

CLARKSVILLE DEPARTMENT OF ELECTRICITY

Operating Policy 2-7

Subject: Billing

Policy:

Bills will be issued monthly and shall be paid at the CDE office or other approved locations. Payments shall be made in U.S. currency by cash, check, ACH, money order or credit/debit card. Failure to receive a bill does not release the customer from payment obligation.

Bills are due when issued for all classes of service. The net period is 20 days from the date the customer is billed. Payments made after the due date are subject to an additional charge computed at five percent of the total bill. If the date the bill is due falls on Sunday or a holiday, the next business day following the due date will be held as a day of grace for delivery of payment.

Service shall be subject to termination and appropriate service fees (as required by CDE Operating Policy 2-5) 31 days after billing if unpaid or prior arrangements have not been made.

Customers desiring to receive electronic bill presentment and electronic termination notices in lieu of paper statements must enroll in CDE's electronic notice program by completing the applicable form and consenting to its terms and conditions.