

FORT LOUDOUN ELECTRIC COOPERATIVE
VONORE, TENNESSEE
Board Policy No. 314

SUBJECT: **TERMINATION OF ELECTRIC SERVICE**

POLICY:

Fort Loudoun Electric Cooperative may refuse to connect or may discontinue service for the violation of any of the provisions of the bylaws, policies, procedures, or agreements (contracts) with a member.

The Cooperative may discontinue service to a member for the theft of electricity or the appearance of electric theft devices on the premises of a member.

The discontinuance of service by the Cooperative for any cause as stated herein does not release the member from his/her obligation to the Cooperative for the payment of bills as specified in application of the membership agreement (or contract) with each member.

The Cooperative will terminate service to a member because of non-payment of a bill after the following procedure:

- A. Eleven days after the gross amount is applied, a "cutoff list" shall be printed listing all the members who are delinquent in payment of a bill.

- B. An attempt will be made to contact any member who is on the "cutoff list" before service is disconnected. See Operational Bulletin No. 314-A, **Termination and Reconnection of Electric Service.**

Any disconnection of service for non-payment of a member's bill for charges due shall be made only after reasonable prior written or verbal (including electronic notification (i.e. IVR, text, etc.) or door-hanger) notice has been accomplished. Such notice shall inform the member of the availability of a procedure for discussing any dispute with a designated Cooperative employee authorized to review disputed bills and correct any errors (i.e. give them time to call in and dispute or make payment during regular business hours prior to the time of disconnection).

- C. A sufficient reasonable prior termination notice to the member shall include a notice separate from the bill, the non-payment of which will

result in termination. Forms of notice may include, electronic notification including IVR messaging, text messages, email, door-hangers, and written notice sent to the Member by way of the U.S. Postal Service (i.e. a 2nd bill, letter, etc.).

- D. If the FLEC employee goes to the meter, he or she shall make an effort to contact someone in person and give them a chance to pay before disconnecting the service, if this applies (see Operational Bulletin No. 314-A).
- E. Generally, when the advanced metering infrastructure (AMI) metering is utilized by the Cooperative, the member will be disconnected and reconnected remotely by the Cooperative. In these cases, no visit to the meter will be made by an employee.
- F. If the member signs up for the prepayment program, they will receive notices electronically to their phones or other electronic systems that they designate at the time of initiating the option. Therefore, they will not receive the aforementioned notifications when they are to be disconnected. An automated system will perform the disconnection at the advanced metering device when the account runs out of funding for the electricity prepaid. Further, there are no procedures for disputing these types of disconnection. But, at any time a member on prepay may call and get updates or information on their account during regular business hours or through the Cooperative's online portal at any time after they are established or enrolled in the program. Any concerns should be investigated upon notice to any Customer Service employee by accessing the metering data on record.

Termination of service may be delayed when approved by the General Manager/CEO or other management due to extreme winter events or other extenuating circumstances (i.e. medical concerns, billing arrangements, etc., see Operational Bulletins No. 314-B and 314-C.)

Members who believe their account to be incorrect may contact the Cooperatives Customer Service Department, Manager of Office Services, Assistant General Manager, or General Manager/CEO.

RESPONSIBILITY:

**General Manager/CEO
Assistant General Manager
CFO
Manager of Office Services
Customer Service Department Personnel**

EFFECTIVE DATE: September 27, 1984 (*Supersedes Board Policy No. 314, effective date 8-28-80*)

UPDATED AND APPROVED: February 27, 2014
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