

CLARKSVILLE DEPARTMENT OF ELECTRICITY

Operating Policy 2-9

Subject: Termination for Non-Payment

Policy: Service shall be subject to termination for nonpayment 31 days from the date billed. Appropriate service fees shall apply unless prior arrangements have been made.

A. Notice that service is subject to termination for nonpayment will be printed on the monthly bill. A termination notice will be sent by either first class mail or electronic communication to give the customer reasonable notice of termination. The notice will include the following:

1. The past due balance.
2. The last date for payment to avoid termination of service. If payment is not received by this date, additional fees will apply.
3. How to apply for a disputed bill hearing (see CDE Operating Policy 2-23).
4. Notification of the availability of special CDE counseling for hardship cases.

B. Failure to receive the bill or termination notice does not release the customer from payment obligation. CDE will proceed on schedule with termination of service if the customer has not paid the bill, notified CDE of dispute of the bill, or made other arrangements acceptable to CDE, by the last date for payment as shown on the termination notice. Service will not be restored until the total balance is paid.

C. If service remains disconnected for ten business days, the service will be considered as a final billing. Any deposit will be applied to the unpaid bill. Once this has occurred, all bills must be paid before reconnection. The reconnection will be handled as a new customer account.

D. Upon customer request, CDE will also send a third party notification to a designated person after the "late after" date on the bill. In the case of the tenant whose electric service is in the landlord's name, notification of termination will be sent to the tenant and the landlord.

E. CDE Lightband evaluates weather conditions daily at www.weather.com for Clarksville, TN. If the forecasted temperature is to exceed 100 degrees Fahrenheit (F) or, is forecasted not to reach 32 degrees F on the day of disconnection, CDE Lightband will postpone the disconnection of service for customers scheduled for such disconnection due to non-payment.

F. Upon approval of a CDE Lightband medical necessity form, disconnection of service will be postponed for 7 days from the original scheduled disconnection date to allow Customer time to make payment or alternative housing arrangements. The form must be completed by a medical doctor or nurse practitioner licensed to practice in the state of Tennessee certifying that the disconnection of electric service would create a life-threatening medical situation for Customer or other permanent resident of the customer's household. It is the responsibility of Customer to ensure the form has been approved by CDE Lightband. A life threatening medical condition does not relieve Customer of the obligation to pay for electric service, including any late fees incurred or other applicable charges. If full payment of the past due amount, including all late fees, is not received by the end of the 7 day postponement period, electric service will be disconnected without further notice.