

Title:

INFORMATION TO CUSTOMERS

Policy No. R-5

Effective Date: June 1, 2015

Adopted By Board: June 1, 2015

Revised By Board: _____

Certified By: Ed Monroe
Chairman

The Schedule of Rules and Regulations is a part of all contracts for receiving electric service from Hartselle Utilities and applies to all service received from Hartselle Utilities, whether the service is based upon contract, agreement, signed application, or otherwise. A copy of this Schedule of Rules and Regulations together with a copy of Hartselle Utilities' Schedule of Rates and Charges, which was approved in a public Hartselle Utilities Board of Directors' meeting, shall be kept open to inspection at the offices of Hartselle Utilities located at 1010 Sparkman Street NW, Hartselle, AL 35640, or found on our website - www.Hartselleutilities.org. Furthermore, Hartselle Utilities will provide information regarding rates, service practice policies, and guidelines to customers via the website - www.Hartselleutilities.org and information including brochures and print media will also be available in our offices. A customer will also receive such information upon application for electrical service, and at any time upon request. All retail rate actions initiated by Hartselle Utilities will be communicated to the public via the website - www.Hartselleutilities.org and through our quarterly newsletter mailed out with the utility bills for the month the newsletter is generated.

Upon request by the customer, Hartselle Utilities will make available a customer's energy consumption data for the prior 12 months' period.