

Adopted 07-27-81; Revisions 11-10-03, 03-08-07

BOARD POLICY No. 5-31 R-2

SUBJECT: Termination of Electric Service

POLICY:

Upper Cumberland Electric Membership Corporation has established the following guidelines for termination of electric service to assure that fair and equal treatment is available to all customers of cooperative. These guidelines are subject to change at the discretion of the General Manager, whenever such change is deemed necessary for the efficient operation of the System.

1. Electric bills shall be rendered monthly fifteen (15) days before the due date printed on each bill except as otherwise provided in Board Policy No. 5-01. No further notice will be given, before the collection process described in Board Policy No. 5-02 begins, for any past due bill. For UCEMC customers participating in TVA's Enhanced Security Deposit Program the Cooperative shall follow the most current guidelines and requirements of the ESDP in effect relative to termination of Electric Service. The bill will advise that any dispute regarding any aspect of any bill may be registered at any Cooperative office during normal business hours.
2. If customer does not make payment or otherwise arrange for settlement of the bill by the cutoff date, the cooperative will proceed to collect the bill in accordance with Board policy No.5-02.
3. Normally, cooperative will send a collector to the service location in a last attempt to secure payment. If he is not successful, termination of service may be at any time thereafter.
4. Termination normally will not be made on any day immediately preceding a day when cooperative will be closed.
5. Customers desiring a hearing on a disputed bill may do so by appointment at any of the cooperative's offices during normal operating hours Monday through Friday. **Customers participating in TVA's Enhanced Security Deposit Program (ESDP) shall follow the guidelines of said program relative to any disputed bill.**
6. A customer requesting a hearing has the right to examine cooperatives records pertaining to that customer's service prior to his hearing.
7. Hearings will be conducted by a duly authorized counselor who will hear the evidence and render a prompt decision.
8. If the customer can show reasonable doubt as to the validity or fairness of his hearing, he may request an appeal hearing. Such request, containing reasonable objection to his first hearing, must be made by noon on the next business day following the original hearing. Such an appeal hearing will be promptly scheduled and will be conducted by a duly authorized Appeals Officer. This Appeals Officer will hear the evidence and promptly render a final decision on this issue.
9. Special counseling is available for those customers who may be experiencing hardship or other unusual circumstances.

RESPONSIBILITY: General Manager

PROCEDURE: As stated in policy.

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