



Hartselle Utilities

SCHEDULE OF RULES AND REGULATIONS

Hartselle Utilities is committed to providing safe, reliable electric service while treating our customers fairly and consistently. These Service Practice Policies explain the terms and conditions of receiving electric service, including billing, payments, deposits, service connections, and the responsibilities of both Hartselle Utilities and our customers. These policies are established in accordance with applicable Tennessee Valley Authority (TVA) requirements and are intended to ensure clear, consistent service practices.

For purposes of these policies, the following definitions apply:

Distributor: Hartselle Utilities, the local power company that purchases electricity from TVA and distributes it to customers within its service area.

Customer: Any individual, business, organization, or other entity that applies for or receives electric service from Hartselle Utilities.

We encourage customers to review these policies and contact Hartselle Utilities with any questions about their electric service.

1. Application for Service.

Before electric service begins, Hartselle Utilities may require a prospective customer to sign its standard service application or a service contract.

2. Deposit.

Hartselle Utilities may require a deposit before establishing electric service. Residential customers may qualify for a deposit waiver based on an approved credit check or satisfactory payment history with another utility. Commercial and industrial customers are required to provide a deposit.

Residential Customers: Residential customers may qualify to have their deposit waived through an approved credit check or by providing a satisfactory letter of credit from a current or previous utility provider. A nonrefundable fee of no less than \$3.50, or the prevailing rate charged by Hartselle Utilities' credit reporting provider, will apply to credit checks. A satisfactory utility payment history requires at least 12 months of service within the previous 36 months, with no more than three late payments during a 12-month period. Customers who do not qualify for a waiver, or choose not to complete a credit check, must pay the applicable deposit. The standard residential electric deposit is \$225.

Commercial and Industrial Customers: Commercial and industrial deposits are based on twice the estimated monthly utility bill. The amount is determined using available utility usage history or comparable accounts. Industrial customers may provide cash or an irrevocable letter of credit, as permitted under *Deposit Policy R-2*.

Payment and Refunds: All required deposits must be paid before service is activated. Installment payments are not accepted for initial deposits. Deposits will be held until service is terminated and applied to the customer's final bill. Any remaining balance will be refunded. Interest on deposits, when applicable, will be calculated and applied in accordance with Hartselle Utilities' approved service policies.

Hartselle Utilities may require a higher deposit when necessary, but the amount will not exceed twice the highest estimated monthly bill for the applicable rate classification. Service transfers do not require an additional deposit.

*Additional information, including deposit requirements, accepted forms of security, and refunds, is available in **Deposit Policy R-2**.*

3. Point of Delivery.

Hartselle Utilities determines the point of delivery on the customer's property where electricity is delivered to the building or premises. The customer is responsible for providing and maintaining all wiring and equipment beyond that point, at no cost to Hartselle Utilities.

4. Customer's Wiring-Standards.

Customer wiring must meet Hartselle Utilities' requirements and accepted electrical safety standards, including applicable requirements reflected in the National Electrical Safety Code and National Electrical Code.

5. Inspections.

Hartselle Utilities has the right, but is not required, to inspect an electrical installation before service begins or at any later time. It may reject wiring or appliances that do not meet its standards. An inspection, a decision not to inspect, or a failure to reject an installation does not make Hartselle Utilities responsible for loss or damage caused by defective installations, wiring, or appliances; violations of its rules; or accidents on the customer's property.

6. Underground Service Lines.

Customers who request an underground service line from Hartselle Utilities' overhead electric system must pay the additional cost of underground service. Hartselle Utilities will provide construction specifications and terms upon request.

7. Customer's Responsibility for Distributor's Property.

Meters, service connections, and other equipment supplied by Hartselle Utilities remain its property. Customers must provide suitable space for this equipment and take reasonable care to protect it. If the customer's failure to care for the equipment causes loss or damage, the customer must pay the necessary repair or replacement costs.

8. Right of Access.

Properly identified Hartselle Utilities employees may enter the customer's property at reasonable times to read meters or to test, repair, remove, or replace Hartselle Utilities equipment.

9. Billing.

Hartselle Utilities issues utility bills monthly. Payment is due within 15 days of the billing date, and the due date is printed on each bill. Customers are responsible for paying their bills by the due date, even if a bill is not received.

Late Payments and Penalties: A 5% late payment penalty will be added to any unpaid balance remaining after the due date. The penalty applies only to the portion of the bill that remains unpaid.

If the due date falls on a weekend or a Hartselle Utilities holiday, customers have until the next business day to make payment without a penalty. Payments placed in the night deposit at the Hartselle Utilities office on the due date will not be considered late. Mailed payments will not incur a late penalty if the envelope is postmarked by the United States Postal Service on or before the due date.

Past-Due Notices and Suspension of Service: If payment is not received by the due date:

- A late notice will be issued two (2) days after the due date.
- Service may be suspended if the account remains unpaid ten (10) days after the due date.

Customers may make partial payments before the due date; however, the full balance must be paid to avoid possible service interruption, unless an extended payment agreement has been approved by Hartselle Utilities.

Each monthly bill includes information about possible service suspension and the customer's right to dispute charges. Late notices also provide contact information for customers who have questions or wish to dispute a bill.

Payment Assistance and Service Restoration. Customers experiencing financial hardship may request an extended payment agreement before service is disconnected. Approval is subject to the eligibility requirements and conditions established in Suspension of Service Policy R-4.

If service is disconnected for nonpayment, customers must pay the full past-due balance and applicable reconnection fees before service can be restored.

Returned payments are handled in accordance with Hartselle Utilities' ***Returned Payment Policy R-3***. Additional information about billing, late payments, and service suspension is available in ***Penalty Date Payment Policy CP-4 and Suspension of Service Policy R-4***.

10. Discontinuance of Service by Distributor.

Hartselle Utilities may refuse to connect service or may disconnect service when a customer violates these rules, the applicable Schedule of Rates and Charges, a service application, or a service contract. It may also disconnect service for theft of electricity or the presence of devices that appear intended to steal electricity on the customer's premises. Disconnection for these reasons does not release the customer from any minimum-bill payments required by the application or contract.

For nonpayment, Hartselle Utilities will postpone residential service disconnection when the forecast high temperature exceeds 97°F, the heat index is 100°F or higher, or the forecast low temperature is below 34°F in Hartselle, Alabama. Hartselle Utilities monitors local weather conditions daily. Disconnections may resume after the extreme weather condition has passed.

Medical necessity: Hartselle Utilities will postpone residential electric service disconnection for 21 days from the originally scheduled disconnection date when an approved medical necessity form certifies that loss of electric service would create a life-threatening condition for the customer or another permanent household resident. The form must be completed by an Alabama-licensed physician or nurse practitioner, and the customer is responsible for confirming its approval.

Medical necessity postponements are limited to three (3) times within a 12-month period. Customers remain responsible for all outstanding charges, including late fees. If the past-due balance is not paid by the end of the postponement period, service may be disconnected without further notice, subject to applicable Hartselle Utilities policies.

Payment Arrangements: Customers experiencing financial hardship may request an extended payment agreement before disconnection, subject to the eligibility requirements and approval provisions of Policy R-4.

*For additional requirements, including payment agreements, reconnection fees, and service restoration, see **Suspension of Service Policy R-4**.*

11. Connection, Reconnection, and Disconnection Charges.

Hartselle Utilities establishes and collects standard connection, reconnection, and disconnection charges based on reasonable average costs, including administrative costs. Higher charges may apply for connections or reconnections outside normal office hours or when special circumstances warrant. Current connection, reconnection, and disconnection charges are available from Hartselle Utilities upon request.

*Charges related to suspension of service for nonpayment are established in **Suspension of Service Policy R-4**.*

12. Termination of Contract by Customer.

A customer who has fulfilled the service contract and wants to end service must provide at least three days' written notice, unless the contract specifies a different notice period. Ending service before the contract expires does not eliminate any minimum or guaranteed payments required by the contract or applicable rate.

13. Service Charges for Temporary Service.

Customers requesting temporary electric service may be required to pay all costs of connecting and disconnecting that service. Examples include construction sites, fairs, carnivals, and circuses.

14. Interruption of Service.

Hartselle Utilities will make reasonable efforts to provide electric service. However, it is not liable for breach of contract or for loss, injury, or property damage resulting from service interruptions,

excessively high or low voltage, loss of one phase of electric service (single-phasing), or other unsatisfactory service, whether or not caused by negligence.

15. Shortage of Electricity.

If an emergency or other condition leaves Hartselle Utilities with insufficient electricity to meet demand, it may allocate available electricity among customers in a manner it considers fair. It may also limit when electricity can be used or what it may be used for.

Customers may request an exception because of unusual circumstances, including circumstances affecting public health, safety, or welfare. If a customer does not follow the allocation or restrictions, Hartselle Utilities may take appropriate corrective action, including temporarily disconnecting service and charging additional amounts for excess electricity use. The Interruption of Service section also applies to these restrictions.

16. Voltage Fluctuations Caused by Customer.

Customers must not use electric service in a way that causes unusual voltage fluctuations or disturbances to Hartselle Utilities' system. Hartselle Utilities may require the customer to install, at the customer's expense, equipment that reasonably limits those disturbances.

17. Additional Load.

Hartselle Utilities' service connections, transformers, meters, and other equipment have limited capacity. Customers must notify Hartselle Utilities and obtain its approval before adding equipment or changing electrical load connected to that system. A customer who does not provide notice and obtain approval is responsible for damage to Hartselle Utilities' lines or equipment caused by the added or changed load.

18. Standby and Resale Service.

Except for emergency or standby service, all purchased electricity used at the customer's premises must be supplied exclusively by Hartselle Utilities. Customers may not directly or indirectly resell, sublet, assign, transfer, or otherwise dispose of any portion of that electric service.

19. Notice of Trouble.

Customers must notify Hartselle Utilities immediately about unsatisfactory service or any defect, problem, or accident affecting their electricity supply. Verbal notices should also be confirmed in writing.

20. Non-Standard Service.

Customers must pay the cost of special installations needed for service requirements outside standard practices, such as nonstandard voltage or more precise voltage regulation than normally provided.

21. Meter Tests.

Hartselle Utilities periodically tests and inspects its meters at its own expense to maintain accuracy. Customers may also request a meter test or inspection.

If a customer-requested test shows that the meter is accurate within 2% (whether reading high or low), Hartselle Utilities will not adjust the bill and the customer must pay the standard meter-testing charge. If the meter reads more than 2% high or low, Hartselle Utilities will pay for the test and adjust the customer's bill for a period of no more than 30 days before the test date.

22. Relocation of Outdoor Lighting Facilities.

At a customer's request, Hartselle Utilities will relocate or modify existing outdoor lighting equipment that it owns. The customer must reimburse Hartselle Utilities for the actual cost, including applicable overhead expenses.

23. Billing Adjusted to Standard Periods.

Demand charges and energy-usage blocks in the rate schedules are based on billing periods of approximately one month. When a new account's first bill or an account's final bill covers only part of a month, the demand charges and energy blocks will be adjusted in proportion to the time service was provided. Temporary service is excluded from both adjustments; cotton gins and other seasonal customers are also excluded from first-bill adjustments.

24. Scope.

These Rules and Regulations are part of every agreement for electric service from Hartselle Utilities. They apply to all customers, whether service is provided under a signed contract, application, or other arrangement.

Customers may review these Rules and Regulations and the applicable Schedule of Rates and Charges at the Hartselle Utilities office, located at 1010 Sparkman Street NW, Hartselle, AL 35640, or online at www.hartselleutilities.org.

Information about rates, service practice policies, and customer rights is provided when applying for electric service and is available at any time upon request. Hartselle Utilities communicates retail rate changes it initiates through its website. Customers may also request information about their electricity usage for the previous 12 months.

*For more information, see **Information to Customers Policy R-5**.*

25. Revisions.

These Rules and Regulations may be revised, amended, or supplemented from time to time in accordance with applicable approval requirements. Once effective, the revised provisions will have the same authority as the existing Rules and Regulations.

26. Conflict.

If a provision of a rate schedule conflicts with these Rules and Regulations, the rate schedule controls.

Questions or Need Assistance?

Our Customer Service team is here to help! If you have questions about these Service Practice Policies, your electric service, billing, or account, please contact us.

Hartselle Utilities

1010 Sparkman Street NW

Hartselle, AL 35640

Phone: (256) 773-3340

Website: www.hartselleutilities.org

You may also visit our office during regular business hours for assistance. Additional information about our rates, policies, and services is available on our website.

We appreciate the opportunity to serve you and thank you for being a Hartselle Utilities customer.