot be completed because of insufficient funds, you may be assessed an NSF fee in connection with the attempted transaction.

**Transaction Information:** The electronic fund transfer from your account will be on the account statement you receive from your financial institution. You will not receive your original check back from your financial institution. For security reasons, your original check will be destroyed, but we will keep a secured copy of the check for record keeping purposes.

**Your Rights:** You should contact your financial institution immediately if you believe that the electronic fund transfer reported on your statement was not properly authorized or is otherwise incorrect. Consumers have protections under the Electronic Fund Transfer Act for any unauthorized or incorrect electronic fund transfer.

**CONTACT INFORMATION**

**CUSTOMER SERVICE: 833-685-2580**, Monday through Thursday 7 a.m. to 8 p.m. (CT), Friday 7 a.m. to 7 p.m. (CT), and Saturday 8 a.m. to 12 p.m. (CT) [Calls may be monitored and/or recorded for quality assurance purposes].

**24-HOUR AUTOMATED ACCOUNT INFORMATION:** Sign in to [www.mylakeviewloan.com](http://www.mylakeviewloan.com) OR call **833-685-2580**.

**MAILING ADDRESSES:** For Mr. Cooper are listed below. Please carefully select the address suited to your needs and remember, sending payments to any address other than the one specifically identified for payments will result in delays and may result in additional fees being assessed to your account.

PAYMENTS:	NOTICE OF ERROR/ INFORMATION REQUEST/QWR*:	OVERNIGHT DELIVERY/ CORRESPONDENCE:	INSURANCE RENEWALS/ BILLS:	TAX NOTICES/ BILLS:	BANKRUPTCY NOTICES/ PAYMENTS:
PO Box 60516 City of Industry, CA 91716-0516	PO Box 619098 Dallas, TX 75261-9741	Lake Vista 4 800 State Highway 121 Bypass Lewisville, TX 75067	PO Box 7729 Springfield, OH 45501-7729 Fax (800) 687-4729	PO Box 9225 Coppell, TX 75019 Fax (817) 826-1861	PO Box 619094 Dallas, TX 75261-9741

**\*PURSUANT TO RESPA, A "QUALIFIED WRITTEN REQUEST" (QWR) REGARDING THE SERVICING OF YOUR LOAN, A NOTICE ASSERTING THAT AN ERROR OCCURRED WITH RESPECT TO YOUR LOAN OR A NOTICE REQUESTING INFORMATION WITH RESPECT TO YOUR LOAN MUST BE SENT TO THIS ADDRESS:** Mr. Cooper PO Box 619098, Dallas, TX 75261-9741, Attn: Customer Relations Officer. A "qualified written request" must comply with the requirements of RESPA, as follows: Qualified written request; defined. A qualified written request means a written correspondence (other than notice on a payment coupon or other payment medium supplied by the servicer) that includes, or otherwise enables the servicer to identify, the name and account of the borrower, and includes a statement of the reasons that the borrower believes the account is in error, if applicable, or that provides sufficient detail to the servicer regarding information relating to the servicing of the loan sought by the borrower. A QWR, notice of error or request for information is not timely if it is delivered to a servicer more than 1-year after either the date of transfer of servicing or the date that the mortgage loan is discharged, whichever date is applicable.



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**CHANGE OF ADDRESS OR TELEPHONE NUMBER**

CHECK THE APPROPRIATE BOX:  MAILING ADDRESS  TELEPHONE NUMBER LOAN #: \_\_\_\_\_

Borrower's Name: \_\_\_\_\_ Co-Borrower's Name: \_\_\_\_\_

Borrower's New Address: \_\_\_\_\_ Co-Borrower's New Address: \_\_\_\_\_

Authorized Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Authorized Co-Borrower's Number(s):  
Home: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No  
Work: (\_\_\_\_) \_\_\_\_\_ Ext: \_\_\_\_\_ Mobile: Yes No  
Other: (\_\_\_\_) \_\_\_\_\_ Mobile: Yes No

Signature Required: \_\_\_\_\_ Signature Required: \_\_\_\_\_

I consent to being contacted by Mr. Cooper at any telephone number I have provided. This includes, but is not limited to, calls from your dialing system to my cellular or mobile telephone.