

# Pulaski Electric System

**Operating Policy Number:** POL 6.3.90

**Policy Title:** Video Accessibility Support

**Scope:** PES Energize Video Customers

**Policy Statement:** PES Energize provides products and services upon request to help customers with visual impairments and disabilities to use their equipment more easily.

## **Policy:**

PES Energize offers Amino and EvoPro branded video set top devices that include features that audibly describe on-screen menu functions and offer easy to access closed-captioning capabilities. These services are available to all video customers at PES Energize's advertised retail rate.

Amino and EvoPro devices will audibly access these essential functions:

1. Channel/Program Selection
2. Configuration – Setup
3. Configuration – Closed Captioning Options
4. Configuration – Closed Captioning Control
5. Configuration – Video Description Control
6. Display Configuration Info
7. Display Channel/Program Information
8. Input Selection
9. Playback Functions

Additionally, these functions are made available:

1. Power On/Off
2. Volume Adjust/Mute
3. Closed Captioning

For more information or to request accessible products and services, please contact us at:

Phone - 931-363-2522, Option 3.

Fax - 931-363-4743

Email – [info@pesenergize.com](mailto:info@pesenergize.com)

**Closed Captioning Assistance.** For immediate closed captioning concerns, please contact us at:

Phone - 931-363-2522, Option 3.

Fax - 931-363-4743

Email – [info@pesenergize.com](mailto:info@pesenergize.com)

For closed captioning complaints, please contact:

Garret Laarman, Chief Information Officer

128 S. 1<sup>st</sup> Street, Pulaski, TN 38478

Phone - 931-363-2522

Fax - 931-363-4743

Email - [glaarman@pesenergize.com](mailto:glaarman@pesenergize.com)

**Responsible Office(s):** Chief Information Officer

**Reference(s):**

**Effective Date:** May 24, 2022

**Policy History:**

Approved: May 24, 2022