

Pulaski Electric System

Operating Policy Number: POL 4.2.20

Policy Title: Disconnection of Electric and Energize Services

Scope: All Pulaski Electric System (PES) Customers

Policy Statement: The purpose of this policy is to define PES's disconnection policy.

Policy:

A. Reasons for Disconnection-Electric

PES may discontinue service for customers for the following:

1. The violation of any of the Schedule of Rules and Regulations. All violations must be resolved prior to service restoration.
2. For theft of service or the appearance of theft devices on the customer's premises. All outstanding penalties and bills must be paid in full and an electrical inspection passed before service is restored. Deposit is mandatory for future service.
3. For safety reasons or to be compliant with any state, city or county regulations that require disconnection for safety reasons the customer is responsible for making any necessary repairs. After repairs have been made PES will reconnect customers once a waiver has been signed. The customer will then have 10 days to pass a state electrical inspection.
4. Customers with past due accounts except as provided in this policy. When payment has not been received by the time the next month's bill is issued, the past-due amount will be printed on the current bill. This notification informs the customer that service is subject to disconnection if payment is not made. This notification also provides a telephone number to call regarding any possible disputes or questions surrounding the delinquent amount. The notification on the current month's bill will be final notice before service will be disconnected.

B. Reasons for Disconnection-Energize

1. Misuse or illegal use of internet services, such as the illegal downloading of copyrighted material, that is a direct violation of PES Energize's Acceptable Use Policy.
2. Failure to mitigate known cybersecurity risks reported within 30 days of customer notification on PES Energize's network.

3. Customers with past due accounts. When payment has not been received by the time the next month's bill is issued, the past-due amount will be printed on the current bill. This notification informs the customer that service is subject to disconnection if payment is not made. This notification also provides a telephone number to call regarding any possible disputes or questions surrounding the delinquent amount. The notification on the current month's bill will be final notice before service will be disconnected.

C. Restoration Fees

Past-due payment will be required before service is restored. An additional fee will be applied for reconnection of electric service after normal business hours.

D. Service Termination

Electric: If the past-due balance has not been paid by 7th calendar day after disconnection of service, the account will be closed, the electric deposit will be applied to the outstanding balance, and a final bill will be generated.

Energize: If the past-due balance has not been paid by the 5th business day after disconnection of service, the account will be closed. If the customer has unreturned or damaged PES equipment, additional fees may apply (see POL 4.4.20 Deposits-Energize). The Energize deposit will be applied to any outstanding Energize balance first and a final bill will be generated. Any remaining Energize deposit balance will be applied to any outstanding Electric balance.

D. Postponement of Disconnection- Electric Only

1. Weather

- a. Using weather service data from www.weather.com, PES will monitor the weather conditions forecasted for Pulaski TN 38478 as of 8:00 AM. PES will postpone disconnection of electrical service for all residential customers due to nonpayment under the following weather conditions:

Winter – Disconnection is postponed any time the forecasted high for Pulaski is 32 degrees F or lower during the day and/or below 20 degrees F during the night.

Summer – Disconnection is postponed any time the forecasted high shows a Heat Index of 103 degrees F.

- b. Upon postponement of the service disconnection due to weather conditions, the service will be disconnected at the end of the severe weather condition.

2. Medical Conditions

Additional time is granted to electric customers with documented medical conditions up to three times per calendar year if the following conditions are met:

- a. The customer has a medical condition that requires electric service in order to operate a life-sustaining device.
- b. PES's Medical Hardship Verification form shall be provided to the customer to be completed and signed by the customer and the customer's physician, a public health official, or a social service official verifying the necessity of electric power to operate a medical device necessary to provide life-sustaining support.
- c. The Medical Hardship Verification form will be valid for up to twelve (12) months ending December 31 of each year. Failure by the customer to provide an updated Medical Hardship Verification form by January 1 each year will subject the customer to the standard disconnection process as outlined in this policy.
- d. Once the Medical Hardship Verification form is properly submitted, an additional sixteen (16) days will be granted from the original scheduled disconnection date. If full payment of the past due amount is not received by the end of the 16- day postponement period, electric service will be disconnected without further notice.

E. Disclaimer

The disconnection of service by PES for any reason stated in this policy does not release the customer from the obligation for any amounts due to PES, including all late fees, disconnect fees, and the payment of minimum bills as specified in contracts. A general service customer, who is not required to be under contract, has no past-due amounts and who voluntarily terminates service for thirty (30) days or more, will be considered a new customer upon reconnection and required to adhere to all new customer policies.

Responsible Office(s): Customer Service Manager

References: www.weather.com

PES' Medical Hardship Verification Form

POL 4.4.20 Deposits-Energize

POL 6.3.50 Internet Service Acceptable Use

Effective Date: March 25, 2025

Policy History:

Approved: October 27, 2015
Effective: November 1, 2015
Revised: June 28, 2022
Revised: March 25, 2025

MEDICAL HARDSHIP VERIFICATION

CUSTOMER NAME _____

ADDRESS/SERVICE LOCATION _____

CITY _____ STATE _____ ZIP _____

PES ACCOUNT NUMBER _____

CUSTOMER SOCIAL SECURITY NUMBER OR DRIVERS LICENSE NUMBER

PERSON IN HOUSEHOLD WITH MEDICAL CONDITION _____

RELATIONSHIP TO CUSTOMER NAME LISTED ABOVE _____

CUSTOMER SIGNATURE _____ DATE _____

PHONE NUMBER _____

STATEMENT OF LICENSED PHYSICIAN, PUBLIC HEALTH OFFICIAL OR SOCIAL SERVICE OFFICIAL

By my signature, given below, I certify that my records indicate that _____

_____, who is currently under my care, resides at the above referenced household. I further certify that the discontinuance of electric utility service to this household would adversely affect the resident's health.

SIGNED _____ DATE _____

PRINT NAME _____ PHONE NUMBER _____

NOTE: THIS STATEMENT DOES NOT IN ANY WAY REMOVE THE OBLIGATION TO PAY FOR SERVICES RECEIVED OR TO BE RECEIVED FROM PULASKI ELECTRIC SYSTEM.