

# Schedule of Rules and Regulations

## City of New Albany Light Gas and Water Electric Department

1. **Application for Service:** Each prospective Customer desiring electric service may be required to sign the Distributor's standard form of application for service or contract before service is supplied by the Distributor. The Schedule of Rules and Regulations shall be made available upon request to the customer and shall be available on the Distributor's website.
2. **Deposit:** A deposit as established by the City of New Albany and outlined in the New Albany Light Gas and Water Department Deposit Policy (Appendix A) shall be required. (See attached)
3. **Point of Delivery:** The point of delivery is the point, as designated by Distributor, on Customer's premises where current is to be delivered to building or premises. All wiring and equipment beyond this point of delivery shall be provided and maintained by Customer at no expense to Distributor.
4. **Customer's Wiring-Standards:** All wiring of Customer must conform to Distributor's requirements and accepted modern standards, as exemplified by the requirements of the National Electrical Safety Code and the National Electrical Code and the wiring specifications of applicable ordinances of the City of New Albany.
5. **Inspections:** Distributor shall have the right, but shall not be obligated, to inspect any installation before electricity is introduced or at any later time, and reserves the right to reject any wiring or appliances not in accordance with Distributor's standards; but such inspection or failure to inspect or reject shall not render Distributor liable or responsible for any loss or damage resulting from defects in the installation, wiring, or appliances, or from violation of Distributor's rules, or from accidents which may occur upon Customer's premises.
6. **Underground Service Lines:** Customer desiring underground service lines from Distributor's overhead system must bear the excess cost incident thereto. Specifications and terms for such construction will be furnished by Distributor on request.
7. **Customer's Responsibility for Distributor's Property:** All meters, service connections, and other equipment furnished by Distributor shall be, and remain, the property of Distributor. Customer shall provide a space for and exercise proper care to protect the property of Distributor on its premises, and, in the event of loss or damage to Distributor's property arising from neglect of Customer to care for same, the cost of the necessary repairs or replacements shall be paid by Customer.
8. **Right of Access:** Distributor's identified employees shall have access to Customer's

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premises at all reasonable times for purpose of reading meters, testing, repairing, removing or exchanging any or all equipment belonging to Distributor. If Customer fails to provide access for the above stated purposes, Distributor may discontinue service upon notification of such termination through means of regular mail service or posting notice at the door of the business/residence at the Distributor's discretion.

9. **Billing:** Bills will be rendered monthly and shall be paid at the office of Distributor or at other locations or means as designated by Distributor. Failure to receive bill will not release Customer from payment obligation. Bills paid after due date specified on bill may be subject to additional charges of 5%, the due date for payment of the bill will be fifteen calendar days from the date of bill for residential and commercial customers. Should payment not be received accordingly, Distributor will, six (6) days following the mailing of written notice (with available rights and remedies including phone number for billing disputes) to Customer, discontinue any and all services. Additional fees for collection and reconnection may be added after the disconnect date listed on notice. Failure to receive bill will not release Customer from payment obligation. Should the due date of bill fall on a Sunday or holiday, the business day next following the due date will be held as a day of grace for delivery of payment. Remittances received by mail after the due date will not be subject to such additional charges if the incoming envelope bears United States Postal Service date stamp of the due date or any date prior thereto.
  
10. **Discontinuance of Service by Distributor:** Distributor may refuse to connect or may discontinue service for the violation of any of its Rules and Regulations, or for violation of any of the provisions of the Schedule of Rates and Charges, or of the application of Customer or contract with Customer. Distributor may discontinue service to Customer for the theft of current or the appearance of current theft devices on the premises of Customer. The discontinuance of service by Distributor for any causes as stated in this rule does not release Customer from his obligation to Distributor for the payment of minimum bills as specified in application of Customer or contract with Customer.

Distributor evaluates weather conditions daily at [www.weather.com](http://www.weather.com) for New Albany, MS (38652) and in the event the forecasted temperature is expected to exceed 96 degrees Fahrenheit (F) with a heat index greater than 100 degrees, or is expected to be below 32 degrees (F) on that day, New Albany Light Gas and Water will postpone the disconnection of service due to non-payment. Where disconnection is postponed due to an extreme weather condition, the postponement will not extend beyond the extreme weather condition.

Customers with residential medical hardships may apply for a medical hardship extension by submitting an application (See Appendix B) signed by a medical doctor licensed to practice in the State of Mississippi stating that discontinuation of electric service is life threatening and receiving approval from the Distributor along with a payment plan before the bill due date. This postponement of termination as a medical hardship extension will only

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be for 30 calendar days from the previous due date, and it will only be granted two times in a calendar year.

11. **Connection, Reconnection, and Disconnection Charges**: Distributor may establish and collect standard charges to cover the reasonable average cost, including administration, of connecting or reconnecting service, or disconnecting service as provided above. Higher charges may be established and collected when connections and reconnections are performed after normal office hours, or when special circumstances warrant. Connection, reconnection and disconnection charges will be applied as set forth in Appendix C, Schedule of Fees and Charges. (See attached). Collection fees may be added to all accounts that not paid in full by the stated disconnect date shown on delinquent notice or by prearranged payment date.
12. **Termination of Contract by Customer**: Customers who have fulfilled their contract terms and wish to discontinue service must give at least three (3) days' written notice to that effect, unless contract specifies otherwise. Notice to discontinue service prior to expiration of contract term will not relieve Customer from any minimum or guaranteed payment under any contract or rate. Customer must present valid identification in order to terminate service.
13. **Service Charges for Temporary Service**: Customer requiring electric service on a temporary basis may be required by Distributor to pay all cost for connection and disconnection incidental to the supplying and removing of service. This rule applies to circuses, carnivals, fairs, temporary construction, and the like.
14. **Interruption of Service**: Distributor will use reasonable diligence in supplying current, but shall not be liable for breach of contract in the event of, or for loss, injury, or damage to persons or property resulting from, interruptions in service, excessive or inadequate voltage, single-phasing, or otherwise unsatisfactory service, whether or not caused by negligence.
15. **Shortage of Electricity**: In the event of an emergency or other condition causing a shortage in the amount of electricity for Distributor to meet the demand on its system, Distributor may, by an allocation method deemed equitable by Distributor, fix the amount of electricity to be made available for use by Customer and/or may otherwise restrict the time during which Customer may make use of electricity and the uses which Customer may make of electricity. If such actions become necessary, Customer may request a variance because of unusual circumstances including matters adversely affecting the public health, safety and welfare. If Customer fails to comply with such allocation or restriction, Distributor may take such remedial actions as it deems appropriate under the circumstances including temporarily disconnecting electric service and charging additional amounts because of the excess use of electricity. The provisions of the Section

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entitled **Interruption of Service** of this Schedule of Rules and Regulations are applicable to any such allocation or restriction.

16. **Voltage Fluctuations Caused by Customer**: Electric service must not be used in such a manner as to cause unusual fluctuations or disturbances to the Distributor's system. Distributor may require Customer, at his own expense, to install suitable apparatus which will reasonably limit such fluctuations.
17. **Additional Load**: The service connection, transformers, meters, and equipment supplied by Distributor for each Customer have definite capacity, and no addition to the equipment or load connected thereto will be allowed except by consent of Distributor. Failure to give notice of additions or changes in load, and to obtain Distributor's consent for same, shall render Customer liable for any damage to any of Distributor's lines or equipment caused by the additional or changed installation.
18. **Standby and Resale Service**: All purchased electric service (other than emergency or standby service) used on the premises of Customer shall be supplied exclusively by Distributor, and Customer shall not, directly or indirectly, sell, sublet, assign, or otherwise dispose of the electric service or any part thereof.
19. **Notice of Trouble**: Customer shall notify Distributor immediately should the service be unsatisfactory for any reason, or should there be any defects, trouble, or accident affecting the supply of electricity. Such notices, if verbal, should be confirmed in writing.
20. **Non-Standard Service**: Customer shall pay the cost of any special installation necessary to meet his peculiar requirements for service at other than standard voltages, or for the supply of closer voltage regulation than required by standard practice.
21. **Meter Tests**: Distributor will, at its own expense, make periodical tests and inspections of its meters in order to maintain a high standard of accuracy. Distributor will make additional tests or inspections of its meters at the request of Customer. If tests made at Customer's request show that the meter is accurate within two percent (2%), slow or fast, no adjustment will be made in Customer's bill, and Distributor's standard testing charge will be paid by Customer. In case the test shows meter to be in excess of two percent(2%) fast or slow, an adjustment shall be made in Customer's bill over a period of not over thirty (30) days prior to date of such test, and cost of making test shall be borne by Distributor
22. **Outdoor Lighting Facilities**: Distributor will supply, install and maintain the Light Fixture, all the equipment pertaining to the Fixture and furnish electrical energy to the Customer. Distributor shall, at the request of the Customer, relocate or change existing Distributor-owned equipment. Customer shall reimburse Distributor for such changes at actual cost including appropriate overheads.

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23. **Billing Adjusted to Standard Periods:** The demand charges and the blocks in the energy charges set forth in the rate schedules are based on billing periods of approximately one month. In the case of the first billing of new accounts (temporary service, cotton gins, and other seasonal customers excepted) and final billings of all accounts (temporary service excepted) where the period covered by the billing involves fractions of a month, the demand charges and the blocks of the energy charge will be adjusted to a basis proportionate with the period of time during which service is extended.
24. **Scope:** This Schedule of Rules and Regulations is a part of all contracts for receiving electric service from Distributor, and applies to all service received from Distributor, whether the service is based upon contract, agreement, signed application, or otherwise. A copy of this schedule, together with a copy of Distributor's Schedule of Rates and Charges, shall be kept open to inspection at the offices of Distributor or may be found on our website at <http://newalbany.ms/departments/light-gas-and-water/>
25. **Revisions:** These Rules and Regulations may be revised, amended, supplemented, or otherwise changed from time to time, without notice. Such changes when effective, shall have the same force as the present Rules and Regulations.
26. **Conflict:** In case of conflict between any provision of any current rate schedule and the Schedule of Rules and Regulations, the most current rate schedule shall apply.
27. **Information To Customer:** Distributor shall reasonably inform Customers about rates and service practice policies by making such information available upon Customer's application for service, upon request by a customer and by providing on Distributor's website. All retail rate action shall be communicated to Customer by information issued through the media and/or website (<http://newalbany.ms/departments/light-gas-and-water/>) . Upon request, Distributor will make available to customers a statement of their prior twelve months energy consumption data, if available.
28. **TVA Complaint Resolution Process:** In the case of billing disputes or other service issues, the customer is expected to resolve the dispute by notifying and working with the Distributor. If the dispute is not resolved, the Distributor will provide the customer with information regarding TVA's Complaint Resolution Process. Customers will be informed about the availability of the TVA Complaint Resolution Process upon application for service, at any time upon request, and through information provided on the Distributor's website or other technological means of communication, if available.

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## APPENDIX A

### New Albany Light Gas and Water Electric Department Deposit Policy

#### **Residential Deposit**

Residential electric deposits will be based on an independent third party (On Line Utility Exchange) assessment of a customer's utility payment history and credit history. The following deposit schedule will be used, in no case will the residential deposit exceed twice the highest monthly bill for the residential class:

<b>Deposit Amount</b>	<b>Risk Potential</b>
\$100	Low
\$200	Moderate
\$300	High

1. Upon termination of service, the deposit will be applied against any unpaid account balance and any remaining balance will be transferred to any remaining account of same customer. If the customer does not have another account, the remaining balance will be returned to the customer.
2. A letter of credit is not acceptable in lieu of paying a residential deposit.
3. All service applicants are required to provide two (2) valid forms of identification.
4. All residential deposits held for more than 12 months shall accrue interest based on the annual rate of interest earned by the distributor's primary bank account on Jan. 1 of each year. This interest will be credited to the customer's utility account once annually and is subject to review by the Customer and Distributor.
5. Customers with residential hardships may request to negotiate installment payments for deposits. The full deposit must be paid within 65 days from the date electric service commences. Requirements for installment payments for a residential hardship include a certified victim of domestic violence, a certified medical illness, or any other hardship that the LPC deems appropriate.

#### **Commercial Deposits**

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Commercial electric deposits shall be approximately equal to twice the average monthly bill for the account. If actual data is not available for the account, an estimate will be developed based anticipated customer utility consumption.

1. Upon termination of service, the deposit will be applied against any unpaid account balance and any remaining balance will be transferred to any remaining account of same customer. If the customer does not have another account, the remaining balance will be returned to the customer.
2. Commercial/Industrial customers will have the option of paying a cash deposit or posting a Utility Surety Bond.
3. All service applicants are required to provide business tax id numbers or Social Security numbers for the principal's of the commercial/industrial establishment.
4. Commercial customers who have multiple electric accounts (3 or more) with New Albany Light Gas and request to add an additional account that would require an estimated deposit of \$250 or less, shall have the deposit waived provide all existing electric accounts are current and have good pay histories.
5. All Commercial/industrial deposits held for more than 12 months shall accrue interest based on the annual rate of interest earned by the distributor's primary bank account on Jan. 1 of each year. This interest will be credited to the customer's utility account once annually and is subject to review by the Customer and Distributor.

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## Appendix B – Medical Hardship Form

CUSTOMER CERTIFICATION: (To be completed by customer)

Customer Name: \_\_\_\_\_ Account No: \_\_\_\_\_

Customer Address: \_\_\_\_\_

City, ST, Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_

Household member(s) with Medical Emergency \_\_\_\_\_

Relationship to Customer: \_\_\_\_\_

NOTE: THIS STATEMENT DOES NOT IN ANY WAY REMOVE THE OBLIGATION TO PAY FOR SERVICES RECEIVED OR TO BE RECEIVED FROM NEW ALBANY LIGHT GAS AND WATER.

RELEASE: (to be completed by Resident requiring life-sustaining equipment or his/her legal guardian)

I, \_\_\_\_\_, (circle one: resident/legal guardian) hereby grant my consent to the below-named licensed Physician to release to New Albany Light Gas and Water such information as noted below, plus any supplement information regarding critical medical equipment used at the residence.

Signature of Resident or legal Guardian: \_\_\_\_\_ Date \_\_\_\_\_

MEDICAL VERIFICATION: (To be completed and signed by a licensed physician)

A phone number is required so we may contact you for potential clarification and/or verification.

I, \_\_\_\_\_, a licensed physician, declare there is a medical emergency

(Print Name)

requiring electricity for the above named customer/household member.

Duration of Medical Emergency:

(Maximum 30 days) \_\_\_\_\_

Physician Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Business Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Business Address: \_\_\_\_\_

City, ST, Zip \_\_\_\_\_

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Return this form to: New Albany Light Gas and Water  
100 Cleveland St  
New Albany, MS 38652

OR Fax: 662-534-0864

**Schedule of Fees and Charges** (This list is not intended to be all-inclusive. The Fees and Charges may be revised, amended, supplemented, or otherwise changed from time to time, without notice.)

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**\$15.00 Connection Fee:** This fee is assessed to connect orders to partially offset the cost of installing and connecting electric service. This fee will appear on the first bill rendered.

**5% Late Payment Fee:** This fee is assessed to all customers if payment is not received before the Due Date listed on monthly bill

**\$25.00 Returned Check/Credit Card Fee:** This fee is assessed when a check or draft is returned by the bank on which it was drawn or a credit card is charged back. After two returned checks/drafts, the account will be flagged to accept NO CHECKS and/or DRAFTS for one year from the date of the last returned check or draft.

**\$50.00 Unauthorized Cut Seal Fee:** This fee is assessed if the seal on a customer's meter has been cut, damaged or removed without proper authorization by New Albany Light Gas and Water.

**\$50.00 Meter Tampering Charge:** This fee is assessed when a customer's meter indicates signs of tampering.

**\$10.00 Hold Fee:** This fee is added at the customer's request to allow an additional 7 calendar days to the customers due date before disconnect is allowed

**\$25.00 Reconnect Fee:** This fee is assessed when a customer's service has been disconnected for non-payment and reconnection is made between the hours of 8:00 a.m. to 4:00 p.m. on normal workdays and a service crew is not required. These fees must be paid prior to reconnection of service.

**\$50.00 Reconnect Fee (Service Crew):** This fee is assessed when a customer's service has been disconnected for non-payment and reconnection is made between the hours of 8:00 a.m. to 4:00 p.m. on normal workdays and a service crew is required. These fees must be paid prior to reconnection of service.

**\$45.00 After Hours Reconnect Fee:** This fee is assessed when a customer's service has been disconnected for non-payment and reconnection is made on a weekend or observed holiday, or outside the hours of 8:00 a.m. to 4:00 p.m. on normal workdays and a service crew is not required. These fees must be paid prior to reconnection of service.

**\$100.00 After Hours Reconnect Fee (Service Crew):** This fee is assessed when a customer's service has been disconnected for non-payment and reconnection is made on a weekend or observed holiday, or outside the hours of 8:00 a.m. to 4:00 p.m. on normal workdays and a service crew is required. These fees must be paid prior to reconnection of service.