



**3. Do you need help explaining RBO to your clients (e.g. selective inspection, fees, etc.)? What can the ESA do to help you explain to clients and prospects when a contractor has earned the benefits of pre-authorizations and emergency reconnections?**

**4. How much lead time about changes to fees do you need to quote on new business?**

**5. Do you have any other comments you wish to share about ESA's transition to Risk-based Oversight?**