

## Appendix A

### Schedule of Fees

#### *Deposits:*

Electric-Residential	\$200.00
Electric-Commercial	Shall not exceed twice the highest monthly bill
Water	\$ 25.00
Sewer	\$ 25.00

#### *Other Fees and/or Service Charges:*

##### *Electric -*

Installation of service drop	\$ 25.00
Trip Charge	\$ 25.00
Monthly manual read	\$ 20.00
Reconnection during business hours	\$ 40.00
After-hours reconnection	\$ 400.00
Cut Off service order	\$ 10.00
Cut-loose	\$ 25.00
Meter test	\$ 25.00
Security light pole installation service	\$ 100.00
Returned check/draft	\$ 20.00

##### *Water –*

Trip Charge	\$ 25.00
Monthly manual read	\$ 20.00
Reconnection during business hours	\$ 40.00
After-hours reconnection service call	\$ 70.00
Cut Off service order	\$ 10.00
Meter test	\$ 25.00
Returned check/draft fee	\$ 20.00

#### *Theft of Service Fees:*

##### Electric -

Energy fee	(Highest 12 month bill/30days) times number of days meter was disconnected.
Cut seal fee	\$25.00
Damage fee	\$35.00/hr.
Meter Tampering	\$400

##### Water & Sewer -

Usage Fee	(Highest 12 month bill/30days) times number of days meter was disconnected.
Damage Fee	\$35.00/hr
Service Diversion fee	regular hours \$70.00
Hydrant Usage Theft -	
Tampering Fee	\$400.00
Damage Fee	At Cost

All charges are subject to appropriate sales tax.

## Appendix B

### Phone Numbers

Customer Service	(865) 273-3456
Utility outage- Automated Outage Report Line	(865) 983-8722
Water service after-hours	(865) 982-7990
Electrical Inspector	(865) 273-3517
Collection Technician	(865) 273-3462
Customer Service Supervisor	(865) 273-3465

