

**CUSTOMER FEES, RATES AND CHARGES POLICY**  
**This policy supersedes all previous policies**

**ADOPTION DATE:** July 25, 2005

**EFFECTIVE DATE:** August 1, 2013

**REVISED DATE:** March 1, 2007 September 27, 2007 May 24, 2012 Nov. 1, 2012  
July 23, 2013

**RESPONSIBLE FOR ADMINISTERING POLICY:**

Manager, Board of Commissioners

**BACKGROUND AND PURPOSE**

It is generally accepted utility practice in the United States that each customer pay his fair share for utility service. Each customer must pay his fair share for service used and for the availability of service. The UTILITY'S minimum bill covers the costs of the infrastructure and overhead to make a service available. Each customer is charged a minimum bill regardless of whether the customer actually uses service during the billing period.

The UTILITY is run for the benefit of all present and future customers. While no customer shall be treated unfairly intentionally, no customer shall be treated in any way that compromises the interests of other current and future customers. The contents of this policy, including the rates and fees established, are subject to change without notice.

**LIMITATIONS**

The Utility is subject to various city, county, state, federal or other governmental agency requirements and has no discretion to set fees in a manner which would violate these regulations.

**POLICY STATEMENT**

**1. SERVICE APPLICATION CHARGE**

Any Customer or potential customer desiring Utility service from Jefferson-Cocke County Utility District shall make application either in the business office or by telephone with a company representative. The applicant must be able to furnish complete credit information before the Utility can establish service. If applicant is applying for service in the business office, one (1) picture ID must be presented to the Service Representative. The fee associated with the application is not a security deposit and is not refundable unless the Utility cannot, within a reasonable period of time, provide service.

**(a) Service Charge - Residential & Small Commercial or Industrial**

	Initial * Installations Premise Visit	Transfer * of service Premise Visit	Temporary * Service Premise Visit	Transfer * of Service Non-Visit
Residential Owner	\$100.00	\$100.00	\$100.00	\$40.00
Residential Renter	\$150.00	\$150.00	\$150.00	\$40.00
Small Commercial	\$150.00	\$150.00	\$150.00	
Small Industrial	\$200.00	\$200.00	\$200.00	

**(b) Service Charges and Security - Large Commercial and Industrial**

	Initial * Installations Premise Visit	Transfer * of service Premise Visit	Temporary * Service Premise Visit	Transfer * of Service Non-Visit
Large Commercial	\$300.00	\$300.00	\$300.00	
Large Industrial	\$500.00	\$500.00	\$500.00	

For service supplied to a large commercial or industrial account, a cash deposit or satisfactory guarantee shall be required also. An irrevocable letter of credit or an indemnity bond may be posted by such customer in lieu of a cash deposit. Such letter of credit or indemnity bond shall be provided by a bank or bonding entity which does business in the State of Tennessee and shall be provided on forms supplied by or approved by the District.

For existing customers, the deposit shall be in the amount of the average of two month's bills. For potential customers, the deposit shall be the average of two months' usage as projected by the District. These deposits shall remain with the District throughout all times that service is provided. Upon termination of service, the letter of credit or bond shall be released or the cash deposit shall be credited to the customers' account.

**2. LANDLORDS**

No service application charge shall be assessed to a property owner who resumes responsibility for service formerly in the name of a tenant.

**3. TEMPORARY OR SEASONAL CHARGES**

Customers requiring temporary service shall pay all cost of connecting service, in addition to the regular charge for gas used.

**4. METER SERVICE CHARGE**

As long as the account is active, a minimum bill will be assessed at each billing period.

GS-1 Residential & Small Commercial	\$5.00
GS-2 Large Commercial	9.00
GS-3 Firm Industrial	26.00
I-1 Interruptible	150.00
I-2 Interruptible	300.00

#### **5. THEFT OF SERVICE**

Tampering with Utility equipment or stealing service will be grounds for discontinuance of Utility service. The customer will be subject to a \$300.00 tampering fee payment as well as service call charges, labor and replacement parts as detailed by the Utility.

#### **6. CUSTOMER APPLIANCE LABOR REPAIR CHARGE**

The minimum charge for all non-warranted appliance service work will be \$40.00 (this includes vehicle, serviceman, and the first 1/2 hour's work). Each additional quarter (1/4) hour or portion thereof will be \$8.75. This equates to \$57.50 for the first hour and \$35.00 each additional hour thereafter.

**If the service call requires the appliance to be brought to JCCUD maintenance shop, the customer will be billed a \$50.00 pickup charge. The customer will be responsible for all labor cost (\$50.00 for the first hour and \$25.00 each additional 1/2 hours).**

After hours, weekend and holiday work will be \$50.00 for the first one half (1/2) hour. Each additional quarter (1/4) hour or portion thereof will be \$13.15. This equates to \$76.30 for the first hour and \$52.60 each additional hour thereafter. The District will charge the customer for all parts not provided by the manufacturer pursuant to warranty.

#### **7. CUSTOMER OWNED GAS PIPING**

If the customer request that JCCUD test the piping beyond the meter, and all test results find that the piping is leak free or if a defect is found and is not warranted by the Utility, the customer will be responsible for all labor cost (\$40.00 for the first half (1/2 hour's work) and \$8.75 for each additional quarter (1/4 hour on portion thereof). This equates to \$57.50 for the first hour and \$35.00 each additional hour thereafter. Any materials used in the repair will be billed appropriately. If the customer requests additional piping or the installation of a customer owned appliance, a labor charge of **\$75.00 per hour plus materials will be billed for a two (2) man crew. If the job requires additional help, \$25.00 per hour will be billed for each additional man.**

#### **8. DISCONTINUANCE OF SERVICE DUE TO NON-PAYMENT**

When timely payment in full has not been made by the customer, a serviceman may be dispatched to collect the amount owed or to disconnect service according with the Discontinuance of Service policy. If the customer then pays the amount due, or if any other payment arrangements are made on the site, a trip charge of \$40.00 will be added to the outstanding bill. When service is disconnected for non-payment and the customer makes subsequent arrangements for reinstallation of service, a reconnection charge of \$52.50 will be paid prior to reconnection of service.

**9. CHECK RETURN CHARGE**

If a customer's check is returned to the Utility by a financial institution for any reason, a fee in the amount of **\$30.00** will be added to the amount due.

**10. CHARGES COVERED UNDER PROPANE POLICY**

Upon application for service, customer will be required to pay the following non-refundable fees based upon the tank size:

TANK SIZE	NONREFUNDABLE PROCESSION FEE PLUS SALES TAX	NONREFUNDABLE ANNUAL RENTAL FEE INCLUDES SALES TAX
250 gal	75.00	36.00
500 gal	75.00	36.00
1000 gal	100.00	72.00

Processing fee will include thirty (30) feet of service line. The General Manager or Manager's designee will determine the cost per foot in excess of thirty (30) feet. Customer must own the property or pay a deposit on the tank listed below:

250 gallon	250.00
500 gallon	350.00
1000 gallon	650.00

**11. Relocating Tanks and/or Risers:** At the customer's request, tanks and/or risers may be relocated at the same service address if agreeable to both the owner and the District. Customers will be charged (\$125.00) for the 1<sup>st</sup> hour of work. Any additional time will be billed at (\$100.00) an hour plus retail cost of material. Relocating fee may or may not be collected in advance. Applicable taxes will apply.

If a customer adds on to their house causing us to have difficulty filling the tank, it may be necessary to relocate the tank and above charges will apply.

In the best interest of the customer and the District, it is prohibited for a customer to move the rental tank. In the event, customer moves a tank, a \$125.00 relocating fee will be charged and service may be denied. JCCUD will not be responsible for any loss of gas due to tampering or relocating of the tank by the customer.

**12. Terminating Propane Tank Service:** After normal billing and payment procedures have proven unsuccessful, a service man is dispatched to collect either the amount owed or to disconnect service. If a customer pays the amount due or if other payment arrangements are made on the site, a trip charge of \$50.00 will be charged to the customer.

**13. FEDERAL SAFETY REGULATION EXCESS FLOW VALVE**

Federal regulations requires that natural gas supply companies notify certain customers of the availability of an excess flow valve that meets minimum Federal performance requirements. Should the customer desire installation of this device, the customer must agree to pay all associated cost including materials and labor. Currently, the average customer cost associated with the initial installation of the excess flow valve is \$35.00.

**14. METER RE-READ**

When a customer requests their meter to be re-read due to the amount of usage for that month, we will re-read one (1) time in a 12 month period at no charge. The second and any additional request, the customer will be charged a service call of \$40.00 unless the meter was incorrectly read or there has been mechanical failure of the meter.

**15. INDUSTRIAL INTERRUPTIBLE CUSTOMERS**

For service supplied to all industrial interruptible customers, effective January 1, 2006, the utility requires that payment of bills be made via electronic wire funds transfer on or before the 20th of each month.

**16. EQUIPMENT INSPECTION**

When the customer request an equipment inspection and the equipment does not meet codes, we will make an appointment at that time to make a return visit . Upon return visit, the equipment has not been corrected, all subsequent visits, the customer will be responsible for a service call of \$40.00 (this includes vehicle, serviceman, and the first 1/2 hour's work). Each additional quarter (1/4) hour or portion thereof will be \$8.75. This equates to \$57.50 for the first hour and \$35.00 each additional hour thereafter.

After hours, weekend and holiday work will be \$50.00 for the first one half (1/2) hour. Each additional quarter (1/4) hour or portion thereof will be \$13.15. This equates to \$76.30 for the first hour and \$52.60 each additional hour thereafter. The District will charge the customer for all parts not provided by the manufacturer pursuant to warranty.

**17. RED TAG**

In the event the customer's equipment does not meet codes and must be Red Tagged, we will make an appropriate appointment to return for an inspection. Upon return visit, the correction has not been made, all subsequent visits, the customer will be responsible for a service call of \$40.00 (this includes vehicle, serviceman, and the first 1/2 hour's work). Each additional quarter (1/4) hour or portion thereof will be \$8.75. This equates to \$57.50 for the first hour and \$35.00 each additional hour thereafter.

After hours, weekend and holiday work will be \$50.00 for the first one half (1/2) hour. Each additional quarter (1/4) hour or portion thereof will be \$13.15. This equates to \$76.30 for the first hour and \$52.60 each additional hour thereafter. The District will charge the customer for all parts not provided by the manufacturer pursuant to warranty.

**18. LIGHT PILOT**

If customer request a light pilot call after November 1<sup>st</sup>, a forty (\$40.00) service call will be billed.  
If more than one request is made to light pilot, the customer will be billed a forty (\$40.00) service call.

**19. Installation and Repair Piping Downstream of Customer Meter**

In the event a customer request piping be installed or repaired downstream of their meter, the actual cost plus materials, labor and gas loss will be billed. The actual cost will include two (2) employees, vehicles, construction equipment, materials, loss of gas and additional employees as appropriate.

**STANDARD OPERATIONAL POLICY NO.**   JCCUD-04-01  

**BOARD OF COMMISSIONERS:**

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