

**APPALACHIAN ELECTRIC COOPERATIVE  
SERVICE POLICIES**

**POLICY NO. 1330**

**TERMINATION OF SERVICE AND COLLECTION POLICY**

- I. A written notice of termination shall be sent by mail, electronically, or handed to the member at least five (5) days prior to the date of termination. This notice shall include:
- A. The total amount due;
  - B. The last date of payment and place of payment to avoid termination; and
  - C. Instructions regarding a bill review procedure

Should the member not make the payment or arrangements acceptable to the Cooperative, or notify the Cooperative of a bill dispute by the last date of payment, the Cooperative will proceed on schedule with termination.

- II. A member may appeal a disputed bill or charge in the following manner:
- A. The member must appear at the Cooperative's office in New Market between 8:30 a.m. and 4:30 p.m. on any day prior to termination.
  - B. The Director of Member Relations will review the past consumption, billing, and credit history with the consumer. A decision on the amount of the bill and any needed adjustment will be made by the Director of Member Relations.
  - C. An appeal may be made to the Vice President of Administration if satisfactory agreement on the matter is not reached. The result of this appeal is binding.
- III. The Cooperative may refuse to connect or may discontinue service for any of the following:
- A. Violation of any of the Rules and Regulations;
  - B. Violation of any of the provisions of the Schedule of Rates and Charges;
  - C. Violation of the application of the Member or contract with the Member;
  - D. Theft of electrical energy or the appearance of energy theft devices on the premises of the Member;
  - E. Any and/or all services will be discontinued to the Member with a past due account
  - F. Upon death of the member
  - G. Violation of NESC, NEC, or any safety violation to be determined by the Cooperative as an immediate hazard to the public.

The discontinuance of service by the Cooperative for any causes as stated in this rule does not release the Member from his/her obligation to the Cooperative for payment of minimum bills as specified in application or contract with the Member.

- IV. The Cooperative evaluates weather conditions daily at [www.weather.com](http://www.weather.com) for New Market, TN 37820, and, in the event that a forecasted high temperature is not expected to exceed 30 degrees Fahrenheit or is expected to exceed 95 degrees Fahrenheit on that day, the Cooperative will postpone the disconnection of service of the residential member scheduled for such disconnection due to non-payment. Where disconnection is postponed due to an extreme weather condition, the postponement will not extend beyond the extreme weather condition or the member's next due date, whichever comes first.
- V. Upon the Cooperative's approval of a completed Appalachian Electric Cooperative Necessary Services Program Enrollment form, disconnection of service will be postponed for 30 days from the original scheduled due date to allow members time to make payment, payment arrangements, or arrange for alternative shelter. The medical necessity form must be completed by a medical doctor, licensed to practice in the State of Tennessee, certifying that the disconnection of electric service would create a life-threatening medical situation for the member or other permanent resident of the member's household. It is the responsibility of the member to ensure that the form has been approved by the Cooperative and is updated as needed. A life threatening medical condition does not relieve the member of the obligation to pay for electric service, including any late fees incurred or other applicable charges. The Cooperative will only grant the postponement for termination two times in a twelve month period. If full payment of the past due amount, including all late fees, is not received by the end of the 30 day postponement period, electric service will be disconnected without further notice.
- VI. Co-op FlexPay members will abide by the rules stated in the Co-op FlexPay Member Agreement.

Approved:

AEC Board: July 28, 2015  
TVA: October 2, 2015