

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 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 non-payment. 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.