

CLARKSVILLE DEPARTMENT OF ELECTRICITY

Operating Policy 2-23

Subject: Hardship Cases and Disputed Bill Hearing

Policy:

A. Hardship Cases - Special counseling is available to customers who are experiencing extreme hardship or who have extenuating circumstances.

B. Disputed Bill Hearing - Hearings on disputed bills will be held by appointment at the main office of CDE between the hours of 8 a.m. and 4: 30 p.m. on any business day. A customer requesting a hearing has the right to examine CDE's records pertaining to the customer's service, have a representative at the hearing, testify and present witnesses.

Hearings will be conducted by a Hearing Officer duly appointed by the President of CDE as follows:

1. The Hearing Officer will hear the evidence and render a decision.
2. If the customer feels the decision of the Hearing Officer is incorrect, an appeal hearing may be requested. The President may then evaluate the case and issue a final decision.
3. The customer has the right to a post-termination hearing. This hearing will be subject to the same procedures outlined above, however, the electricity will not be restored in the interim.