• Calls that warn about planned or unplanned service outages;
• Calls that provide updates about service outages or service restoration;
• Calls that ask for confirmation of service restoration or information about the lack of service;
• Calls that provide notification of meter work, tree-trimming, or other field work;
• Calls that warn about payment or other problems that threaten service curtailment, but *not* post service termination debt collection calls;
• Calls that notify consumers they may be eligible for subsidized or low-cost service due to age, income, or disability; and
• Calls that provide information related to potential brownouts from heavy energy usage.