

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 12th 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.