

Town of Farmville Customer Service Policies

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Town of Farmville

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Town of Farmville

Customer Service Policies

General Information

1. The Town's utility department is located at 3672 North Main Street in the Municipal Building. The offices are open from 7:30 a.m. to 5:30 p.m. Monday through Thursday and Friday from 8:00 a.m. to 12:00 noon. Routine and regular service work will be performed during these hours, except for holidays. Service work for unusual conditions may be arranged at other times upon request.
2. Emergency restoration work is performed 24 hours a day, seven days a week. Please call us at 753-4111 for emergency service.
3. For customer convenience the Town operates a drive-in window during regular office hours and has an after hours depository located just beyond our drive-thru window for collecting payments. Billing stubs should be enclosed with payments. For security purposes, please do not deposit cash. Payments received in the box before opening time on the next day (7:30 a.m. Monday through Thursday, 8:00 a.m. Friday) will be considered prior-day payments.

Request for Service

1. **Original application for service:** Any customer requesting services will complete an application for service. The customer will provide a Social Security number (or Federal Tax ID number in the case of a business account), driver's license or other picture identification card, rental receipt or contract for purchase and signature on the application. All requests for service will be checked with *Online Information Services' Utility Exchange*. For information regarding this service, please contact *Online* at (252) 758-4141 or 1-800-765-8268.
2. **Account Information Changes:** Any changes of account information, mailing address, account name, etc. should be made in writing by the account-holder to prevent mistakes.
3. **Commercial and Industrial Accounts:** Accounts established for non-residential service will require a Federal Tax ID number and a signature by an officer of the corporation listed in the Articles. For a non-incorporated business, the account will be listed in the name of a responsible person (owner, manager, etc.). That person accepts the personal responsibility for payment of the account.
4. **Temporary Connections:** Owners of rental property who wish to transfer an account back into their name for the purpose of cleaning up, doing repairs, etc. will be allowed to keep the account in their name for up to 90 days by paying only the \$15.00 service charge and the cost of electricity (plus the applicable minimum). The Town will not bill for water or sewer during this period.

5. **Account service charge:** A customer may pay an initial account service charge of \$15.00 to begin utility service.
6. **Place of application:** Customers may request initial utility service at the Municipal Building, 3672 North Main Street.
7. **Time of application:** The Town will strive to meet customers' needs for connection of service. Normal connection will be made the same day as the request, pending receipt of all required information and completion of a minimum housing inspection. Same day request for service and connection will be guaranteed for applications received by 12:00 noon Monday through Thursday and by 10:00 a.m. on Friday. Requests for service received after these times will be granted on the same day if possible, pending receipt of all required information and completion of a minimum housing inspection. Requests for service will be received during regular business hours.
8. **Prior debts:** The Town may not furnish service to an applicant who is indebted to the Town for service previously furnished, or to any other member of the applicant's household, until all indebtedness has been satisfied and a deposit is received.
9. **Out-of-town connection requests:** If a customer wants to obtain service prior to arrival in Farmville, the Town will mail or fax an application to the customer. Service will be established upon return of the written application, which has been signed by the person making application before a notary public, and receipt of the required deposits, fees and photocopies of required documents (see #1 above).
10. Customers can request a verbal explanation of the Town's policies and may obtain a written copy of the guidelines as well.
11. Contact with the Town prior to disconnection is always more favorable than making arrangements after service is involuntarily interrupted. Payment options may be available prior to disconnection, which will save the customer from additional higher deposit amounts and additional fees.

Customer Deposits

1. **Need for a Deposit:** The Town employees are charged with the responsibility of prudent management of the Town's finances. A deposit for utility services is collected as security so that all bills will be paid in full by their due date. Employees realize that most customers pay their bills in full and on time; however, we seek to protect the good-paying customers from the detriment of uncollectible accounts by other customers. Since the Town's employees cannot know in advance which customers will pay promptly and which ones will not, reasonable and uniformly applied deposits may be necessary. A service security deposit will be collected before any service is connected when the Town's employees determine that a deposit may be needed to assure payment of the customer bill.
2. **Determining the Deposit:** In determining the need for a security deposit, and in fixing the

amount of the deposit, Town employees will give careful consideration to these factors:

- # Type of service requested
- # Credit rating as determined by Online Utility Services' Utility Exchange
- # Utility credit rating of the customer with the Town

3. **Maximum Deposit:** A deposit may require an amount up to \$420.00 for residents that are provided with water, sewer, and electricity by the Town of Farmville.
4. **Residential Customer Deposit Alternatives:** Any person who must pay a deposit for residential utility service may:
 - A. Pay an initial cash deposit. (See Fee Schedule).
 - B. Have a co-signer agreement signed by the Farmville Housing Authority. The co-signer will be notified by the Town of an impending disconnection. Desire to discontinue the co-signer relationship must be stated in writing. The co-signer relationship will continue for thirty (30) calendar days from receipt of the written notice, otherwise the co-signer will remain responsible for the account until they have paid 12 consecutive month's bills on time.
 - C. Have a co-signer agreement signed by a current Town customer who has good credit with the Town. (Here good credit is defined as the most recent 12-month period with no delinquencies, no disconnections and no returned checks.) The co-signer will be responsible for the total bill if the customer does not pay his bill. The co-signer will be notified by the Town of an impending disconnection. A customer shall be allowed to co-sign for only one other customer at a time. Desire to discontinue the co-signer relationship must be stated in writing. The co-signer relationship will continue for thirty (30) calendar days from receipt of the written notice.

No alternatives to the residential customer deposit will be allowed for customers who have a poor credit history either with the Town of Farmville or *Online Information Services' Utility Exchange*. Such customers will be charged the maximum-security deposit amount (See Fee Schedule).

5. **Deposits for short-term service:** Any person requesting services to either clean or show a residence for rent or sale may be required to satisfy a deposit.
6. **Non-Residential Customer Deposit Alternatives:** Any person who must pay a deposit for non-residential utility service may:
 - A. Pay an initial cash deposit (See Fee Schedule).
 - B. Purchase a jointly-owned CD for the amount of the deposit, held by the Town, with interest paid by a local financial institution directly to the customer.
7. **Future deposits:** Any customer whose service is involuntarily terminated for either non-payment, meter tampering, or other reasons will be required to pay a deposit, or an additional deposit, as specified in the above paragraphs, prior to Reconnection of service. This includes all customer accounts. The future deposit may be at a higher level based upon experience with the account, but it may not exceed the Town's maximum deposit required (See Fee Schedule).

Exception: If the Town has provided utility service for a customer 5 years or more, the future deposit may not exceed the Town's minimum deposit required (effective 1/31/2004). (See Fee Schedule)

8. ***Floating deposits:*** A builder who is constructing concurrent establishments may be allowed to pay only one deposit for several service locations.
9. ***Shared Credit:*** Spouses of deceased, divorcees, roommates and married but separated people, may establish a new account in a new name without making deposit, provided the customer has established satisfactory credit and the applicant provides proper identification which matches proof of occupancy and verifies joint responsibility for payments which have been made on the account for twelve months prior. Examples of proof of joint responsibility include proof of marriage and a canceled check from a joint checking account.

Refunding of Deposits

1. ***Prompt refund:*** A deposit will be refunded when service is voluntarily discontinued. All outstanding amounts on the final bill will be deducted from the deposit amount. Customers may also request refund of deposits after eighteen (18) months (effective 1/28/2002) of good credit (i.e. no delinquent payments, no returned checks, no disconnections). Separate accounts will be treated as such and refund eligibility must be established for each.
2. ***Residential and business accounts:*** The Town will return the customer's deposit when that customer exhibits good credit (see definition above). The customer may request this refund when good credit has been established.
3. ***Account in arrears:*** The deposit will not be refunded if the customer has another account with a past due balance. The remaining credit on the account will be transferred to another account with a balance.
4. ***Future deposits:*** After establishing good credit and receiving refund of a deposit, the first instance of involuntarily termination of service for either non-payment, meter tampering, or other reasons will not require that another deposit be made; however, a second occurrence of disconnection within one year will require a maximum deposit. (See Fee Schedule).
Exception: If the Town has provided utility service for a customer 5 years or more, the customer is only required to pay a minimum deposit (effective 1/31/2004). (See Fee Schedule)

Town of Farmville Co-Signer Agreement

Date:

Applicant: _____

Account:

Service Address:

Co-Signer: _____

Account:

Mailing Address:

City:

Service Address:

This agreement is taken in lieu of a deposit for the above-named applicant.

By signing, the co-signer agrees to be responsible should any of the applicant's utility bills to the Town of Farmville become delinquent. The co-signer is responsible for any unpaid amount.

The co-signer's responsibility includes the applicant's final bill should the applicant leave town. This agreement is in effect until twelve (12) months good credit (i.e. no delinquent payments, no returned checks, no disconnections) have been established.

Co-signer

Service representative

Billing Information

1. Cycle A bills are mailed out around the 10th day of each month. Cycle B bills are mailed out around the 25th day of each month.
2. A bill is past due if not paid by 5:30 p.m. on the due date. A \$3.00 penalty will be assessed on all past due accounts. Payments received in the night depository prior to opening the next morning are considered on time.
3. Service is scheduled to be discontinued if payment is not received by 5:30 p.m. on the final due date. A \$20.00 fee will be charged to any customer whose bill is unpaid at 5:30 p.m. on this day. The fee and past due balance must be paid in full before service is reconnected. Again, payments received in the night depository prior to opening the next morning, are considered on time.
4. Customers whose service is scheduled to be discontinued will have a door hanger placed at their service address 48 hours before service is scheduled to be discontinued. The door hanger will include the following information:
 - A. The date and time that service is scheduled to be discontinued.
 - B. The reason that service is to be discontinued.
 - C. What the customer can do to maintain uninterrupted service.
5. Customers who think a bill is in error or otherwise have reason to protest termination of utility service may contact the Finance Director during regular working hours in person at the Municipal Building or by telephone at (252) 753-5116.

Billing Adjustments

If the Town has inadvertently overcharged or undercharged a customer for utility service, the Town will promptly notify the customer and set up a payment process.

1. Should the mistake be in the customer's favor, the Town will refund the excess amount to the customer or credit the customer's account with that amount. If the time frame of the mistake can be determined, the utility should credit the account for that entire interval, as long as it is not more than three years. If the time frame of the problem cannot be determined, the utility should refund the excess amount charged during the previous 12 months. If the exact amount of excess charge cannot be determined, the utility should estimate the amount due. If an overcharged customer owes a past due balance to the Town, the utility may deduct that past due amount from any refund or credit due the customer.

2. If the utility has inadvertently undercharged a customer for utility service, the Town may elect to collect the amount due in installments over the same amount of time as the mistake. If the amount of time or usage cannot be determined, the Town will estimate the amount due.
3. If an undercharge has occurred because of meter tampering, the Town can ask for the overdue amount in a lump sum.
4. If an overcharged customer owes the Town on another account, the Town will apply the credit to that past due account.

Payment Extensions

1. All requests must be made by the person (or their authorized, legal representative) in whose name the account is opened.
2. The customer requesting the extension must come into the Finance Office and sign a statement as to when payment can be expected if outside the normal extension period.
3. The maximum extension will be three (3) working days from the cut-off date.
4. No more than one extension may be given within any 12 months.
5. If payment is not made by the specified time, service will be disconnected without further notice. Payment of the bill and associated fees must be made in full prior to reconnection of service.

The Town's Response to Returned Checks

1. The Town will **only** accept cash, certified check or money order for payment on any account having had two insufficient funds (returned) checks within any one-year period.
 - A. Upon receipt of the first returned check, the customer will be notified by door hanger and given 36 hours to make full payment of the check amount and fee to prevent disconnection of utilities service.
 - B. Upon receipt of the second returned check, the customer will be advised by letter that all bills must be paid by cash, certified check or money order and given a copy of the Town's written policy regarding returned checks.
 - C. Cash payments, certified checks or money orders **only** will be accepted for the next twelve months.
 - D. After the one year period ends, the customer's check writing privilege may be reinstated.
2. No returned check will be held more than 48 hours from the time it is received by the Town. After this time, checks will be turned over to the magistrate for collection.

3. As allowed by the State of North Carolina, the customer's account will be charged for returned checks. This charge will be the maximum allowed by law.

Equal Payment Plan

The purposes of this plan are to spread the cost of electric service as evenly as possible on a monthly basis over an annual period and to assist customers with budgeting. Billing under this plan will not result in any greater or lesser payments to the Town than would be the case with customary monthly billings.

To Qualify For the Equal Payment Plan: A customer with good credit, who has been a Town customer for at least twelve months at the time of sign-up in the location for which the billing will be made, may elect to use the equal payment plan. The Town signs up interested customers in October of each year, notifying them in November of their equal pay amount for the next twelve months. The Equal Payment Plan (EPP) begins in December of each year, with settle-up in November.

Late Payments: If a customer is late in paying his monthly bill, he may be removed from the equal payment plan.

Rate Increases: When an electric rate increase is approved, the equal payment amount may increase by the same percentage.

Termination of Equal Payment Plan: The agreement remains in effect until the customer or the Town decides to end the levelized payment option.

Town of Farmville

Equal Payment Plan Agreement

Customer: _____

Account: _____

This agreement is made between the above named customer and the Town of Farmville. The customer agrees to participate in the Town's Equal Payment Plan (EPP) and abide by all rules and regulations regarding payment of his utility bill.

Participation in the EPP will begin with the December 1 bill. November is settlement month and the customer is billed, or refunded, the exact amount of the settlement. In addition to the regular information contained on the monthly bill, the EPP customer's bill should show the amount of the monthly equal payment, the amount of the bill under normal billing procedures and a year-to-date statement of payments and actual costs. Should rate increases occur, the Town may increase the amount of payment accordingly. The amount of payment also may be altered if consumption varies significantly from the prior year. If the customer has any major changes in his household that would effect electric consumption (for example, installation of central air or addition of a family member), please notify the Town's Finance Department.

By signing this agreement, the customer agrees to participate in the Equal Payment Plan for one year; however, termination of the EPP is allowed by notifying the Finance Department in writing thirty days in advance of your desire to terminate. After notification of request for termination, the settlement will be determined as the over- or under-collection of actual costs through the equal payments made to date. The next bill after notification of termination will be calculated under normal billing procedures and adjusted for such over- and under-collection of actual costs.

Please sign and return one copy of this agreement to our office by November _____ if you wish to be on the EPP for the coming year. You may keep one copy for your records. The amounts of your EPP bill are listed below.

Your equal payment beginning on December _____ bill will be:

Electric _____

Sewer _____

Water _____

Area Light _____

Total

Customer Signature

Date

Bank Draft Plan

Bank drafts offer customers the option of having their bank accounts drafted on the due date each month. This relieves the customer from the possibility of forgotten, lost or late payments and saves a trip to our office or the cost of a stamp.

The draft date will be the due date each month. This will allow the customer time to verify or question his bill.

The customer should supply the Town with a *voided* check or a deposit ticket. This gives us the necessary bank account number and routing number for the purpose of drafting.

Only good credit customers will be eligible for this program.

Any draft returned by the bank because of insufficient funds or a closed account will be treated as a returned check, charged the maximum allowed returned check fee and released from the bank draft program.

Town of Farmville Bank Draft Agreement

Customer: _____

Account: _____

Service Address: _____

Mailing Address: _____

City: _____

State: _____

Customer's Bank: _____

Bank Location: _____

Bank Account: _____

Routing & Transit: _____

Bank Number Assigned: _____

Draft to begin: _____

Please attach a copy of a voided check or deposit slip for this account.

By signing, the customer agrees to have his utility bill paid directly from his bank account each month. The customer will be notified of the amount withdrawn for payment on his regular monthly bill. This agreement will remain in effect until the customer provides thirty day written notice to the bank and the Town to discontinue the service.

Customer Signature

Date

Medical Alert Program

1. The customer has the responsibility of notifying the Town if there is someone in his household who is either:
 - A. Chronically or seriously ill, or
 - B. On a life support system (heart/lung, respirator, etc.).
2. The customer must provide a letter or certification from a doctor or hospital advising of the above condition. These letters will be reviewed and brought up-to-date each year by the Finance Director. A customer who complies with these notification procedures will have a special seal placed on his meter to designate his household as containing a chronically ill or life support customer.
3. The customer has the responsibility to carefully handle his account so that service will not be interrupted for failure to pay. With the medical alert designation, the Town will make every effort to make personal contact with the customer before service is terminated.
4. The Town will exercise all diligence in keeping the power flowing to a life support patient. However, due to conditions beyond the control of the Town and its employees (storm damage, loss of generation, etc.), electric power cannot be guaranteed 100 percent of the time. Each customer listed with the Medical Alert program should have a back-up plan for movement of the life support patient if the Town is unable to restore power in a length of time that is acceptable.

Transfer of Service

Customers may transfer service from one location to another as long as no current bills are past due. The remaining amount owed and any fees from a previous service may be transferred to the new account.

If the customer has an account that is past due, payment in full will be made before the account can be transferred. Previous deposits will be applied to any amount past due, and a new deposit may be required to set up the new account.

Closing an Account

After an account has been closed by either customer request or demand of the Town, all funds (including deposits, refunds, load management, and overcharge credits) will be used first against amounts owed the Town on the closed account. Remaining funds will then be used against any amounts owed on any other accounts the customer may have with the Town. When those accounts have been cleared, a check for the remaining balance will be issued to the customer for any net credit.

Forced Closing of an Account

One month after termination of utility service, the account will be closed. All fees and credits are then added to the balance and a "final" bill will be issued to the customer. Any balance owed to the Town will remain in active suspense until the balance is paid.

All legal means of collection for an account in arrears will be taken whether the account is in "closed" status or not. The Town uses for collections services *Online Information Services* in Greenville, NC. For more information about this company, please contact *Online* at (252) 758-4141 or 1-800-765-8268.

Termination of Service

1. Any customer requesting discontinuance of service will inform the Town of the service location, the date service is to be disconnected and the forwarding mailing address for the final bill.
2. ***Disconnection Scheduling:*** Disconnection from the Town's utility system will be performed the same day if the request is received prior to 12:00 noon. A request received after 12:00 noon will be fulfilled the next working day.

Customer Rights Prior to Discontinuance of Service

1. ***Reasonable Opportunity:*** The Town will discontinue utility service to customers for non-payment only after giving the customer a reasonable opportunity to question the accuracy of the bill. Reasonable opportunity is defined as the period of time from the issuance of the bill until the final due date.
2. ***Disputed bill:*** If a customer disputes the accuracy of his bill, he has the right to a hearing at which he may be present or be represented by another person of his choosing who may present, orally or in writing, his complaint and contentions.
3. ***Exceptions:*** Under special circumstances, the Town may choose not to interrupt service during extreme weather or when the meter serves an elderly or handicapped person about whom the Town has prior written knowledge.
4. ***Hearing:*** The Town will discontinue utility service for non-payment of a bill only after notice has been given and the customer has had the opportunity to be heard on disputed bills. Any customer desiring a hearing may contact the Finance Director at the Municipal Building, 3672 North Main Street, or telephone (252) 753-5116. Hearings may be scheduled during regular working hours. The customer may be represented in person and/or by counsel or other person of his choosing at this hearing. The complaint may be presented orally or in writing. The Finance Director has the authority to settle the issue and reconnect any disconnected account while the matter is investigated. Appeal may be made to the Town Manager, and must be heard by him prior to appearing before the Board of Commissioners. The customer will be notified in a timely manner of the results of any investigation regarding a hearing and of any resulting determination regarding adjustment or cut-off.

Involuntary Discontinuance of Service

1. The Town may discontinue utility service for any one of the following reasons:
 - A. Failure of the customer to pay bills for utility service as required in the Billing Information section of this policy.
 - B. Failure of the customer to pay deposits as required or to increase deposits as required in the Customer Deposits section of this policy.
 - C. Upon discovery of meter tampering including by-passing the meter or altering its function.
 - D. Failure of the customer to permit town employees access to their meters at all reasonable hours. Locked gates, loose dogs, parking cars over meters, etc. are violations of this policy.
 - E. Use of power for unlawful reasons.
 - F. Discovery of a condition which is determined to be hazardous or unsafe.

2. A notice for termination must include a clear explanation of the reasons for the termination, a statement that cutoff is imminent and the date it will occur, a statement advising the customer of the availability of an administrative hearing and a right to contest the bill and the termination, and the name, position, title, address, phone number, and office hours of the person or persons to contact regarding the payment, the hearing and the dispute.

3. Federal laws regarding bankruptcy require that the Town not alter, refuse or disconnect service based solely on the basis of the beginning of bankruptcy proceedings or on the customer's failure to pay for pre-bankruptcy service, when a petition for bankruptcy has been filed. However, a utility may terminate a bankrupt debtor's service if it is not provided assurance of payment (a deposit or other security) for future services within 20 days after the date of the order for relief. If the debtor gives adequate assurance of future payment for services, the utility may not terminate the debtor's electric service for pre-petition debts.

4. The Town will take extra measures to insure that handicapped, elderly or seriously ill customers receive their bills, have them explained to them and are notified of any problems with payment.

Disconnection During Extreme Weather

The Town will not exercise its right to disconnect service for non-payment of any bill when the safety and well-being of a customer may be at stake. For that reason, disconnections for non-payment may not be conducted on any extremely cold winter day or extremely hot summer day. Extremely cold will be defined as below 32 degrees Fahrenheit all day and extremely hot, above 100 degrees Fahrenheit all day long. If a customer's bill remains unpaid on the next business day, the disconnection for non-payment may then occur. This delay in disconnection for non-payment will not preclude the Town from disconnection at a future date and does not change the customer's liability for payment of all bills and fees.

The customer is encouraged to contact the Town in advance of disconnection to make payment arrangements, especially where winter day hardships can occur.

Reconnection

When it becomes necessary for the Town to discontinue services for any of the reasons listed above, service will be restored after payment of (1) all past due bills due the Town including additional fees and charges required by this policy, (2) any deposit as required and (3) any material and labor cost incurred by the Town.

Meter Reading

1. The Town's meters will be read by Municipal employees, according to the Town's schedule. Reading dates will vary slightly from month-to-month due to weekends, holidays, weather conditions, and other factors. Monthly billing periods will be assumed to be 30 days, but may range from 28 to 32 days. Customers may contact the Finance Department for an average date that their meter will be read.
2. The Town's meter readers use modern meter reading equipment and techniques. If meter reading corrections are necessary, the Town will promptly make them, and a new bill will be rendered. A credit due a customer from a meter reading error will be posted to the customer's account or a check may be written to the customer, if requested.

Load Management

Qualified customers of the Town (those with controllable appliances) may volunteer for a load management program. The Town will install load control switches only where it is cost effective.

1. Volunteer customers will authorize the Town to install a load control switch on heat pumps, water heaters or air conditioners. The owner of the premises must agree to have the load management switch installed.
2. The term of acceptance of the switch is unlimited. The switch can be removed any time the customer asks.
3. The load management switch will be installed by competent, licensed personnel. These installers may be Town employees or independent contractors.

4. The customer voluntarily gives the Town the privilege of interrupting power to the control device for short periods of time in exchange for a monetary bill credit. Bill credits are listed in the Town's Fee Schedule.
5. The customer pays no initial installation costs to receive a switch.
6. The customer pays no ongoing maintenance costs. The Town will provide maintenance at regular intervals and upon the customer's request.
7. The customer assures the Town that access for installation, inspection or testing of the appliance and the Town's equipment will be allowed at a time convenient to the customer, but not exceeding 30 days from the time of the request.
8. A revision to the North Carolina General Statute, effective in October 1990, makes it a misdemeanor to tamper with, bypass or disconnect a load management switch.
9. The Town should encourage customers to call the Town first if they have a problem with a controlled appliance.
10. The controlled appliance should be accessible so a switch can be installed to operate satisfactorily.
11. Water heaters will be load managed on a year-round basis with customers receiving a \$2.00 credit per month on their utility bills.
12. The credit for controlling air conditioners will be based on the months of June, July, August and September. During these billing months, customers will receive a \$4.00 credit posted on their utility bills.
13. Credits will be posted against the normal monthly billing of a customer's account. Monthly bills with net credits will be posted to the next month's bill. Credits from closed accounts will be posted against other accounts the customer may have with the Town before a check is issued to the customer.
14. If a customer has more than one air conditioning unit or more than one electric water heater at one location, switches will be installed on all units. The customer is eligible for only one credit per appliance type.
15. Switches will not be installed in mobile homes unless the owner of the mobile home residence is the owner of the property on which the residence is located and the residence has been secured to a permanent foundation. The residence also must have both central air conditioning and a 240-volt electric water heater having a capacity of 30 gallons or more.

16. If a switch is found bypassed more than once, the switch or switches will be removed and the customer informed.
17. If a switch is made inoperable by an unauthorized person, a chargeback will be made to the customer's account for a minimum of one year. If the customer can provide written documentation from a licensed electrician or repairman verifying a specific date when the switch was bypassed, the adjustment can be modified. If the customer has connected to a gas water heater or changed air conditioning or heat pump units, a chargeback would be done from the date of change or minimum of one year if no documentation is provided.
18. If the Town makes an error and the customer is due a credit, the period of time would be from the date of the error or one year. Before any credit is given, written notice from a Town service person is required.
19. If damage to switches is deliberate, the customer will pay for a new switch.

Rebate Program

In an effort to encourage the replacement of worn out gas or electric water heaters and heat pumps with new, more efficient, electric models the Town of Farmville offers a rebate program based on the following qualifications. Customers will provide the Town with proof of purchase and installation. You may contact the utility department with any questions concerning the program.

1. The Town will offer rebates on new electric hot water heaters, 40-gallon minimum, in the amount of \$150.00.
2. The Town will offer rebates on new electric heat pumps, with a minimum sear rating of 10, in the amount of \$150.00 per ton.
3. All new construction shall be pre-wired for load control.
4. Load management switches are required to qualify for the rebate program.
5. Commercial customers are eligible for electric heat pump rebates up to a maximum size of 5 tons.
6. Single-wide mobile homes do not qualify for the rebate program.

Service Interruption

1. The Town will make all reasonable efforts to provide continuous and uninterrupted electric service, but cannot be liable for loss or damage (direct, consequential or otherwise) caused by any failure to supply electricity or by an interruption, if it is due to any cause beyond the reasonable control of the Town.

2. If the customer notifies the Town of an outage condition, the Town's employees will promptly begin to restore the energy supply.
3. Prolonged service interruptions due to maintenance and construction may sometimes be necessary. The Town will attempt to notify customers in advance through the local news media of extended service interruption for installation or maintenance of equipment.

Town-Owned Property

1. All meters and other equipment furnished by the Town will be the property of the Town. Damages to this equipment which arise from neglect on the part of the customer will be the financial responsibility of the customer.
2. For the safety of the employees who work on the electric poles, no customer, citizen, person or organization will install or attach any wire, sign, basketball goal or other material to any Town-owned pole without express written consent of the Town Manager.

The Town's Response to a Customer Cutting On/Off Utility Service

1. It is unlawful for anyone other than a Town's agent to cut on or off utility service (including electric, water, or load management).
2. A service charge will be billed to anyone violating this policy to recover the Town's cost for investigating the complaint.
3. If a meter seal is found to be broken or removed, the Town should investigate to determine if tampering has occurred and then reseal the meter.

The Town's Response to Meter and Load Management Switch Tampering

1. Tampering with electric meters is prohibited by *North Carolina General Statutes 14-159-1* and *North Carolina General Statutes 14-151-1*. Tampering with a meter or bypassing a meter is the same as stealing. The aggressive enforcement of this policy is required by the large majority of good paying customers who would be financially burdened with paying for the stolen services. The Town will call for the prosecution of cases of meter tampering, electric or water theft and fraud to the fullest extent of the law.
2. Load management devices are considered by this policy to be the same as meters. Any damage to these devices will be paid by the customer.
3. A service charge representing the Town's cost for the investigation and processing of a meter tampering case will be billed to the customer who benefitted from the tampering.
4. Any customer may contest these additional service charges by calling upon the Town Manager for a hearing. A hearing will be scheduled before the Town Manager during regular working hours.

Fee Schedule

| <i>Deposits</i> | <i>Minimum</i> | <i>Maximum</i> |
|-------------------------|----------------|----------------|
| Electric Service | \$200.00 | 300.00 |
| Sewer Service (inside) | 50.00 | 75.00 |
| Sewer Service (outside) | 100.00 | 150.00 |
| Water Service (inside) | 30.00 | 45.00 |
| Water Service (outside) | 50.00 | 75.00 |

Load Management Monthly Credits

| | |
|-------------------------------|--------|
| Air conditioner (four months) | \$4.00 |
| Installation of switches | \$0.00 |
| Water Heater | \$2.00 |

Other Fees

| | |
|-----------------------|---------|
| Delinquent Fee | \$20.00 |
| Application Fee | 15.00 |
| Minimum Housing Fee | 10.00 |
| Late Fee | 3.00 |
| Returned Check Charge | 20.00 |