

**POLICY NO. 7-14**

**SUBJECT:** Termination of Electric Service during periods of extreme weather.

**POLICY:** The System must terminate electric service to customers whose bills remain unpaid. However, the System realizes that disconnection of electric service during periods of extreme weather may cause hardship to customers.

**PROCEDURE:**

1. Once each morning, a designated employee will check the website of the National Weather Service, to determine whether extreme weather is forecast for the service area for the next 24 hours. The Zip Code 38237 will be used as the location. The forecast for the period will be printed and kept on file.
2. For purposes of this Policy, extreme weather is designated as follows:
  - a. Forecast high temperature for the afternoon to reach 98 degrees F or higher,
  - b. Forecast low temperature for the night to reach 25 degrees F or lower,
  - c. Issuance by the National Weather Service of a Winter Storm Warning or Wind Chill Warning, or,
  - d. Issuance by the National Weather Service of a Heat Advisory or Excessive Heat Warning.
3. If extreme weather is forecast, no services will be disconnected due to non-payment. Field personnel may visit each account on the daily cut-off list as normal.
  - a. If the customer is able to pay the past-due bill, payment will be accepted in the amount of the bill plus the normal trip/collection fee.
  - b. If the customer is unable to pay the bill, an extension of three days will be given in order for the customer to make payment or other arrangements. Partial pay options outlined in Policy 7-4, Section 8. are also available. A normal trip/collection fee will be assessed.

c. If no one is at home, a door notice will be left granting a three-day extension in order for the customer to make payment or other arrangements. A normal trip/collection fee will be assessed.

d. Once the three-day extension has passed, service may be disconnected regardless of weather conditions if the account remains unpaid.

e. If WCMES decides to not send out field personnel on any given day, due to extreme weather, service may be disconnected on the next business day for which extreme weather is not forecast, without further notice.

DATE ADOPTED: 6-29-15

ATTESTED: \_\_\_\_\_



Chairman