

**JOE WHEELER ELECTRIC MEMBERSHIP CORPORATION
OPERATIONAL POLICY**

Policy No. 224

ADOPTED: May 2007

AMENDED: JANUARY 24, 2008

REVIEWED WITH NO CHANGES AND APPROVED BY BOARD: OCTOBER 7, 2014

Subject: Discontinuance or Suspension of Electric Service for Reasons Other Than Nonpayment of Service Bill

I. Objective

To establish guidelines for the consuming public and the employees of the cooperative regarding discontinuance of electric service for reasons other than nonpayment of a bill.

II. Policy

Service may be refused or discontinued for any of the reasons listed below. Unless otherwise stated, the customer shall be allowed a reasonable time to comply with the policy before service is discontinued. No service shall be disconnected on the day preceding a day or days on which the cooperative's business office is closed, except as provided in A. - D. below.

- A. Without notice in the event of a condition on the customer's premises determined by the Cooperative to be hazardous.
- B. Without notice in the event of customer use of equipment in such a manner as to adversely affect the Cooperative's equipment or the Cooperative's service to others.
- C. Without notice in the event of tampering with the equipment furnished and owned by the Cooperative.
- D. Without notice in the event of unauthorized use.
- E. For failure of the customer to permit the Cooperative reasonable access to its equipment for inspection, securing of meter reading, etc.
- F. For violation of and/or noncompliance with the Cooperative's rules and/or rate schedules on file with and approved by TVA.
- G. Upon notification by other governing authorities of a violation of a building or safety code or other unsafe condition.

In the event service is disconnected due to a hazardous condition through no fault of the customer, the reconnect charge will not apply.

III. Responsibility

- A. The Board of Trustees is responsible for a periodic review of this policy and shall approve any changes to the policy.
- B. The General Manager is responsible for the implementation of the policy.