

**ELECTRIC PLANT BOARD  
CITY OF GLASGOW  
GLASGOW, KENTUCKY**

**GENERAL SCHEDULE OF RULES AND REGULATIONS  
As Adopted by the Board of Directors July 24, 2018**

**1. APPLICATION FOR SERVICE -**

Each prospective Customer desiring service shall be required to show driver's license or other acceptable photo identification and be required to sign EPB's standard form of application for service or contract before service is supplied by the EPB. Each Customer who rents his/her home, apartment, or mobile home shall be required to present a copy of the lease agreement, or other suitable evidence from the property owner, that the prospective Customer is indeed responsible for the property, before service is supplied by the EPB.

**2. SERVICE DEPOSIT -**

A deposit, or suitable security guarantee, approximately equal to twice the estimated average monthly bill, shall be required of any Customer before service is supplied. Deposits are based on several factors and may vary with the class of customer being served and the financial risk to EPB attendant thereto. However, the amount of the deposit for Residential Customers only, may be reduced based upon the results of a credit check on the customer/customers wishing to establish an account.

For Residential Customers – Deposit requirement will be based on such factors as credit rating, credit history, and/or old balances owed to EPB from previous accounts left unpaid by Customer or resident. Customers applying for residential services will be subject to an online credit check when applying for service, providing one of three results:

- Excellent credit will require no deposit.
- Average credit will require a deposit equal to a one-month average electric bill.
- Poor credit or no available credit history will require a deposit equal to a two-month average electric bill.

For Commercial and Industrial Customers – Deposit requirement will be based on such factors as demand and energy load projections, previous business history and/or billing history for similar businesses. Deposit amounts shall be determined by EPB so as to provide security equal to the EPB's estimate of two-month cost of electric service to a business based upon any and all data available to EPB for its use in establishing the risk to EPB, and its customers, resulting from non-payment of amounts billed to the account.

EPB may, at its option, return deposit to a Residential Customer after one year or at any time EPB deems appropriate, otherwise, Residential deposits will be held until account is terminated. Deposits shall earn annual non-compounded interest at a rate, adjusted annually, to equal the published rate on the first business Monday each year on One Year U.S. Treasury Obligations. Interest will continue to accrue and is prorated if Customer leaves after anniversary date. Interest will be credited annually to the account on December 31. However, upon demand by the Customer, interest which has accrued through the anniversary date of deposit will be paid at any time during the following year. Deposits may be returned based on excellent payment

history of twelve (12) months; otherwise, entire deposit will be held as security. The Customer's deposit balance, including earned interest, is subject to review by the Customer and the EPB.

Commercial Customer Deposits will be held until account is terminated. Interest will accrue until that time. The EPB may require any Customer to increase their deposit if the Customer becomes delinquent, if their credit report indicates greater risk to EPB, or if inflation or increased use of service has caused the deposit to be less than adequate to provide proper security for EPB. Alternatively, should actual energy usage reveal that a Commercial Customer's Deposit is greater than needed to provide EPB the two-month's bill security level required, Customer may request, and EPB may grant, a reduction in the required deposit and a corresponding alteration of the power contract between EPB and said Commercial Customer, including a refund of the amount held in excess of that which is determined to be necessary.

### 3. BILLING -

Bills shall be calculated using the approved Rate Schedule for each of the services offered by EPB. Bills will be rendered monthly and shall be paid at the office of the EPB or at other locations designated by the EPB. Failure to receive the bill will not release the Customer from payment obligation. The due date for payment of the bill for all classes of Customers (other than Industrial customers) will be fifteen (15) days after the bill is processed. Payments made after the due date will be subject to a late payment charge. The late payment charges for all classes of service will be computed as a charge of five percent (5%) on the first Two Hundred and Fifty Dollars (\$250) of the unpaid portion of the bill plus one percent (1%) of the unpaid portion exceeding Two Hundred and Fifty Dollars (\$250), excluding charges and sales tax. If the due date falls on Saturday, Sunday, or any holiday which the EPB observes, the next business day following will become the due date. If remittance is made by mail, the date of receipt will become the date of payment. For all checks returned for insufficient funds, a charge of Fifty Dollars (\$50) will be made to customer for each check returned, and an additional charge of Ten Dollars (\$10) will be assessed for each returned check notice. A budget billing plan is available upon request for any residential Customer who has enough billing history to qualify. A Customer who has been receiving service at their present location for at least one (1) year may qualify for this program, and any customer interested in same may make a request for information regarding the specific impact of the budget billing program on their account, such that they might elect to participate. Requests for information may be made in person, by phone, mail, or email (epb@glasgow-ky.com) at the office of the EPB.

When Customer makes a partial bill payment, all payment will be applied to the electric portion of the bill first. Other services will be disconnected until the Customer's account is current.

### 4. TERMINATION -

If payment of bill has not been received by EPB on or before the due date of the bill, payment is considered past due and is subject to a penalty. While every effort will be made to notify Customer of a bill, failure on the part of the Customer to receive such bill will not relieve the Customer from obligation to pay said bill. If a Customer does not make payment or notify the EPB of a dispute over the bill by the date of termination, EPB will proceed on schedule with termination. The EPB reserves the right to terminate any and/or all services provided by EPB to Customer if payment, in full, for all services is not received by the final date for payment. Written notice of the date of termination of electric service for non-payment shall be given Customer either on the next bill sent to Customer following the one for which payment has not been made (wherein the disconnect notice will be especially emphasized on the printed bill so as to make it unmistakable that disconnection is imminent), or by separate notice delivered to the location to which such electric service is provided. Termination of electric service will not be made on any day preceding a day when EPB's office is scheduled to be closed. A hearing on a disputed bill is available by notifying and coming to the EPB before the cut-off date. This hearing may be

scheduled at the Electric Plant Board Office, 100 Mallory Drive, Glasgow, Ky., anytime between 8:00am and 4:30pm, Monday through Friday, except on holidays. A conference with a counselor will be held, and relevant account records will be available for review. If the Customer is not satisfied with the results of the conference with the counselor, the Customer may schedule a conference with the Superintendent who will hear the evidence and render a decision. Customer's electric service will not be terminated until an appropriate decision is reached under the above policy. The Customer has a right to a post-termination conference under the above procedures, if there was no conference before termination. A Customer requesting a conference has the right to have a representative at the conference and to present witnesses.

#### 5. CONNECTION, RECONNECTION, AND DISCONNECTION CHARGES -

A connection fee of Thirty Dollars (\$30) will be charged for new service connections and transfers of service. Reconnect fees will be charged at the rate of Fifty Dollars (\$50) for services rendered during business hours and at the rate of One Hundred Dollars (\$100) for services rendered after 4:30 PM (prevailing time) or on weekends. Higher charges may be established and collected when special circumstances warrant.

(For specifics on how the EPB conducts its collections procedures, please click here; go to <http://www.glasgow-ky.com/documents/Collections.pdf>; or request a written copy from the Glasgow EPB)

#### 6. OTHER SERVICES -

EPB also offers other services, such as cable television service, internet service, LAN/WAN services, and data center services via its broadband network. Those services are rendered under the general provisions outlined in this Schedule of Rules and Regulations; however, there are separate Schedules of Rules and Regulations which provide the details of the provision of those services. These schedules are incorporated into this overall Schedule of Rules and Regulations by reference hereto, the same as if copied in full herein.

#### 7. REFUSAL OF SERVICE FOR NON-PAYMENT OF FORMER SERVICES -

Service may be refused to any Customer who has a delinquent account with the EPB for any type past service. If any application for service is approved for a former Customer who still owes for past service, the balance due to the past service will become an arrears on the new account established by the applicant. If a Customer has service at more than one location and terminates service at one of the locations, any delinquent balance resulting from the termination will become an arrears on the billing for one of the other locations at which the Customer is being served, and shall be a reason for termination of service at such other location(s).

#### 8. DISCONTINUANCE OR REFUSAL OF SERVICE FOR REASONS OTHER THAN NON-PAYMENT -

The EPB may refuse to connect service or may discontinue service for the violation of any of its Rules and Regulations, Schedule of Rates and Charges, or any contract between the EPB and the Customer. The EPB may discontinue service to the Customer for theft of current, for the appearance of current theft devices on the premises of the Customer, for theft of other EPB services, for interference with EPB services caused by Customer equipment or usage patterns as described in the Rules and Regulations applicable to other specific services, or for safety concerns. The discontinuance of service by the EPB for any cause does not release the

Customer from their obligation to the EPB for any services rendered. Customer will be responsible for all currently applicable fees for reconnection of services.

#### 9. EXTENSION OF SERVICES -

EPB will extend broadband services to any Subscriber who is not a Customer, only if Subscriber lives in an area where EPB is required to do so. Such extensions of service to Subscriber will be done only after Subscriber has made written request to EPB for same. After receipt of such request, EPB will estimate the total cost of constructing the plant necessary to provide the services requested, and will communicate same to Subscriber. No extensions will be constructed until Subscriber pays the total cost in advance as estimated by EPB. Thereafter, the Subscriber will pay for services according to the then effective rates for such services as published by EPB. After the extensions are made, they will become the property of EPB and the initial Subscriber will maintain no ownership interest in same.

#### 10. INFORMATION TO CUSTOMERS -

EPB shall inform Customers about rates and service policies by making such information available upon application for service and at any other time upon request. The EPB, as it determines appropriate, shall utilize channels such as mail, email, cable television, newspapers, internet web sites, radio, and public displays in the office of any changes in its rates or service policies. These types of channels would not be used for any wholesale or retail rate charges or Fuel Cost Adjustments which are passed on to the Customer, which TVA is responsible for and has so notified the general public of the changes which affect all the Customers of distributors of TVA power.

#### 11. POINT OF DELIVERY -

The point of delivery is the point, as designated by EPB, on Customer's premises where current or other EPB service is to be delivered to the building or premises. All wiring, and appurtenances associated with wiring, beyond this point of delivery shall be provided and maintained by Customer at no expense to EPB. The only responsibility of EPB beyond the Point of Delivery shall be the provision of properly functioning meters, converters, set-top boxes, or cable modems. The delivery point, beyond which the Customer is responsible for all wiring maintenance, and beyond which repair work done by EPB to said wiring or wiring appurtenances shall result in billing to the Customer (unless Customer participates in the EPB Service Protection Plan), is :

- A. In the case of electric service, the weather head for overhead services and the meter base for underground services; and
- B. In the case of cable television service, the ground block or the fiber ONT, at the exterior of the structure; and
- C. In the case of HomeLAN service, the ground block or the fiber ONT, at the exterior of the structure; and

#### 12. CUSTOMER'S WIRING STANDARDS -

All wiring of Customer including electrical, broadband, and Ethernet wiring must conform to EPB's requirements and accepted modern standards, as exemplified by the requirements of the National Electrical Safety Code and the National Electrical Code; however, by establishing service to Customer, EPB makes no warranty or representation of any kind that Customer's facilities and wiring conform to any such requirements, standards, or the National Electrical Code.

#### 13. INSPECTION/DISCONNECTION/RECONNECTION OF ELECTRIC POWER SERVICE -

A. For all new connections and reconnections, EPB has the right to require a Customer and/or electrician to cause an inspection to be performed by the appropriate Inspection Authority prior to EPB energizing the service.

B. EPB shall have the right, but shall not be obligated, to also inspect any installation before electricity is introduced or at any later time, and reserves the right to reject any wiring or appliances not in accordance with any applicable standards; but such inspection or failure to inspect or reject shall not render EPB liable or responsible for any loss or damage resulting from defects in the installation, wiring, or appliances, or from violation of EPB's rules, or from accidents which may occur upon Customer's premises. EPB assumes no legal duty to owner, possessor of premises, or electrician as a result of any inspection or non-inspection that may be performed by EPB. Any inspection performed by EPB is conducted solely for the beneficial use of EPB.

C. For new connections, EPB shall require proof of an approved inspection by an inspector currently licensed by the Commonwealth of Kentucky before establishing electric service to any customer as required by Kentucky laws and regulations.

D. For reconnections, EPB shall require proof of an approved inspection by an inspector currently licensed by the Commonwealth of Kentucky before permanently re-establishing electric service to customers, even if an inspection may not be required by Kentucky law, when:

1. Customer, or Customer's agent, requests electrical disconnection so that construction or repairs can be done on Customer's electric wiring; or
2. Customer's facility experiences damage such that electrical disconnection is necessary for the safety of the public; or
3. Customer's facility sustains fire or structural damage which results in electrical service to the facility being ordered off by EPB, or any other local official responsible for public safety; or
4. Customer disconnects, or allows anyone else to disconnect, the EPB meter from the meter socket such that an EPB meter seal is severed, in which case, upon discovery by EPB of the severed meter seal, electric service may be disconnected immediately.

E. EPB will make temporary reconnections after suitable repairs are made regarding the situations outlined in 13(D) above, contingent upon the Customer and owner of the facility executing a Temporary Restoration Agreement, a copy of which is available at [www.glasgowepb.net](http://www.glasgowepb.net). Such temporary reconnections are performed solely for the convenience of the Customer after Customer makes assurances that all repairs have been made in compliance with all applicable codes and ordinances. As stipulated in the agreement, if the repairs are not inspected and approved by a licensed electrical inspector within five days of execution of the agreement, the temporary connection will be removed and shall remain disconnected until an inspection is performed and evidence of compliance is furnished to EPB.

F. EPB can also require a re-inspection of a service at any time, if, in the opinion of EPB, providing electrical service has created, or could create an unsafe condition. The Customer must arrange to have a licensed electrical contractor complete any necessary

work and have the premises or facility re-certified by an inspector currently licensed by the Commonwealth of Kentucky. Service restoration cannot occur until the authorized inspector notifies EPB of its approval of the electrical facilities.

#### 14. WIRING AND WIRE MAINTENANCE PERFORMED BY EPB -

EPB offers the EPB Service Protection Plan to cover the costs of many elements of maintaining Customer's broadband and Ethernet wiring and services beyond the Point of Delivery. This Service Protection Plan is automatically added to each Customer's account for services other than basic electric power. Customer may waive this coverage by notifying EPB and filling out the form for Waiver. Details on the cost and benefits of this plan are available by request from EPB or by reviewing the information posted on the EPB website. Any work on wiring, or wiring appurtenances, performed by EPB beyond the Point of Delivery for a Customer not covered by the EPB Service Protection Plan will be subject to charges. These charges will change from time to time depending on the actual costs involved in performing the work.

All wiring work performed by EPB, and paid for by Customer, shall be warranted by EPB, in regard to that exclusive installation and/or repair within Customer's premises, for a period of one (1) year with respect to quality of materials and workmanship. Nothing shall be construed or implied that such warranty shall extend to any additional wiring within Customer's premises, and subsequent installations and/or repairs to wiring within Customer's premises will be subject to charges as set forth above.

#### 15. UNDERGROUND SERVICE LINES -

Customers desiring underground service lines from EPB's overhead system must bear the excess cost incident thereto. Specifications and terms for such construction will be furnished by EPB on request.

#### 16. CUSTOMER'S RESPONSIBILITY FOR EPB'S PROPERTY -

All meters, service connections, converters, remote controls, cable modems, and other equipment furnished by EPB shall be, and remain, the property of EPB. Customer shall provide a space for and exercise proper care to protect the property of EPB on its premises, and, in the event of loss or damage to EPB's property arising from neglect of Customer to care for same, the cost of the necessary repairs or replacements shall be paid by Customer.

#### 17. RIGHT OF ACCESS AND MAINTENANCE -

EPB's identified employees and contractors shall have access to Customer's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, installing or exchanging any or all equipment, hardware, poles and other plant belonging to EPB. Additionally, Customer acknowledges that trees and other plants which come in contact with EPB facilities present a danger to EPB personnel, the general public, and to the reliability of the EPB services and CUSTOMER grants to the EPB the right to trim and/or remove any trees or other plants that, in the sole judgment of the EPB, present a hazard to EPB personnel, the general public, or to the reliability of the EPB services, whether such trees are on public property or the property of the CUSTOMER.

Any time that EPB's personnel and/or contractor is unable to gain access to the EPB facilities, a Ten Dollar (\$10) charge will be added to the Customer's bill.

EPB reserves the right to refuse to deliver services to any property which, in the sole discretion of EPB, appears unduly hazardous or unsafe to the welfare of EPB personnel.

#### 18. TERMINATION OF CONTRACT BY CUSTOMER -

Customers who have fulfilled their contract terms and wish to discontinue service must give at least three (3) days written notice to that effect, unless contract specified otherwise. Notice to discontinue service prior to expiration of contract term will not relieve Customer from any minimum or guaranteed payment under any contract or rate.

#### 19. SERVICE CHARGES FOR TEMPORARY SERVICE -

Customers requiring electric service on a temporary basis will be charged a non-refundable fee of Fifty Dollars (\$50). This rule applies to circuses, carnivals, fairs, temporary construction, and the like.

#### 20. INTERRUPTION OF SERVICE -

EPB will use reasonable diligence in supplying current, and other broadband services, 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, whether or not caused by negligence.

#### 21. SHORTAGE OF ELECTRICITY -

In the event of any emergency or other condition causing a shortage in the amount of electricity for EPB to meet the demand on its system, EPB may, by an allocation method deemed equitable by EPB, fix the amount of electricity to be made available for use by Customer and/or may otherwise restrict the time during which Customer may make use of electricity and the uses which Customer may make of electricity. If such actions become necessary, Customer may request a variance because of unusual circumstances including matters adversely affecting the public health, safety and welfare. If Customer fails to comply with such allocation or restriction, EPB may take such remedial actions as it deems appropriate under the circumstances including temporarily disconnecting electric service and charging additional amounts because of the excess use of electricity. The provisions of the subsection of this section entitled Interruption of Service are applicable to any such allocation or restriction.

#### 22. VOLTAGE FLUCTUATIONS CAUSED BY CUSTOMER -

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

#### 23. ADDITIONAL LOAD -

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

#### 24. STANDBY AND RESALE SERVICE -

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

#### 25. NOTICE OF TROUBLE -

Customer shall notify EPB immediately should the service be unsatisfactory for any reason, or should there be any defects, trouble, or accidents affecting the supply of electricity.

#### 26. NON-STANDARD SERVICE -

Customer shall pay the cost of any special installation necessary to meet his/her peculiar

requirements for service at other than standard voltages, or for the supply of closer voltage regulation than required by standard practice.

#### 27. METER TESTS -

EPB will, at its own expense, make periodical tests and inspections of its meters in order to maintain a high standard of accuracy. EPB will make additional tests or inspections of its meters at the request of Customer. If tests made at Customer's request show that the meter is accurate within two percent (2%), slow or fast, no adjustment will be made in Customer's bill, and EPB's standard testing charge will be paid by the Customer. In case the test shows meter to be in excess of two percent (2%) fast or slow, an adjustment shall be made in Customer's bill over a period of not over thirty (30) days prior to date of such test, and cost of making test shall be borne by EPB.

#### 28. BILLING ADJUSTED TO STANDARD PERIODS -

The charges set forth in the rate schedules are based on billing periods of approximately one month. In the case of the first billing of new accounts (temporary service and other seasonal Customers excepted) and final billings of all accounts (temporary service excepted) where the period covered by the billing involves fractions of a month, the Customer charges will be adjusted to a basis proportionate with the period of time during which service is extended.

#### 29. ROUND-UP PROGRAM

EPB offers Customers participation in the Round-Up Program, designed to help the less fortunate in Glasgow, KY. If Customer chooses to participate, Customer's monthly bill will be rounded up to the nearest whole dollar or to any amount Customer may desire. The difference in the monthly bill amount and the rounded amount will be collected from Customer. This money shall be given to the Community Relief Fund, who will act as custodian of the money and disburse funds to EPB electric Customers following predetermined guidelines. Customers may discontinue contributions at any time. This program is optional to all active Customers.

#### 30. I-PAY PROGRAM

The following Rules and Regulations are for EPB's pre-paid utility program ("I-Pay"). These rules may be revised, amended, supplemented or otherwise changed by EPB without notice. Such changes, when effective, shall have the same force as the present rules.

- A. All prospective customers shall be required to execute Glasgow Electric Plant Board's standard "I-Pay" Enrollment Form, in person at the main office of the Glasgow EPB, located at 100 Mallory Drive, Glasgow, KY.
- B. Levelized billing may not be used in conjunction with the I-Pay program. If a levelized customer wishes to participate in the I-Pay program, the accumulated levelized balance will be posted to the customer's account. The process as described in item E. would then be followed.
- C. All prospective customers shall be required to make a \$100.00 minimum pre-payment purchase, plus the standard connection fee, at time of application and prior to service being connected.
- D. All prospective customers shall agree to a monthly pre-pay fee of \$5.00 to be added to all participating accounts. This fee may change periodically. All regular rates, schedules and fees will still apply. No late fees shall accrue while participating in the I-Pay program.



- E. If an existing EPB customer wishes to convert to prepaid services, the existing deposit on the account (if applicable) will be applied toward any outstanding balances. Any remaining credit will be applied to the required \$100.00 minimum pre-pay purchase. If a balance remains after the deposit is applied, said balance must be paid in order to begin the I-Pay program.
- F. Once an initial credit balance is established, customer may make minimum payments of \$50.00 at any time.
- G. If an I-Pay customer wishes to convert to post-paid services, the standard deposit policy as stated in the EPB Rules and Regulations shall apply.
- H. Applicant is responsible for attaining and maintaining prepaid account information. The applicant will NOT receive a monthly statement. Any inquiries on account balances may be made through [www.myusage.com](http://www.myusage.com) or [www.glasgowepb.net](http://www.glasgowepb.net).
- I. Account balance may not reflect payments made within the past 24 hours. Payments made after business hours will not be credited until the following business day.
- J. Applicant recognizes and waives all rights to receive prior written notice before disconnection by enrolling in this program. Applicant agrees to keep a positive balance on their account. If Applicant's balance is exhausted, the service will be subject to IMMEDIATE disconnection without further notice. A \$25.00 reconnect fee and any negative funds accrued must be paid, in full, in addition to a minimum of \$50.00 pre-payment purchase prior to service being restored. Service restoration may take up to 24 hours if service is disconnected for negative funds. Because of this, i-Pay is not available to any customer with any type of medical hardship. The reconnect charge is increased to \$50 after business hours (any time that the EPB office is not open).
- K. If a prepaid customer is disconnected and service is not restored within five (5) business days, the account will be considered inactive and EPB will mail a final bill to the last mailing address on file. Customer will be responsible for any unpaid balances through EPB.
- L. If payment on an account is not honored, due to a returned check or any other type of returned payment, the amount of the return and the standard return item fee will be charged to the customer's prepaid account immediately. If the credit on the account is then exhausted, service will be disconnected.
- M. If a customer subscribes to other EPB services, such as cable and/or internet, the monthly cost will be allocated on a daily basis against the credit balance. If one-time charges are added to the customer account (i.e. pay-per-view events or movies), the charge will be reflected immediately and shall reduce the credit balance. If the one-time charge exhausts the credit on the account, service will be disconnected.
- N. Glasgow EPB reserves the right to add any old balances owed to EPB, and discovered subsequent to entrance into the I-Pay program, to the customer's account at any time. If this causes the credit on the account to become exhausted, service will be disconnected.
- O. Customer shall elect to be notified of low balances and pending disconnection via phone message or text at the time the account is established, and may change the initial

election at any time via the web portal. Customer may also elect to be alerted of low balance, disconnection, reconnection, daily balances, pending disconnection, and recharge by email. Customer may incur a charge from their phone provider for text messages. EPB will NOT be responsible for any charges incurred by customer from phone provider. If a customer receives more than four (4) notifications during a one-month period, a \$5.00 fee shall be charged to the account.

- P. Prepaid customers will be charged the same rates as post-paid customers pursuant to the presently effective EPB rate schedule and TVA fuel cost adjustment. This information may be found at [www.glasgowepb.net](http://www.glasgowepb.net) or requested at the office of EPB.
- Q. Energy assistance pledges and/or payments will be applied to Customer's account upon receipt of a voucher for the pledge amount from a paying agency or program. Agency/program guidelines related to the application of assistance payments may vary. EPB will follow agreed upon restrictions for each payment or pledge. Customer will be responsible for maintaining a positive balance on the account until the voucher is received from any energy assistance program or agency. If the service has been disconnected for negative funds, the total amount pledged by the program, or agency, and the customer must meet the \$50.00 minimum pre-pay purchase amount as discussed above in Item E. in addition to the \$25.00 reconnect fee.
- R. A security deposit will not be required for electric pre-pay services.
- S. Service terminated by order of the customer at the EPB office, will receive a refund of any remaining credit on the account. A check will be mailed to the last mailing address on file for the account within ten days of termination notice.
- T. The i-Pay program works well for most customers. However, if the nature of the daily charges and monthly reconciliation (reconciliation is performed once per month, usually around the 10<sup>th</sup> of the month) causes undue questions from the customer's standpoint, the EPB may require that the customer return to a more traditional account for the benefit of both the customer and the EPB. This would require a deposit.

### 31. TVA COMPLAINT RESOLUTION PROCESS -

In the case of billing disputes or other service issues, the customer is expected to resolve the dispute by notifying and working with EPB. If the dispute is not resolved, EPB will provide the customer with information regarding TVA's Complaint Resolution Process. Customers will be informed about the availability of the TVA Complaint Resolution Process upon application for service, at any time upon request, and through information provided on the EPB's website or other technological means of communication, if available.

Website: [www.tva.com/complaintresolution](http://www.tva.com/complaintresolution) | email: [complaintresolution@tva.gov](mailto:complaintresolution@tva.gov) | Phone: (888) 289-8409

### 32. SCOPE -

This Schedule of Rules and Regulations is a part of all contracts for receiving electric and other services from EPB, and applies to all services received from EPB, whether the service is based upon contractual agreement, signed application, or otherwise. A copy of this schedule and other schedules relating to EPB's other services, together with a copy of EPB's Schedule of Rates and Charges, shall be kept open to inspection at the office of EPB and on EPB's internet web site ([www.glasgowepb.net](http://www.glasgowepb.net)) .

**33. REVISIONS -**

These Rules and Regulations may be revised, amended, supplemented, or otherwise changed from time to time, without notice. Such changes, when effective, shall have the same force as the present Rules and Regulations.

**34. CONFLICT -**

In case of conflict between any provision of any rate schedule and the Schedule of Rules and Regulations, the rate schedule shall apply.