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Revised 01-18-17; Effective 03-31-17

BOARD POLICY NO. 5-31 R-7

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 the 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.

A. Disconnects of Electric Service

1. UCCEMC may discontinue electrical service for the violation of the adopted By-Laws, the Schedule of Rules and Regulations or of the Schedule of Rates and Charges. UCCEMC may also discontinue electrical service to the Customer for the theft of services or the appearance of theft devices or tampering with cooperative equipment on the customer's premise, for safety reasons or noncompliance with any federal, state, or local codes /regulations. Electrical services will be discontinued to customers with past due accounts except as provided herein this policy below. Payment in full, including late fee and applicable administrative charges, will be required before service is restored. In the event service is discontinued due to safety reasons, code or statute violations or for tampering, an electrical inspection shall be required by a State of Tennessee approved electrical inspector prior to reconnection of electric service. An additional deposit amount may also be required. The termination of service by UCCEMC for any reason stated in this rule does not release the customer from the obligation for any amounts due to UCCEMC, including the payment of minimum bills as specified in contracts.

2. Electric bills shall be rendered monthly fifteen (15) days before the due date printed on each bill. If payment is not received by the due date on the bill, UCCEMC may discontinue service a minimum of two (2) days after providing a separate written notice, by mail or electronic means informing the customer of the electric service disconnection and the available rights and remedies to dispute any bill as described herein below. No further notice will be given before the collection process as described in Board Policy No. 5-02, Billing and Collection, begins for any past due bill. For UCCEMC customers participating in TVA's Enhanced Security Deposit Program, TVA's Deposit Assurance Program or TVPPA's DIC Credit Insurance Program the Cooperative shall follow the most current guidelines and requirements of the ESDP, DAP or DIC 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.

3. If customer does not make payment or otherwise arrange for settlement of the bill by the due date, the Cooperative will proceed to collect the bill in accordance with Board policy No.5-02, Billing and Collection.

4. Normally, the Cooperative will send a collector to the service location in a last attempt to secure payment. If he/she is not successful, termination of service may be at any time thereafter.

5. Customers desiring a hearing on a disputed bill **or other service issues** 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), TVA's Deposit Assurance Program (DAP) or TVPPA's DIC Credit Insurance Program (DIC) shall follow the guidelines of said program relative to any disputed bill.

6. A customer requesting a hearing has the right to examine the Cooperatives records pertaining to that customer's service prior to his hearing.

7. Hearings will be conducted by a duly authorized counselor as listed herein below, who will hear the evidence and render a prompt decision.

Authorized Counselors:

- Consumer Services Supervisor
- District Manager

8. If the customer can show reasonable doubt as to the validity or fairness of his/her hearing, he or she may request an appeal hearing with a duly authorized counselor as listed herein below. Such request, containing reasonable objection to his/her 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 counselor. This authorized counselor will hear the evidence and promptly render a final decision on this issue.

Authorized Counselors:

- Manager of Credit and Collections
- Assistant General Manager

9. Special counseling is available for those customers who may be experiencing hardship or other unusual circumstances.

10. In the case of billing disputes or other service issues, the member is expected to resolve the dispute by notifying and working with the Cooperative. If the dispute is not resolved, the Cooperative will provide the member with information regarding TVA's Complaint Resolution Process. Members will be informed about the TVA Complaint Resolution Process upon application for service, at any time upon request, and through information provided on the Cooperative's website at www.ucemc.com or other technological means of communication, if available.

B. Termination of Electric Service during Extreme Weather Events

1. In the event of extreme weather, UCEMC shall evaluate weather conditions daily as forecasted by the National Weather Service at www.weather.gov. Temperatures shall be evaluated according to the National Weather Service forecast for each UCEMC District office according to the USPS zip code for each of the four (4) UCEMC District Office locations. In the event the temperature for any day is forecast to be ninety-five (95) degrees (F) or above; or is forecast to be thirty-two (32) degrees (F) or below; UCEMC will postpone the disconnection of service of all customers scheduled for such disconnection due to non-payment, who receive electric service and which service is maintained from the District Office affected by the extreme weather event. Where disconnection is postponed due to an extreme weather condition, the postponement will not extend beyond the extreme weather condition.

2. The number of extreme weather events shall be limited to two (2) heat related events and two (2) cold events annually.

C. Termination of Electric Service Relative to Medical Hardships

1. Accounts of customers identified by Upper Cumberland Electric Membership Corporation (UCEMC) as having a Medical Hardship and whose health could be critically threatened if electric service is disconnected, may receive an extension of electric service prior to disconnection for non-payment. In order to qualify for said extension of service, the customer must contact UCEMC to obtain a "Medical Request Form for Medical Hardship", and have the form completed by a certified and licensed Health Care Provider. The Health Care Provider shall use the form provided by UCEMC to certify in writing that disconnection of electric service would critically endanger the individual's health. It is the responsibility of the individual member, however, to inform UCEMC if the member or someone residing in the household fits these criteria. Customers, who have provided UCEMC with the required medical form, giving notice of the need for life-sustaining medical equipment, from a licensed Health Care Provider, will be allowed an additional four days (96 hours) before disconnection of electric service for nonpayment is made. Customers who have not provided UCEMC with the required medical form, giving notice of the need for life-sustaining medical equipment, from a licensed Health Care Provider, UCEMC shall extend service for an additional two days (48 hours) to allow time for the customer to have said form approved and on file with UCEMC. Upon receipt of said form, service shall be extended for an additional two days (48 hours) making a total of four days (96 hours) extension before service is disconnected. An extension of electric service as described herein above shall be granted to allow time for the member to make payment or alternative shelter arrangements.

2. Upper Cumberland EMC will allow temporary extension of electric service for up to 96 hours as described herein above and provided a current Health Care Provider's certificate of Medical Request Form for Medical Hardship stating that termination would be detrimental to the health/safety of a person is on file with UCEMC. The Medical Request Form for Medical Hardship shall be required to be updated by a Licensed Health Care Provider every ninety (90) days and evidence of recertification kept on the files of UCEMC in order to receive such service extension. Extensions of electric service by UCEMC in accordance with the foregoing shall be allowed a maximum of two (2) times during any calendar year. It shall be the responsibility of the member to ensure that the "Medical Request Form for Medical Hardship" as described herein above has been approved by UCEMC personnel and is on file with UCEMC.

3. Any UCEMC member receiving extension of electric service due to submission of the Medical Request Form for Medical Hardship is hereby informed that the form is only a temporary extension of electric service and said form shall not release any member of the cooperative from any financial responsibility, for full payment of electric service rendered.

4. The Health Care Provider's Certificate of Medical Request Form for Medical Hardship shall be available on the cooperative's website at www.ucemc.com or at any UCEMC office.

RESPONSIBILITY: General Manager

PROCEDURE: As stated in policy.

APPENDIX

A. Medical Request Form for Medical Hardship