

Policies and Guidelines Establishing service

Each prospective member desiring electric service will be required to:

- Sign AEC's membership application for service contract.
- Pay a \$5.00 membership.
- Pay a service-connection charge. (There is an additional charge for same-day connections).
- Pay the required deposit.

Service will not be supplied by AEC to any applicant who at the time of application:

- Is indebted to AEC.
- Is a member of the household of a former customer who is indebted to AEC.
- Was an adult member, with shared contractual liability, of a household of a former customer when indebtedness was incurred except upon payment of such indebtedness.

Deposits

Residential

- \$0.00 to \$300.00 based on credit review. Must provide Social Security number to apply for service.
- Refundable (A) after two (2) years of continuous service at the same location and all bills being paid by the net due date, the deposit is subject to be applied to the member's account or (B) upon termination of electric service, the deposit will be applied to any unpaid bills of the member and if any balance of the deposit remains, said balance will be refunded to the member.

Commercial

- Small Businesses: \$300.00
- Other Commercial Accounts: 2 x avg. mo. bill
- Commercial deposits are refundable only upon disconnection of service.

Service charges

Collection and Reconnection Charges

Whenever a trip is made to collect an account, there will be a \$15.00* minimum charge for the trip. If an account has been disconnected for non-payment and the customer desires to pay the bill and be reconnected, the following reconnection charges will apply:

- During normal working hours: \$30.00*
- Between 4:00 P.M. and 10:00 P.M.: \$60.00*

- After 10:00 P.M., weekends, holidays: \$150.00*

* Charges are subject to change without notice.

Any check returned due to insufficient funds will be subject to a \$15.00* minimum returned check charge, and if payment is past the due date, will necessitate a service disconnection.

Temporary Service Charge

Customers requiring electric service on a temporary basis may be required by AEC to pay all costs for connection and disconnection incidental to the supplying and removing of service. This rule applies to circuses, carnivals, fairs, temporary construction, etc.

Service for new construction

There are additional requirements for establishing service for new construction. To obtain new service the customer is required to:

- Apply for service (sign a contract and easement.)
- Pay a membership and a deposit.
- Pay a service charge for new service.
- Pay any applicable aid-to-construction costs.
- Obtain a state electrical permit. (The person responsible for the electrical work should purchase the state electrical permits.)

All connection for new service requires a \$50.00 minimum fee (additional “aid to construction” charge may apply to line extensions.)

New service procedures

At the time service is applied for, our customer service representative will fill out a service order for our staking techs. The staking techs will then go out and mark the service, figure any applicable aid-to-construction costs and note any trimming that has to be done before the job can be scheduled. All grade work must be complete before the temporary service can be spotted.

After our staking techs have spotted for the service (temporary or permanent), it is the responsibility of the customer to pay any applicable aid-to-construction costs and employ an electrician to complete the wiring. A customer may wire his own home provided he owns the home and will be living in it. The wiring must pass the state inspection.

After the job is completed, it is the responsibility of the customer to notify the state inspector that the job is ready for inspection. If the work passes, the inspector will issue an approved job certificate to the Cooperative and the Cooperative will connect the service as soon as possible. If the service has not been connected within five (5) working days after the inspection is made, please call AEC Customer Service at 865-475-2032, 865-828-5225 or 423-586-4755, extension 1800.

Service for existing locations

Connection charges for residential services:

- Next Day (meter only): \$20.00
- Same Day (meter only): \$60.00
- Requiring Bucket Truck: \$50.00 (must be scheduled in advance)

Connection charges for commercial services:

- Next Day (single phase and three phase self-contained meter only): \$25.00
- Three phase and special meters: \$50.00 minimum

Point of Delivery

The point of delivery is the point, as designated by AEC, on the customer's premises where electric power is to be delivered. All wiring and equipment beyond this point of delivery shall be provided and maintained by the member at no expense or responsibility of AEC.

Point of delivery is further defined as that point where the obligation ends for AEC to furnish and install conductor, and where obligation begins for the member to furnish and install conductor.

Wiring Standards

All electrical wiring of the member must comply with standards set forth by the National Electrical Code, the State of Tennessee, as per the Division of Fire Prevention, and other local codes that may apply. The National Code is superseded by the more stringent state and local codes, but in all cases is the minimum acceptable standard.

All meter locations, for both underground and overhead services, must be approved by a representative of AEC.

Inspections

AEC will install electric service only after satisfactory inspection has been performed by an authorized representative of the Department of Commerce and Insurance, State of Tennessee.

Application for such electrical inspections may be made at the office of AEC, Customer Service Department. However, such inspections or failure to inspect or reject shall not render AEC liable or responsible for any loss incurred or for property damages resulting from defects in the installation, wiring, or appliances, or from violation of AEC or other government rules, or from accidents which may occur upon consumer's premises.

For further information on state electrical inspections, please contact the State Electrical Inspector.

Office Hours: Monday – Friday, 7:30 a.m. – 8:30 a.m.

Name/Title: James Dearing, State Electrical Inspector

Phone: (865) 475-2032, (865) 828-5225, (423) 586-4755, ext. 1118

Underground Service Lines

Members desiring underground service lines from AEC's overhead system must bear excess cost incident thereto. However, the standard aid-to-construction charge for the underground secondary service line will be waived for members building an all-electric home.

All-electric homes must include: an electric heat pump, electric water heater, electric range, and electric washer and dryer. Specifications and terms for such construction will be furnished by AEC upon request.

Non-standard Service

Members shall pay the cost of any special installation necessary to meet his peculiar requirements for service at other than standard voltages.

Outdoor Lighting Facilities

AEC will supply, install, and maintain the light fixture, all the equipment pertaining to the fixture, and will furnish electrical energy to the fixture. No pole will be located a distance greater than 100 feet from a roadway or drive for the purpose of installing a security light.

Outdoor lighting charges vary.

Line Relocation at Customer Request

AEC shall, at the request of the member, relocate or change the existing AEC-owned equipment. The member will be required to pay the estimated cost of relocation, including appropriate overhead expenses prior to the work being done. For more information, please contact AEC Customer Service at extension 1800.

Additional Information for New Service

To keep in mind when applying for new service:

- Copper or aluminum wire may be used in service entrances.
- The anchoring device used for the Cooperative's wires, sometimes called an eyebolt, is to be installed and owned by the customer. This device is available free of charge from the Customer Service department.
- The base for the meter is to be installed and owned by the customer. Mounting height is to be 5' above ground level, plus or minus 12".
- The initial right-of-way trimming is the responsibility of the customer.
- Permit fees vary as to the size of the service.
- Information about incentives for the energy right New Homes program and other cost-saving options is available upon request.
- Detailed diagrams of requirements for new services are available in our Customer Service Department.

For further information about new service, please contact our Customer Service Department.

Office Hours

Phone

Monday – Friday

(865) 475-2032

7:30 am – 5:00 P.M.

(865) 828-5225

(423) 586-4755

Ext. 1800

Pole Attachments

Members must be aware that attaching any material to AEC poles or equipment is prohibited. Signs (of any nature), satellite dishes, basketball goals and private outdoor lighting are just a few

examples of the prohibited materials. AEC reserves the right to remove these items at our discretion.

Billing Information

Billing

- Bills will be rendered monthly, and are due at the net (smaller) amount on or before the due date.
- Failure to receive bill will not release member from payment obligation.
- If the due date falls on a weekend or a holiday that is observed by the Cooperative, the next working day will be considered as a day of grace for delivery of payment.
- If the bill is not paid on time, a second notice will be sent 5 days after the due date. If a bill has not been paid 10 days after the due date, the member's service is subject to disconnection.
- If you would like to make a contribution to Project Deserve, an emergency assistance program for elderly and disabled members, please call ext. 1107.
- Any member billing, paid on time by check, and later returned as "unpayable" by any financial institution shall have the discount forfeited and applied to the bill along with a \$15.00 minimum return check charge.
- Please contact our Bookkeeping department at extension 1820 for account information or questions.

Payment Options

In person

Members may pay their bill in any AEC office.

Appalachian Electric Cooperative

Office Hours: 7:30 a.m. – 5 p.m. M-F

Non-Office Hours: Night Deposit Box (Check or money order only)

or at any of the following locations:

- BB & T – Jefferson City, Dandridge & Kodak
- Citizens Bank & Trust – Rutledge & Bean Station
- Citizens National Bank – Dandridge, Jefferson City, Kodak & White Pine.
- Citizens Bank of New Tazewell – Bean Station & Morristown
- Community National Bank – Jefferson City & Morristown
- Colonial Loan – Morristown (Radio Center)
- First Peoples Bank – Jefferson City, Alpha, Dandridge & Strawberry Plains

- First Tennessee Bank – Dandridge, Morristown & White Pine (Bank Customers Only)
- FSG Bank – Dandridge & Jefferson City
- New South Credit Union – Rutledge
- Regions Bank – Jefferson City & Morristown (Bank Customers Only)
- Rutledge Hardware – Rutledge
- Tennessee State Bank – Kodak & Jefferson City
- US Bank – Jefferson City & White Pine
- US Bank – (branch inside Food City) Dandridge

Online

Click [here\(link is external\)](#) [\(link is external\)](#) to pay your bill online.

Automatic Bank Draft

Please call us for details on our ACH (Electronic Payment) option at extension 1107.

Pay by Phone

To pay by phone using a credit card, call extension 1248

Levelized Billing program

This plan allows residential members who have been established at current locations for twelve months or longer to pay an average monthly amount no matter the cost of the actual bill. Sign-up for participation in the plan is allowed from April 1 through October 31, each year. The Levelized Billing amount will be calculated as follows: previous 12 month kWh usage, multiplied by the current retail rates, then multiplied by 1.05. This amount, plus the base customer charges will be divided by 12 months. This will equal the Levelized Billing amount. This payment is reviewed monthly with the above formula plus any balance and if warranted, the payment adjusted.

The meter will continue to be read each month, and the member's actual usage will be used to reconcile their account. The Levelized Billing Program is subject to cancellation at any time due to:

- Termination of electric service by the customer.
- Failure to make any payment within 10 days after the due date.
- Upon request by either party.

Discontinuation of Service

Discontinuation of service by AEC

AEC may refuse to connect or continue service for any of the following reasons:

- Violation of any of its rules and regulations.
- Violation of any of the provisions of the schedule of rates and charges.
- Violation of any of the provisions of the application of a member or contract with member.
- Theft of current or the appearance of current theft devices on the premises of the member.
- Past due accounts. Payment in full will be required and an additional deposit may be required before service will be restored. See Reconnection and Connection Charges for further information.

The discontinuance of service by AEC for any causes stated in this rule does not release the member from obligation to AEC for payment of minimum bills as specified in contracts or any other amounts due AEC.

Termination of contract by member

Members who have fulfilled their contract terms and wish to discontinue service may do so upon request by providing proper identification. Notice to discontinue service prior to expiration of contract term will not relieve member from any minimum or guaranteed payment under any contract or rate.

Meter information

Reading of electric meters

The member's electric meter will be read each month (in some rare cases, it may be necessary to estimate the meter reading). The bill will be mailed several days after it is read, but it will show the day the meter was read. It will also show the previous month's reading. This will be subtracted from the current reading to get the current usage. The readings are not set back to zero. The meter keeps accumulating a record of your usage (similar to an odometer). If an error is made in the meter reading, the mistake will automatically correct itself next month. Please contact AEC's Bookkeeping department if you feel that the electric meter has been misread at extension 1820.

Meter accuracy

In almost every case of a meter being inaccurate, it slows down rather than increases in speed. Like any other machine, it tends to slow down as it ages. An electric meter is a precision-crafted instrument.

Meter test

AEC will, at its own expense, make periodic tests and inspections of its meters in order to maintain a high standard of accuracy. AEC will make additional tests or inspections of its meters at the request of the member. If test results show that the meter is accurate within two percent (2%), slow or fast, no adjustment will be made to the billing account. A testing charge of not less than thirty dollars (\$30.00)* per meter will be paid by the member, in advance of any such test being performed. In case the test shows the meter to be in excess of two percent (2%), fast or slow, an adjustment shall be made to the member's bill over a period of not more than sixty (60) days after the date of such test, and cost of making test shall be borne by AEC.

*Charges subject to change without notice.

Locating your meter

AEC guidelines require the meter base to be mounted at 5' above ground level, plus or minus 12". Meter base must remain securely attached to the structure, in order to maintain electrical service. The meter base itself is owned by the member; however, AEC owns and provides the meter for purposes of connectivity and billing.

Right of access

AEC's identified employees shall have access to consumer premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, exchanging, or trouble-shooting any or all equipment belonging to AEC. Cooperative guidelines prohibit the obstruction of a meter in any way. No shrubs, boxes, siding or covering of any kind is allowed around the meter. Meter may not be enclosed in garages, carports, rooms or by doors or windows in any structure. Meter must remain unobstructed and accessible at all times. Any property owner installing a locking system will be required to furnish a key, a code or a remote for an electric gate. The member shall exercise proper care to protect AEC personnel in the event of dogs or other hazards being in a confined space with the electric meter.

Member's responsibility for AEC's property

All meters, service connections, and other equipment furnished by AEC shall be, and remain, the property of AEC. The consumer shall provide a space for and exercise proper care to protect the property of AEC on its premises, and, in the event of loss or damage to AEC's property or persons arising from neglect of a consumer to care for same, the consumer shall indemnify AEC or any other person against death, injury, loss or damage resulting therefrom, including but not limited to AEC's cost of repairing, replacing or relocating any such facilities and its loss, if any, of revenues resulting from the failure or defective functioning of its metering equipment.

Advanced Metering Infrastructure (AMI)

AMI brings rapid and reliable two-way communications to electricity meters. This two-way communication allows utilities to automatically collect interval consumption data, precisely

monitor power quality and verify outages and power restorations. Better information leads to more accurate billing, greater reliability and more accurate forecasting. AMI allows AEC to offer members a daily report on their power consumption and help identify energy efficiency and cost saving actions. The result is improved 24/7 operational performance, elimination of estimated bills and superior service on every front, whether it's settling disputes or providing up-to-the-minute usage information for members to better manage their energy costs. AMI cannot increase or decrease the amount of electricity you consume, nor can it operate your household appliances. It poses no known health risks and provides for the safe, secure transmission of electrical data.

Tree trimming

Most power outages on AEC lines are caused by falling trees or limbs coming in contact with our power lines due to unusually high winds, or by trees growing too near power lines. Many of the blinks or outages are caused by animals (birds, squirrels, snakes) coming in contact with the wires, transformers, and other electrical equipment.

Please help us keep power line areas free from these tree hazards. If you discover limbs or trees perilously close to power lines, please notify us at extension 1449.

To find more information on AEC's Tree Programs, including trimming guidelines, recommendations on where to locate your trees, and AEC's Tree Removal and Replacement guidelines, select "Tree Trimming" from the pull-down menu under the "Electric Service" tab.

Member Services

Notice of trouble

The member should notify AEC immediately if they become dissatisfied for any reason, or should there be any defects, trouble, or accidents affecting the supply of electricity. Such notice, if verbal, should be confirmed in writing.

Interruption of service

AEC will use reasonable diligence in supplying current, but shall not be liable for breach of contract in the event of, or for loss, injury, or damage to persons or property resulting from: interruptions in service, excessive or inadequate voltage, single-phasing, or otherwise unsatisfactory service

Voltage fluctuations caused by customer

Electric service must not be used in such a manner as to cause unusual fluctuations or disturbances to AEC's system. AEC may require the member, at his or her own expense, to install suitable apparatus that will reasonably limit such fluctuations.

Additional load

The service connection, transformers, meters and equipment supplied by AEC for each consumer have definite capacity, and no addition to the equipment or load connected thereto will be allowed except by consent of AEC. Failure to give notice of additions or changes in load shall render member liable for any damage to any of AEC's lines or equipment caused by the additional or changed installation.

Standby and resale of power

All purchased electric service (other than emergency or standby service) used on the premises of consumers shall be supplied exclusively by AEC, and the consumer shall not, directly or indirectly, sell, sublet, assign or otherwise dispose of the electric service or any part thereof.

Shortage of electricity

In the event of an emergency or conditions causing electricity shortages, AEC may allocate the amount of electricity to be made available to our members. The allocation of electricity may include time or usage restrictions. If such actions become necessary, the member may request a variance because of unusual circumstances including matters adversely affecting the public health, safety and welfare. If the member fails to comply with such allocation or restriction, AEC may take such remedial actions as it deems appropriate under the circumstances. Such actions might include temporarily disconnecting electric service and charging additional amounts because of the excess use of electricity.

Conflict

In case of conflict between any provision of the Schedule of Rates and Charges and the information provided on this website, the Schedule of Rates and Charges shall apply. Copies of the Schedule of Rates and Charges are available from our main office.