



MOUNT PLEASANT POWER SYSTEM SCHEDULE OF CHARGES AND PROCEDURES

A. DEPOSITS AND SERVICE CHARGES:

SECURITY DEPOSITS

- A standard residential deposit of \$300.00 will be required prior to the establishment of electric service. The standard residential deposit can be reduced to \$150 with a “green” credit report from Online Utility Exchange. In no event will the deposit required exceed twice the highest estimated monthly bill for rate classification.
- For Commercial and Industrial customers, deposits will be calculated at twice the average estimated monthly bill for the rate classification and location. The deposit will be estimated based on anticipated demand and energy loading for the particulars of the business. Cash is the standard method of payment for deposits. An indemnity bond or certificate of deposit at a local bank in Mt. Pleasant, TN with Mt. Pleasant Power System listed as suitable guarantee may be accepted in lieu of a cash deposit. Upon written request by the customer or at the discretion of the local power company, the deposit requirement may be re-evaluated based on the most recent electricity usage after a twelve (12) month period.

After the deposit is paid, interest will accrue on a deposit held longer than twelve (12) months at the interest rate Mt. Pleasant Power System (MPPS) earns on its general ledger accounts. Any accrued interest will be credited to the customer’s unpaid bills every 12 months or upon termination of electric service. The deposit balance including any earned interest is subject to review by the customer and MPPS. Customers that have enrolled in the pre-pay program will be required to provide a \$25.00 deposit. [See prepay policy for additional information.]

CONNECTION FEES

For new service or transfer of service from one address to another, there will be a charge of \$25.00 added to the first month’s bill.

DISCONNECTION FEES

A \$25.00 service charge is added to all unpaid bills at 8:00am the morning of disconnection date.

RECONNECTION FEES

- Monday-Friday 7:30am - 4:00pm \$25.00

- Monday-Friday 4:00pm – 10:00pm \$100.00
- Saturday, Sunday, and Holidays 7:30 am – 10:00 pm \$200.00
- Reconnection Requiring Bucket Truck \$100.00 (additional to other charges)

After hours reconnections will occur between 7:30am – 10:00 pm. No reconnections will be made after 10:00 pm unless a Certificate of Medical Emergency is on file.

OTHER FEES

- \$25.00 return check charge + \$25.00 trip charge letter notification
- Meter test charge \$50.00
- Theft of service or meter tampering \$200.00 plus additional trip charges and three times (3x) estimated power stolen.

OVERHEAD AND UNDERGROUND WIRE INSTALLATION COSTS

Single Phase and Three Phase based on current costs.

METER BASE PRICES:

Prices based on current costs and adjusted as prices change. Available at MPPS office are the following:

- 200 amp overhead and underground
- 400 amp overhead and underground

B. PAYMENT OF BILLS:

MPPS bills may be paid through the following options:

1. Office located at 123 North Main Street, Mt. Pleasant, TN 38474
2. Night depository at front entrance of office
3. Mail to P.O. Box 186, Mt. Pleasant, TN 38474
4. Credit card, debit card, electronic check by telephone, or online at www.mountpleasantpower.com*

*Under state law, MPPS is allowed to collect a processing fee for payments made with credit cards, debit cards, or electronic check. For credit or debit cards, the fee is 2.75% of amount of payment. For an electronic check a \$1.00 charge is assessed.

C. BILLING POLICIES:

Each meter is read at midnight the last day of each month. Bills are rendered about three (3) days later. Bills are due and payable upon receipt. Customers are allowed at least fifteen (15) business days from billing date to render payment before a late payment penalty is added.

- Bills will be rendered monthly and shall be paid by the 22nd of each month to avoid late fees.

- Bills that are paid after the due date on the billing statement provided shall be subject to an additional late fee charge of 5%.
- Failure to receive a bill will not release a customer from its payment obligations.
- Should bills not be paid by the due date specified on the bill, service may be discontinued as set out in the “Termination of Service” section herein.
- Should the due date fall on a weekend or holiday, the next business day following the due date will be held as a day of grace for payment to be received.
- Customers desiring to receive electronic bill presentation must enroll in MPPS electronic notice program by completing the applicable form and consenting to its terms and conditions.

D. PREPAY PROGRAM:

MPPS offers residential and small commercial customers a prepay option to reduce customer deposits. PrePay electric service charges are the same as a traditional or “post-paid” account. There is an additional membership fee per day which will not exceed 50 cents per day (\$15 per month). Customer Service will provide the current daily fee. There are no late fees. Participants need \$100 to establish a prepay account. (\$25 deposit, \$25 set-up fee, \$50 Prepay power purchase). Current active “post-paid” customers may convert to PrePay at any time; however, all fees and prior balances must be paid prior to switching. Debt recovery may be an option for prior balances. It is possible for the account balance to have a negative balance because of daily prorated fees. The PrePay account can become negative due to non-payment, a returned check and/or returned item fee. The account is subject to immediate disconnection if the account balance remains negative longer than one day. (See PrePay agreement for more information.)

E. RETURNED CHECKS:

Customers writing checks or using electronic checks to MPPS for payments of amounts due to the system that are not honored by the financial institution drafted upon, are responsible for payments of their account plus additional fees. Payments for returned checks are due within three (3) business days after we receive notice of return or power service will be subject to disconnection. A returned check may be redeemed by cash, credit card or money order by 1:00pm of third business day. Customers having more than two (2) returned checks may result in refusal of MPPS to accept a check or electronic check as payment to the account.

F. TERMINATION OF SERVICE:

MPPS may discontinue electrical service for the violation of the Schedule of Rules and Regulations. MPPS may also discontinue electrical service for the theft of services or the appearance of theft devices on the customers’ premise, for safety reasons, or to be compliant with any state, city or county regulations that require disconnection for safety reasons. Any and all electrical services will be discontinued to customers with past due accounts except as provided in this rule. Payment in full (including late fee charges) will be required before service is restored.

An additional deposit amount may also be required. The termination of service by MPPS for any reason stated in this rule does not release the customer from the obligation for any amounts due to MPPS, including the payment of minimum bills as specified in contracts.

If payment is not received by the due date on the bill, MPPS may discontinue service five (5) days after providing a separate written notice by USPS mail to the customer informing the customer of the electric service disconnection and the available rights and remedies to dispute the bill with MPPS at 931-379-3233. Customers have access to a twenty-four (24) hour call center after hours to make payments. No further notice will be provided before electrical service is disconnected.

Customers who wish to begin or discontinue service will need to call MPPS before 1:00pm if service is to be connected or disconnected the same day. After 1:00pm service will be connected or disconnected the next business day.

Balances due on terminated accounts may be transferred to any other accounts at which the same responsible parties receive electric service from MPPS. If such transferred amounts remain unpaid, any and all active services of the responsible parties may be subject to disconnection.

MPPS evaluates weather conditions daily at www.accuweather.com for Mt. Pleasant, TN 38474. In the event the current or 24 hour forecasted temperature is above 96 degrees Fahrenheit (F) or below 32 degrees (F), MPPS will postpone the disconnection of service of residential customers scheduled for such disconnection due to non-payment. Where disconnection is postponed due to an extreme weather condition, the postponement will not extend beyond the extreme weather condition.

Upon MPPS approval of the Mt. Pleasant Power System Medical Necessity Form, disconnection of service will be postponed for 10 days from the original scheduled disconnection date to allow the customer time to make payment or alternative shelter arrangements. The Medical Necessity Form must be completed by a medical doctor or nurse practitioner licensed to practice in the state of Tennessee. The form must state that the disconnection of electric service would create a life-threatening medical situation for the customer or other permanent resident of the customer's household. It is the responsibility of the customer to ensure that the form has been approved by MPPS and to ensure the form is renewed annually by July 1st. A life threatening medical condition does not relieve a customer of the obligation to pay for electric service, including any late fees incurred or other applicable charges. MPPS will only grant this postponement for termination one (1) time in a twelve month period. If full payment of the past due amount, including all late fees, is not received by the end of the ten (10) day postponement period, electric service will be disconnected without further notice. Customers with life threatening illnesses are responsible for adequate back-up service in case of area wide outages due to circumstances out of our control.

G. ACCESS TO MPPS FACILITIES ON CUSTOMER'S PREMISES

The customer agrees to furnish MPPS, gratis, with a permanent right-of-way for existing and new MPPS facilities which are to be installed and maintained on the customers' property. The customer agrees to grant authorized agents of MPPS for right of access over customers' property for installing, inspecting, maintaining, or removing MPPS property. The customer acknowledges this right includes periodic tree trimming and removal as needed to comply with safety codes and maintain system reliability.

H. REPORTING POWER OUTAGES

MPPS is at your service 24 hours a day. In the event your power should go off, please contact the office at 931-379-3233.

I. METER TAMPERING

All electric meters are the property of MPPS. All meters are legally sealed for your protection and the protection of MPPS.

Civil liability and felony convictions may apply to violations of Tennessee Code Annotated sections 65-35-01 through 65-35-107 and 39-14-411 for anyone damaging or tampering with utility service or a meter or seal. It is a violation to attach any wire or other device which may prevent the flow of unmetered or unauthorized electricity.

J. INTERRUPTION OF SERVICE:

Due to circumstances beyond our control, MPPS cannot guarantee 100% uninterruptible power and thus cannot be held liable for voltage surges and lightning strikes. Therefore, customers with life threatening illnesses are responsible for adequate back-up service in case of area wide outages. Customer shall notify MPPS immediately if electric service becomes unsatisfactory, or should there be defects, trouble, or accidents affecting the supply of electricity. Such notices, if verbal, should be confirmed in writing.

K. CUSTOMER'S ENERGY USE DATA:

Upon request by the customer, MPPS will make available a customer's energy consumption data for the prior 12 months period.

L. SCOPE:

The Schedule of Rules and Regulations is part of all contracts for receiving electric service from MPPS and applies to all services received from MPPS, whether the service is based upon contract, agreement, signed application, or otherwise. A copy of Mt. Pleasant Power System's

Schedule of Rules and Regulations, Schedule of Charges and Procedures, and Schedule of Rates which was approved in a public Board of Directors' meeting, shall be kept open to inspection at the office located at: 123 North Main Street, Mt. Pleasant, TN 38474, or found on the website - www.mountpleasantpower.com. Furthermore, MPPS will provide information regarding rates, service practice policies, and guidelines to customers via the website - www.mountpleasantpower.com. Information including brochures and print media will also be available in the offices. A customer will also receive such information upon application for electrical service, and at any time upon request. All retail rate actions initiated by MPPS will be communicated to the public via the website - www.mountpleasantpower.com or posted in the office lobby.