



# Jellico Utilities Service Practice Policies (SPP)

July 01, 2020

# **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 Customer, upon written request, may review deposit and earned interest balances.
- 1.6 Deposits may be transferred from one location to another if the customer is relocating to another premise served by Utility. However, if the amount already on deposit is not equal to the amount of the deposit required at the time of the transfer, the customer must pay the difference between these two amounts.

## **2.0 Deposits for Residential Service**

- 2.1 Deposit amount will not exceed two (2) times the highest bill at that location. For residential customers requiring a deposit at locations that do not have a billing history, the highest bill amount for the location will be estimated on the 12-month average highest bill for the residential rate class. Board approved standard customer deposit amounts will be shown in the Schedule of Rates and Fees.
- 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 Jellico Utilities 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 will be two (2) times the highest bill at that location (actual or estimated).
- 3.2 Customers that are under a rate other than residential, with Utility approval, may provide the Utility with any of the following as a form of deposit or other guarantee: Cash, Check, Money Order, Irrevocable 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.

## **Billing**

### **4.0 Payment Period**

- 4.1 Bills will be rendered monthly, for residential Customers the bill shall be paid within a period of not less than 15 days from the bill date. Bills for all other classes of Customers shall have a standard net payment period of not less than 10 days from the bill date.

### **5.0 Delinquent Penalty**

- 5.1 Bills shall be paid at the office of the Utility or at other locations designated by the 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. Utility may at any time after Disconnect Date discontinue service for unpaid bills. 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.

### **6.0 Payment Options**

- 6.1 Payments are accepted in person or by mail at our Jellico Utility Office at 410 South Main Street, Jellico, TN 37762. Night Deposit Box is also available at the Utility Office beside the drive through window.
- 6.2 On-line (internet) payments are available to pay your bill online using your Utility account number and last four digits of your phone number on file. 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 423-784-8431 prior to attempting to make another payment.
- 6.3 Telephone IVR (interactive voice recognition) payments can be made by calling **1-855-577-4592**.

## **7.0 Budget Billing**

- 7.1 With “Budget Billing Plan” Customers can pay the same amount for 11 months. On 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 displayed every month on the statement.
- 7.2 Customers can sign up for the Utility’s Budget Billing Plan in the month of October by contacting one of our Customer Service Representatives.
- 7.3 Customers already on the Budget Billing Plan may stay on it until they request to be removed. The Utility reserves the right to remove a Customer from the Budget Billing Plan.
- 7.4 For additional information, see Budget Billing Policy.

## **Termination of Service by Utility**

### **8.0 Discontinuance or Refusal of Service for Reasons Other than Non-Payment.**

- 8.1 Utility may refuse to connect or may discontinue service for the violation of any of its Rules and Regulations, Schedule of Rates and Fees, or any contract between Utility and the Customer.
- 8.2 Utility may discontinue service to Customer for the theft of service or the appearance of theft devices on the premises of the Customer. Charges, according to the Schedule of Rates & Fees will be added to the Customer’s bill when applicable. To protect the safety of the general public, Jellico Utilities may remove secondary wiring (triplex or URD cable) to any meter base that the Utility deems to have no control over protective meter base seals. If secondary wiring is removed due to theft or customer cutting seals, an Aid-In-Construction fee (see Schedule of Rates & Fees) will be required from the Customer before secondary wiring will be restored. The discontinuance of service by Utility for any cause as stated does not release Customer from Customer's obligation to Utility for any payment of any bills rendered by the Utility. In addition, Utility may refuse service if property is deemed unsafe or in violation of State, County or City codes or at the request of the electrical inspector, health department or fire department.

### **9.0 Discontinuance of Service for Non-Payment of Utility Bill**

- 9.1 In the event that a bill becomes delinquent a prior written notice of termination (i.e., Disconnect Notice) will be mailed to the customer. 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:
  - 9.1.1 The Customer’s name, address, and account number.
  - 9.1.2 The service disconnect date and amount due.
  - 9.1.3 Notice of available rights and remedies including instructions to apply for a hearing if desired.

- 9.2 Should any bill remain unpaid by the following month's bill date, a "Previous Balance (Past Due) Pay Immediately" will be visibly displayed in red print on the front of the following month's bill notifying the customer of the past due balance and providing the phone number to call with questions concerning the account status. 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. In the event that any residential or commercial account of a customer becomes delinquent, then in order to collect on such delinquent account, LPC may inform the customer and apply the delinquent balance and termination of service procedures set forth in this policy to any other residential or commercial account held in the name of the delinquent customer or delinquent customer's spouse. By way of example, if a customer's commercial account becomes delinquent, LPC may transfer the amount owed to the customer's residential account and treat it as delinquent and may apply the delinquency and termination of service procedures to the customer's residential account in order to secure payment of the customer's delinquent commercial account.
- 9.3 An Electric Service Charge, aka Disconnect/Reconnect Fee, (see Schedule of Rates & Fees) will be charged to customers that have not paid their bill after disconnect date (depicted on the bill) when cutoff notices are processed for collecting delinquent accounts.
- 9.4 Utility evaluates weather conditions daily at [www.weather.com](http://www.weather.com) for Jellico, TN 37762. In the event the forecasted temperature is not expected to exceed 32 degrees Fahrenheit (all customers) or is expected to exceed 99 degrees Fahrenheit (residential customers only) on that date, Utility will postpone the disconnection of service of customers scheduled for such disconnection due to 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.
- 9.5 Before service is reconnected, the past due bill along with all Electric Service Charges will be paid. The initial Electric Service Charge will cover the reconnection if reconnected during normal working hours. If reconnection is requested by the customer after normal business hours (Monday – Friday) an additional Electric Service Charge will be required (see Schedule of Rates & Fees). 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 service will be reconnected after 8:00 p.m. unless approved by the General Manager or his/her designee.
- 9.6 Upon approval of Utility's Medical Necessity Form, disconnection of service will be postponed for 30 days from the original scheduled disconnection date to allow customer time to make payment or alternative shelter arrangements. The medical necessity form must be completed by a medical doctor or licensed nurse practitioner certifying that the disconnection of electric service would create a life-threatening medical situation for the customer or other permanent resident of the customer's household. The completed form must be approved by Utility to be valid. A life threatening medical condition does not relieve a customer of the obligation to pay for electric service, including any late fees incurred or other applicable charges. Utility will only grant this postponement for termination of service one (1) time in a twelve-month period. If full payment of the past due amount, including all late fees, is not received by the end of the 30-day postponement period, electric service will be disconnected without further notice. Medical Necessity Form will have to be renewed annually by Customer.
- 9.7 Hearings on disputed bills may be scheduled with the General Manager or his designee by appointment at the Utility office between the hours of 8:00 a.m. and 4:00 p.m., Monday

through Friday. Hearings should be scheduled as soon as bill is received so that Jellico Utilities may respond promptly. Customers waiting until bill due date to dispute must pay the bill in full and if any discrepancy is found, the customer will be reimbursed, or the account adjusted. The General Manager will hear the evidence and give a decision. The General Manager's decision will be final.

## **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 may utilize news media, website/internet ([www.jellicoutilities.com](http://www.jellicoutilities.com)), newspapers, direct mail, monthly invoices, telephone, electronic mail, text messaging, or other appropriate media techniques to inform customers as to rates, rate actions, public meetings, promotional activities, service interruptions, load curtailments, service policies and similar business-related news and events. Utility, upon request, will provide a statement of Customer's monthly consumption for the prior 12 months.