

## CLARKSVILLE DEPARTMENT OF ELECTRICITY

### Operating Policy 2-28

**Subject:** Selected Due Date for FTTH AMR Customers

**Policy:**

This program is available to all CDE customers where CDE has installed a fiber-to-the-home (FTTH) communications device and an appropriate electric meter to allow CDE to remotely read the meter on demand. These customers represent a unique class of customers.

Any customer in this class can choose any day of the month as their due date. This becomes their due date for each subsequent billing period. CDE will remotely read the meter on an appropriate date each month to allow the customer at least 15 days between the mailing of the bill and the due date.

As the fiber network becomes available, existing customers can choose to go on the program if there are no past due charges pending on their account. If the new due date chosen by the customer would result in a bill for usage of 15 days or less, the customer will not receive a separate bill for these days. This will result in their first bill with the chosen due date being for more than a month's usage. If the due date chosen would result in their first bill being for more than 15 days, the customer's first bill with the chosen due date will be for less than a month's usage.

New customers establishing service at a location with this option will choose their due date at the time they establish service with CDE. If the customer has no preference as to their due date, the due date will be assigned by CDE.

Customers having chosen a due date who later desire to change their due date will be allowed to change only if there are no past due charges pending on the account. A service charge as specified in Policy 2-5 will apply.

In no case will the due date on any amounts already billed by CDE to a customer change to the new due date chosen by the customer when choosing to participate in this program.

This policy recognizes the necessity for billing and collection practices of CDE to be spread somewhat evenly throughout the entire month. Should a particular date or dates within the month be chosen by a disproportionate number of customers to the point of having a negative impact on billing and collection practices of CDE, those dates, at the discretion of CDE management, may not be available as due dates for new customers participating in this program.

Approved June 21, 2006  
Effective September 1, 2006