

The logo is a circular seal for Rockwood Electric Utility. The outer ring contains the text "WE POWER THE FUTURE!" at the top and "ROCKWOOD ELECTRIC UTILITY" at the bottom, separated by two small black dots. In the center of the seal, there is a stylized illustration of a power transmission tower. Overlaid on the seal is the text "Rockwood Electric Utility Service Practice Policies (SPP)" in a large, bold, black sans-serif font.

**Rockwood Electric  
Utility  
Service Practice Policies  
(SPP)**

**June 8, 2015**

## **Section 3: Deposits**

### 1.0 General

- 1.1 The role of security deposits is to help reduce bad debt losses which protects those Customers that pay bills from those that do not.
- 1.2 After the deposit is paid in full, interest will accrue on a deposit held longer than twelve (12) months. The interest rate will be determined by the rates the Utility earns on its general fund account.
- 1.3 Interest accrued on all deposits will be applied annually to Customers account or refunded at the time the account is closed.
- 1.4 Upon termination of service, deposit and any accrued interest may be applied by Utility against unpaid bills of Customer, and if any balance remains after such application is made, said balance shall be refunded to Customer.
- 1.5 A Customer that signs up for the Utility's Pre-Pay program, section 10 part 5.0, will not be required to make a deposit.
- 1.6 The Utility may, at its sole discretion, accept installment payments for deposits. At least half (50%) of the deposit must be paid at the time of application for service. The remaining balance must be paid within 30 days or the first bill due date, whichever is earliest.
- 1.7 A customer, upon written request, may review deposit and earned interest balances.

### 2.0 Deposits for Residential Service

- 2.1 A deposit or suitable guarantee approximately equal to twice the average monthly bill for residential class may be required of any Customer before electric service is supplied.
- 2.2 Whether a deposit will be required prior to the establishment of residential electric service is based on a Customer's credit rating. A Customer may be exempt in part or whole based on any of the following conditions.
  - 2.2.1 A letter of credit is provided from another Utility where service was previously held by Customer. The letter must state that for the most recent twelve (12)-month period, all payments were made on or before the due date, no payments were rejected or declined by the Customer's financial institution or credit card companies, and a satisfactory credit rating is maintained.
  - 2.2.2 The Customer has had service with Rockwood Electric for at least twelve (12) months and has made all payments on time, without penalty or returns.
  - 2.2.3 Satisfactory credit score upon performing a credit check

2.3 Upon written request from Customer, Utility may return deposit after twelve (12) consecutive months if all payments were made on or before the due date, no payments were rejected or declined by the Customer's financial institution or credit card companies, and a satisfactory credit rating is maintained.

### 3.0 Deposits for General Service

3.1 The deposit for General-Service Customers is set by the Manager of Customer Services or his/her designated representative and may be up to two (2) times the highest monthly bill.

3.2 Customers that are under a rate other than residential may provide the Utility with any of the following as a form of deposit or other guarantee: Cash, Check, Money Order, Letter of Credit, Security Bond, etc.

3.3 If eligible and approved, the Customer may participate in security deposit programs offered by the Utility or its associations.

## **Section 10: Billing**

1.0 Bills will be rendered monthly for residential Customers and shall be paid within a period of not less than 15 days from the date the bill is mailed/electronically transmitted by Utility. Bills for all other classes of Customers shall have a standard net payment period of not less than 10 days from date of bill.

2.0 Bills shall be paid at the office of Utility or at other locations designated by Utility. Failure to receive bill will not release Customer from payment obligation. Should bills not be paid by the period designated, an amount not to exceed 5% of the bill, computed by application of the charges for service under the appropriate resale schedule, will be added to the bill as additional charges for payment after the period so designated. Bills paid after due date specified on bill may be subject to additional charges. Should the due date of bill fall on a weekend or holiday, the next business day following the due date will be held as a day of grace for delivery of payment.

### 3.0 Payment Options

3.1 Payments are accepted in person or by mail at our Rockwood or Kingston office. Night Deposit boxes are available at both offices.

3.2 On-line (internet) payments are available to pay your bill online using your Utility account number and zip code. A confirmation number will appear on your screen once the payment has been processed. Please keep a record of your Confirmation Number, or print the page for your records. If you do not receive a confirmation

number please contact our office at 865-717-0514 prior to attempting to make another payment.

- 3.3 Telephone IVR (interactive voice recognition) payments can be made by calling **1-866-276-2491**

#### 4.0 Budget Billing

- 4.1 With “Budget Billing Plan” Customers can pay the same amount for 11 months. In the 12<sup>th</sup> month the budget billing is “trued up”. If the Customer has a credit, it is applied to the account. If the Customer has a debit it must be paid in full as shown on the bill. Differences are showed every month on the statement.
- 4.2 Customers can sign up for the Utility’s Budget Billing Plan by contacting one of our Customer service representatives or by completing the on-line application (Exhibit 4).
- 4.3 Customers already on the Budget Billing Plan may stay on it until they request to be removed from it. The Utility reserves the right to remove a Customer from the Budget Billing Plan.

#### 5.0 Pre-Pay Program

- 5.1 The Utility’s Pre-Pay Program provides the Customer with an opportunity to take control of his/her account. By monitoring consumption on a regular basis, the Customer can identify opportunities to reduce consumption.
- 5.2 The program allows flexible payment options or pay as you go with daily, weekly or biweekly payments rather than one large payment each month.
- 5.3 Deposits are not required for Customers of the Pre-Pay Program. Additional information and the Pre-Pay Program agreement are provided in Exhibit 5.

### **Section 11: Termination of Service by Utility**

- 1.0 In the event that a bill becomes delinquent a prior written notice of termination (i.e., Disconnect Notice) will be mailed two (2) days after the due date. This notice will allow the Customer a **total** of ten (10) days after their original due date to make payment. The termination notice shall include but not be limited to the following:
  - 1.1 The Customer’s name, address and account number
  - 1.2 The service disconnect date and amount due
  - 1.3 Notice of available rights and remedies including instructions to apply for a hearing if desired

If the Customer does not make payment, notify the Utility of dispute of the bill, or make other arrangements acceptable to the Utility by last date for payment, the Utility will proceed with termination. Failure to pay bills because of a dispute over the amount or liability to pay will not extend the discount date nor exempt service from being discontinued.

- 2.0 The employee carrying out the termination procedure will attempt before disconnecting service to contact the Customer at the premises in a final effort to collect payment and avoid termination. Termination will not be made on any day preceding a day when the Utility office is scheduled to be closed. A collection fee of \$15.00 will be charged for collecting delinquent accounts.
- 3.0 Utility evaluates weather conditions daily at [www.weather.com](http://www.weather.com) for Rockwood, TN 37854, and in the event the average forecast temperature is not expected to exceed 32 degrees Fahrenheit or is expected to exceed 99 degrees Fahrenheit on that day, Utility will not discontinue service of residential Customers for non-payment. During such events where service is extended due to weather conditions, the service extension shall not exceed past the extreme weather condition or past the Customer's next due date, whichever comes first.
- 4.0 Before service is reconnected, the past due bill along with all reconnection charges will be paid.  
The reconnection charge will be \$35.00 if reconnected during normal working hours, or \$100.00 if reconnected after normal working hours at Customer's request. Service may not be reconnected in another person's name when the Customer whose account is unpaid continues to be a resident of the premises. No meter will be reset after 10:p.m. unless approved by the Manager of Customer Services or his/her designee.
- 5.0 Accounts of Customers identified by Utility as chronically or seriously ill, handicapped, or on a life support system and whose health could be critically endangered if electric service is disconnected, may receive an extended grace period prior to disconnection for nonpayment. It is the Customer's responsibility, however, to let Utility know if Customer or someone in the household fits the criteria. In order to qualify, the Customer must contact Utility to obtain the necessary forms (Exhibit 6) for a certified and licensed medical doctor to certify in writing that disconnection of electric service would critically endanger that person or person's health. Certification by licensed medical doctor should be renewed annually. Upon completion of necessary documentation, said Customer may be granted arrangements up to 15 days past cut-off date but is not relieved of the responsibility for paying the full amount due, including reconnect charges.
- 6.0 Hearings on disputed bills or partial payments will be held by appointment between the hours of 9:00 a.m. and 4:00 p.m. on any business day. The Manager of Customer Services or his/her designee will be the Hearing Officer and the Customer shall be present at the hearing and may bring a representative. The Customer may examine the Utility's records pertaining to his service and will be given the opportunity to arrange for partial payments subject to agreement by the Utility. The decision of the Hearing Officer may be appealed

to an Appeals Officer designated by the Manager of the Utility who will hear the evidence. The request for an appeal hearing shall be made no later than noon of the next following business day. The appeals Officer will render a final decision and promptly provide the Customer a copy of such final decision. The Customer has a right to post termination hearing if there was no pre-termination hearing under the above procedures. Customer's service will not be terminated until the above procedures have been implemented.

- 7.0 Special counseling is available to Customers who are experiencing hardship or who have extenuating circumstances.

## **Section 28: Information to Consumers**

Utility shall reasonably inform Customers about rates, rate changes and service practice policies by making such information available upon application for service and at other times upon request. Utility, at its sole discretion and as it determines appropriate, shall utilize channels such as mail, newspaper, website, text messaging, e-mail, or other technological means of communication, if available. Utility's website is [www.rockwoodelectric.com](http://www.rockwoodelectric.com). Utility, upon request, shall make available Customer's monthly consumption for the prior 12 months if it is reasonably ascertainable.

## **Section 29: TVA Complaint Resolution Process**

In the case of billing disputes or other service issues, the customer is expected to resolve the dispute by notifying and working with the Distributor. If the dispute is not resolved, the Distributor will provide the customer with information regarding TVA's Complaint Resolution Process. Customers will be informed about the availability of the TVA Complaint Resolution Process upon application for service, at any time upon request, and through information provided on the Distributor's website or other technological means of communication, if available. (Board approved on March 21, 2017 to add Section 29.)

There are three ways to begin the process:

- Online at [www.tva.com/complaintresolution](http://www.tva.com/complaintresolution)
- E-mail [complaintresolution@tva.gov](mailto:complaintresolution@tva.gov)
- Call the TVA Regulatory hotline at 1-888-289-8409