

Harriman Utility Board

RULES AND REGULATIONS

HUB POLICIES

November 2, 2015

Harriman Utility Board

Rules and Regulations

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General Statement

Harriman Utility Board has adopted the following rules, regulations, and rate schedules which are consistent with its contract with TVA for the resale of electric power to its consumers. These will apply to all class types of service requested whether by contract or other agreements. Acceptance of service from the Utility constitutes approval by the customer of these rules and regulations but in no case shall they relieve any other existing or prior obligations to the Utility.

Responsibility

All rules and regulations for the health and safety of its consumers as well as electrical inspections are given for guidance and Harriman Utility Board will not be expected to enforce or be responsible for their application or use. All electrical wiring by the customer or its contractor should be installed by the standards of the National Electrical Code and the State of Tennessee – Department of Commerce and Insurance. It is the responsibility of the State Inspector to inspect customer wiring to determine if it is installed according to standards and if it is safe to be connected to the Utility electrical power source. Harriman Utility Board reserves the right to refuse service if not approved by the State or if the installation for hook-up is not installed in the proper location and by the standards established by the Utility. The Utility accepts no responsibility for damages to property or bodily injury where violations occur. These rules and regulations are subject to change without notice when approved by the Board.

Information to Customers

Information about rates and service policies is given to customers when they apply for service and upon request. Requests for information may be made in person at the office or by phone or mail, or on our website at www.hub-tn.com.

Information may include but not be limited to the following:

1. Current service practice and meter policies
2. Current rates

Customers shall be notified of the availability of service policies, meter policies and rate information by public displays, radio, newspaper or mail.

All retail rate actions initiated by Harriman Utility Board will be communicated to the public via our website – www.hub-tn.com.

Customers may at any time request a twelve month history of consumption. This will be provided upon identification clarification.

Applying for Service

When applying for electrical service you must sign a formal application. If you cannot come into our office to sign the application, we can fax, mail, or e-mail it to you. If the application is not signed in our office, your signature must be notarized. You must provide a photo I.D. and one other type of I.D. If you are renting, you will need to show your lease agreement. The lease should show the date, name of renter, location of the property, landlord's phone number, and be signed by the landlord. If you are the homeowner, you will need to provide the deed, sales agreement or tax papers. A security deposit is required in many cases and is based on a credit inquiry through Online Collections. For more information regarding the security deposit please refer to the Residential Deposit Policy and Commercial Deposit sections of the Rules and Regulations.

If you are applying for new service for a house or mobile home, whether temporary or permanent, in Roane and Morgan Counties, you must bring your building permit which is available from the Building Inspector's Office.

If you are applying for service to a dwelling or building which has had prior service and does not require a state inspection, we will try to have utilities turned on the following business day.

Before installing any wiring or equipment, you will need to meet with a representative from our engineering department to discuss service arrangements and to have your meter base location spotted. This policy must be adhered to if you are to prevent bearing unnecessary expense. When the wiring is installed in a new dwelling or building and before it is concealed you will need to get a rough-in inspection. When you are ready for permanent service you will need to make arrangements for a final inspection. After all fees have been paid, right-of-ways cleared, and inspections made by the state inspector, service will normally begin within 2 to 5 days depending on the weather and other scheduled work.

As a homeowner you are allowed to obtain one wiring permit per year. If you hire an electrician they will need to show their state license to obtain the permit.

Harriman Utility Board Meter Policy

It is mandatory that the main breaker be off when we turn on your electricity, (this includes if you have been turned off for non-payment). Also, all water must be turned off inside the home for us to turn on water at the meter.

If your main breaker is not off, your services will not be turned on. If we are turning on gas and/or water services, someone must be present. Any additional trip we make to turn your services on will result in a \$50.00 charge during normal business hours or a \$150.00 charge if it is after business hours.

All meter tampering will result in a tampering fee of \$250.00 plus labor and material. Electric accounts will also require the purchase of an electrical permit by a licensed electrician, and must pass inspection by the state inspector.

Utility meters are the property of Harriman Utility Board. As such, and by Tennessee State law, the Utility Board must have access to the meters at all times.

1. It shall be the responsibility of the customer to provide ready access to the meter location clear of any obstruction:
 - a. Meters shall not be covered with trash, brush, building materials, anything that restricts the utility worker's access, or shrubbery planted in such fashion as to restrict direct access by utility workers.
 - b. No existing meter shall be enclosed in an addition such as a garage or room. No deck or other covering shall be built over an electric meter without at least five (5) foot of head room from ground or floor level to bottom of deck or covering. No deck or covering whatsoever shall be built over any gas or water meter.
 - c. Customers who choose to have metered property that is restricted by locked devices must agree to let us have one of our locks installed, or give us a key to gain entrance.
 - d. No menacing animal of any kind shall be tethered in such a fashion as to allow the animal to threaten, or be close enough to threaten utility workers. This includes meters that are located inside fenced areas that have animals loose within the fenced area. These animals must be restrained away from the meters even if they are inside the fence.
 - e. Harriman Utility Board management or supervisory personnel will make the determination if an animal is considered a threat.
2. If the meter, for any of the above reasons cannot be accessed during the normal course of business, Harriman Utility Board will take the following steps at its discretion:
 - a. In the first instance the customer's reading will be estimated.
 - b. If the customer service representatives repeatedly have trouble accessing a customer's meter, the customer will receive a notice from Harriman Utility Board that their service

will be disconnected in ten days if arrangements satisfactory to Harriman Utility Board are not made.

Residential Deposit Policy

All customers applying for service will have a credit history check through On Line Utility Services. On Line Utility Services is a national company providing credit history information to the utility industry for the purpose of setting and collecting deposits. Harriman Utility Board will not accept Letters of Credit from previous service providers as waivers for deposits.

Deposits will be required as follows:

- **Customers with a green rating will pay no deposits**
- **Customers with a yellow rating will pay the following deposits:**

Electric: \$100.00
Gas: \$100.00
Water: \$50.00

- **Customers with a red rating will pay the following:**

Electric: \$150.00
Gas: \$150.00
Water: \$75.00

Customers who refuse to supply proper personal information to proceed with the credit history report will pay deposits based on the red rating schedule.

All deposits required must be paid in full at the time of application for service. There are no installment payments allowed on any deposits.

Customers that are required to post a deposit may request the return of the deposit after two years of service. At that time any residential customer with a rating of green from On Line Collections may have their deposit applied to the account.

Deposits will be applied to the final bill when a customer requests termination of their services. If the final bill is less than the deposit the balance will be refunded to the customer.

Customers transferring from one service location to another will have the deposit on file transferred to the new service location. If the deposit on file is not sufficient to meet the deposit requirements at the new service location, the customer will be required to pay the additional deposits before the account can be transferred to the new service location. Customers adding service or substantially changing their service will also be required to post deposits according to this rule.

In no case will the residential deposit exceed two times the highest monthly bill.

Commercial Deposits

All commercial deposits are set by the Customer Service Manager.

Commercial deposits are calculated by multiplying the highest bill in the previous 12 months by two. Where no billing history is available, the deposit will be estimated based on projected demand and energy loading for the customer.

Commercial deposits are not refundable until service is terminated and the final bill is paid.

Commercial deposits can be made in any of these ways:

Cash: Note, all commercial deposits of \$500.00 or less must be made in cash.

CD: It must be made out to “Company or person and Harriman Utility Board/or Harriman Utility Board”. Example: “ABC Co. and Harriman Utility Board/or Harriman Utility Board”.

Guaranteed letter of credit from a bank

Guaranteed insurance utility bond from insurance company

Interest on Deposits

Harriman Utility Board will pay interest on deposits if the deposit is greater than one month's average bill and the deposit has been in place for more than twelve months.

Interest shall accrue and be credited annually.

The interest rate earned on the deposit shall be comparable to the annual rate of the Harriman Utility Board's primary bank account.

Deposit balance including earned interest, as well as the adequacy of such deposit shall be subject to review by the Customer and Distributor.

Deposit and interest shall be accounted for and credited to the customer's bill upon termination of service.

Billing

Meters are read and bills are generated on a monthly basis. After the bills are mailed the customer has 15 days to pay the bill and only pay the net amount.

The bill is due and payable at the time of mailing. The Utility Board allows the customer to pay a net amount on the 15th day to allow for mail delivery and to encourage customer to pay the bill in a timely fashion.

On or after the 16th day the customer must pay the gross amount. The gross amount is the net bill amount plus a 5% late fee. All bills will have the statement “due date does not apply to past due balances.”

Twenty days after the bill is mailed is the day disconnect notices are mailed out.

The twenty seventh day after the bill is mailed out is the cutoff date and all accounts with unpaid balances should be cut on this day. Harriman Utility Board will not accept any responsibility for damages due to the interruption of service after the disconnect date.

Disconnection Policy for Non Pay Customers

Harriman Utility Board will do disconnections for Non Pay customers on the twelfth day after the bill is due. Each bill will have the due date and a note on the bill informing the customer that they will receive an automated phone call reminder if the bill is not paid within five days of the due date. The automated phone call will make ten attempts to reach the customer. The phone call will inform customers that their account will be subject for disconnect seven days later if it is still unpaid, or no payment arrangements have been made. The phone call will also give the phone number for customers to call for bill disputes and payment arrangements.

Each application will have the procedure stated on it, and customer must sign to consent to the automated phone call reminders. Procedure will also be posted at each payment location and through mailing of periodic bill stuffers. Each posting will inform customers that it is their responsibility to keep their phone number up to date with us.

Customers may avoid the notice by requesting a payment arrangement before the five days is up. If a customer has requested an extension and the payment is not made, they are subject for disconnection on the following business day.

Disconnects are worked Monday through Thursday. There are no disconnects for non pay customers after 4:00, on Fridays, or on special holidays.

After a customer is disconnected for nonpayment, the past due amount and all reconnect fees must be paid before 4:30 on business days for the customer to be reconnected on that day. The payment may be made in our office or by phone. There will be no re-connections after business hours.

Temperature Restrictions for Non Pay Customers

Harriman Utility Board will not perform cut offs of accounts for non-payment of the utility bills under the following conditions:

1. If the predicted low for the night is to be below 32 degrees
2. If the predicted heat index for the day is to be above 105 degrees

The Harriman Utility Board will use the predictions from the National Weather Bureau station at Morristown TN, to decide when these conditions apply.

Medical Restrictions for Non Pay Customers

Customers who have medical equipment that requires electricity may bring in a statement from their doctor. The statement must be signed by the doctor and state that the customer has a life threatening condition that requires the use of this equipment.

These customers will be given thirty days from the date of disconnect notice to pay their bill up to current.

If after the thirty days, the bill is not paid, Harriman Utility Board will disconnect service.

Each customer may only receive two extensions in a twelve month period based on weather conditions or medical hardships.

Termination for Tampering

Tampering with any meter is against the law in the state of Tennessee. Any location where there is evidence of tampering will be reported to the proper legal authority. Pictures will be made for the records of the Utility Board and then the authorities will be called. At this point it will become a legal investigation that will be pursued by the investigating officer.

All accounts found to have been tampered with will:

Be cut off immediately.

A tampering charge of \$250 plus material and labor will be charged to the account. The line crew is required to cut the service at the pole or at the weather head. All cases of tampering will require the meter base be inspected by the State Electric Inspector before service is restored. Even if it is just that the seal has been cut, this inspection must be done.

Licensed electricians will be required to purchase electric permits for service locations before a new tenant is allowed to have service reinstated. Owners or renters cannot purchase the permit. All fees, inspections, and calculated usages must be paid before service is restored.

Disconnection for Non Pay Charges

The first time a customer is disconnected for non-pay, a \$25.00 reconnect fee and their past due amount must be paid for reconnection.

The second time in a 12 month period- A high risk deposit must be paid to bring the account to having double the maximum deposits, and a \$25 reconnect fee must be paid for reconnection.

The third time, and each time thereafter, they must pay a \$50.00 non-refundable high risk fee and a \$25.00 reconnection fee.

Each non pay customer is also charged a \$25.00 trip charge that is added to the next bill.

Billing Disputes

At anytime customers of Harriman Utility Board have the right to dispute the amount of their bill. This can be by written contact or by verbal contact. The dispute can be as simple as requesting a recheck of the readings of the meter the bill is calculated by. At such time Harriman Utility Board will make every effort to investigate the questions of the customer. The following steps will be taken to try and settle the customer's dispute.

1. Have someone go to the service address and reread the meter to insure the meter was read correctly the first time. The customer must pay a \$25.00 service fee for this recheck. If the first reading was incorrect, the service fee will be credited back to the customer's account. Customer Service Rep will leave a notice at the door explaining to the customer what the findings were the second time the meter was read.
2. If the reading was correct, the customer can request that the meter be tested. The Utility Board will remove the meter and replace it with another meter while the testing is being done.
3. It will be explained to the customer that they must pay a \$25.00 test fee. However, if the meter test shows the meter not to be operating correctly, then the customer's account will be adjusted by the information shown by the test, and the test charge will be credited back to the customer's account.
4. Electric meters are tested on a test board at the Harriman Utility Board's location.
5. After a customer disputes a billing charge, no other action will be taken to collect the bill until the required re-read or meter test has been done.
6. After reviewing the information from a meter test the Credit/Customer Service Manager, or their assistant, will determine the amount, if any, of an adjustment to be made to the customer's account.
7. If the customer requests a meeting with the HUB manager, it will be the responsibility of the Credit/Customer Service Manager or their assistant to see that a meeting is set up at a time which is convenient for the manager and the customer.

Harriman Utility Board Fees

Residential new service connection: \$25.00

Electric Meter test fee: \$25.00

Returned check fee: \$25.00

Reconnection fee: \$25.00

Trip charge: \$25.00

2nd Trip charge: \$50.00

Meter tampering: \$250 plus material and labor

Security light installation fee: \$25.00

High Risk Deposits: \$150.00 for electric, \$150.00 for gas, and \$75.00 for water

High Risk Deposits are charged when a customer is disconnected for nonpayment for the second time in a 12 month period.

High Risk Fee: \$50.00

High Risk Fee's are charged each time a customer is disconnected after they already have paid the high risk deposit. This \$50.00 fee is non refundable.

When Services are Activated

Harriman Utility Board will make every effort to connect services on the following business day after date of application. This does not include a new construction. All new construction must have passed necessary state inspections and the inspector must turn in the paperwork to Harriman Utility Board before lines can be connected and meters placed. After Harriman Utility Board has received the paperwork stating that the customer has passed inspections and made application for service we will make every effort to have services connected the following business day.

Customer must have the main breaker turned off before Harriman Utility Board will install a meter. When having gas turned on, it will be the responsibility of the customer to have someone at the location at the time the gas is turned on. At no time will Harriman Utility Board turn on gas without someone there. This is a safety consideration for the customer and the property should there be a gas leak. It is also the responsibility of the customer to make sure there is no water turned on inside the home. We allow approximately ten gallons of water to run, and if the meter continues to spin, we will turn the water back off. This is to avoid a possible leak from damaging the home.

Exact appointment times cannot be made for services to be turned on. If the main breaker is left on, no one is present for gas to be turned on, or if the water meter keeps spinning there will be a callout charge for us to make a second trip.

Name Changes

Name changes may be done free of charge in the event of an account holders death. The person who inherits the property or is the executor of the estate must apply for the name change in our office. They must provide documentation proving they have control of the property and the customer's death certificate or an obituary.

Customers may also do a name change by signing over their deposit to someone else.

In each instance, the applicant must also provide all the required information for applying for service. If they owe Harriman Utility Board a past due bill, they must pay the full balance.

Removal of Electric Service

Customer must come into the office to request a removal of electric services, including the following:

Meter
Wires
Poles
Transformer
Security light/pole

Customer must provide the proper documentation showing that they own the property

- Picture ID
- Account must be in their name

A removal order is created and given to the electric department along with a requested time/date for removal.

Once work has been completed if service has been removed a Final Bill will be generated and sent to the customer.

Electric Service Upgrades or Repair (Cut Loose)

If electric service needs to be temporarily cut loose due to a customer upgrade/repair or damage related to a storm the customer must contact the office.

Scheduled Upgrade or Repair

If this is a scheduled upgrade or repair you must come to the office to purchase a wiring permit and contact the electric department to schedule a time for the service to be cut loose.

Once work is completed you must again contact the electric department to have your power restored.

If this was a scheduled upgrade or repair and the work has not been inspected and we have restored power you will have 10 days to have the work inspected. If the inspection has not been completed within 10 days your power is subject to be disconnected until the work has been inspected.

Storm Related Damage

If this was damage related to a storm and the repairs have been made you will have the option to sign a liability release waiver to have your power restored. If you sign the release waiver you will have 10 days to purchase a wiring permit and have the work inspected. If the inspection has not been completed within 10 days your power will be disconnected until the work has been inspected.

Electric Permits

Homeowners may purchase 1 permit per year if they reside in the home.

Permits for rental homes, businesses, and tampering charges must be purchased by a licensed electrician.

Permits for New construction homes require that you have a Building permit. Building permits are available from the Building Inspector's Office. Building permits may require you to have a temporary, rough in, final and HVAC inspection.

Permits for mobile homes require that you have a Building permit. Building permits are available from the Building Inspector's Office. Building permits for mobile homes may require you to have a final inspection and HVAC inspection.

Upgrades, tampering charges, and repair work require a final inspection.

Meter Tampering Definitions

Tamper “means to rearrange, injure, alter, interfere with, or otherwise prevent from performing a normal or customary function.” With respect to the provision of utility (electric, natural gas, water, and wastewater) service, no one shall:

1. Divert service
2. Prevent any meter or other device used in determining the charge for service from accurately performing its measuring function by tampering or by any other means
3. Tamper with any property owned by or used by Harriman Utility Board (HUB) to provide service
4. Connect or reconnect with property owned or used by HUB to provide service without the authorization or consent of HUB

No one shall do anything which will in any way interfere with or prevent the proper registration of a meter. No one shall tamper with or work on a meter without the written permission of HUB. No one shall install any wires or other device which will cause service to pass through or around a meter without the passage of such service being registered fully by the meter.

All metering equipment will be sealed by HUB for protection. No one, except authorized HUB employees, HUB contractors or agents, shall cut, break, or otherwise remove an HUB seal on meters or metering equipment.

HUB will assess Revenue Protection and Recovery Charges against any person who tampers with or damages any system equipment, including but not limited to meters or any device used to measure utility service to a premise.

Tennessee state law (TCA 65-35-101 et.seq.) addresses fraud, theft, or destruction of property of public utilities in the state. TCA 65-35-104 provides that any person violating the provisions of TCA 65-35-102 ("prohibited Acts") is liable civilly for damages resulting from such violation, including actual, compensatory, incidental and punitive damages, which is three (3) times HUB's estimated loss of revenue plus reasonable attorneys' fees and costs associated with such loss. In the event HUB brings a civil action in any court of appropriate jurisdiction against any person violating any of the acts prohibited by TCA 65-35-102, and upon a finding by the court that said person violated TCA 65-35-102, HUB shall also assess against said person the level of damages determined by the court.

In the absence of an identifiable tenant, the owner of any premises may be presumed to be the occupant of such premises for purposes of these service procedures and HUB’s remedies for service tampering.

The current charges related to utility service tampering is \$250.00 plus material and labor.