



# Connecting Electric Service

## CONNECTING ELECTRIC SERVICE

### **When are electricity connection services available?**

Connection services are usually performed during normal business hours Monday through Friday, excluding holidays. However, 24/7 connection services are available for an additional connection fee.

### **What does it cost to get electricity turned on at a location where EPB service has previously existed?**

If you contact EPB at least one business day prior to your anticipated move-in date, the connection fee is \$17.00. If you contact EPB by 4:30 p.m. the same day of your anticipated move-in date, the connection fee is \$29.00. If you contact EPB the same day after 4:30 p.m., the fee is \$64.00 for same day connection.

### **Do I need to be home when electricity is turned on?**

No, you don't need to be home when we connect your power if EPB has safe, unrestricted access the electric meter. EPB employees cannot enter fenced yards with locked gates nor, for their own safety, yards where dogs are present off-leash.

### **How do I get temporary service while building a home?**

Existing customers moving within the service area or homebuilders can call EPB at (423) 648-1372 to schedule installation of temporary service.

The fee for installing temporary service is \$128.00. You must apply for service with EPB and have a temporary stand and meter center attachment in place (complete with an inspection sticker from your local electrical inspector) before requesting temporary service.

### **How long does it take to get temporary power installed?**

If EPB power lines are in the area of your construction, we can have the service connected the next business day after your application is completed. If EPB power lines are not in the area, then an EPB design representative will work with you to schedule a site visit and determine the timeframe in which we can have service connected.

### **How do I get temporary service switched to permanent service?**

When you're ready for permanent service to new construction, simply complete a Builder Service Request Form and get an

inspection sticker on your meter center from your local electrical inspector. We can set your new meter and connect your service the next business day after your request. For more information, call (423) 648-1372.

### **Can I have permanent underground power lines installed?**

You may request permanent underground lines for new construction, even if you do not have your meter center or inspection completed. EPB will install underground service if you clear a final grade path for digging between the EPB power point and the service point. Building must be far enough along to know where service will be run. Once these actions are completed, EPB will perform the underground work and complete it within 8 business days.

### **Is there a fee for installing permanent service?**

There is no charge for either above-ground installation or underground trenching for permanent service for new construction.

## DEPOSITS & PAYMENTS

### **Is there a security deposit required for electric service?**

Since every EPB Electric Power customer account uses power before the first bill is received, we require an initial deposit of \$200.00 to cover the cost of this power. However, all new applicants for service undergo a review of their credit history and those with a satisfactory credit rating may have the deposit waived or billed on the first month's bill. Customers with less than satisfactory credit will be required to pay a deposit in advance. Deposits may be paid using Visa, MasterCard, Discover Card, debit card or cash in person at one of our three convenient locations and must be paid before electric service can be connected.

### **Is there a connection option that does not require a deposit?**

Yes. Pre-Pay Power enables you to set up an account with an initial \$50 payment to be applied against future power use. With Pre-Pay Power, you pay for power before you use it – like putting gas in your car. Add funds to your account 24 hours a day, and receive alerts when your balance is low. With the Pre-Pay Power option, there are



no late fees, no disconnect fees, no security deposit and no surprise bills. However, initial connection fees do still apply. Ask a representative for more details.

**Are deposits ever refunded?**

Your security deposit – plus interest – may be refunded upon your request after 12 months of continuous service and a good payment record. If you disconnect your service before your deposit is refunded, the full amount of the deposit and any accrued interest will be applied toward your final bill. Any amount remaining will be refunded to you.

**Are there alternatives to security deposits?**

Yes. A letter of reference from your previous utility may serve in place of a security deposit. Letters must be printed on the utility's letterhead, authorized by a company official, less than six months old and include a good record of payment for at least 12 months. Also, a co-signer (or guarantor) who is an existing EPB Electric Power customer with a good payment record for at least 12 months may serve in place of a security deposit. The guarantor will be asked to sign an agreement that will remain in effect for one year.

**Can I have more than one electric account at a time?**

Yes. You will, of course, be responsible for all costs associated with any account under your name. If you have been an EPB Electric Power customer for 12 continuous months with a good payment record, deposits for additional accounts may be waived.

**What happens if I'm late with my monthly payment?**

If we do not receive payment by the 16th day after your billing date, a late fee will be added to your balance, and your account will be considered delinquent. The late fee is 5% on the first \$250.00 of the amount owed, and 1% on the remaining balance above \$250.00.

A reminder notice will be mailed, indicating the amount of payment due. Payment must be received by EPB Electric Power within seven days of this reminder notice in order to avoid disconnection of your service. Please note that EPB Electric Power field representatives cannot accept payments.

If you foresee difficulty in paying a bill, call us at (423) 648-1372 and we may be able to extend your payment deadline. In special circumstances, we may also be able to direct you to social service agencies for financial assistance.

**What happens if my check for bill payment is returned?**

If a check or any other payment is returned by your financial institution, we will charge a \$30.00 fee for processing the returned payment and require repayment with cash, cashier's check or money order. Any account with two more returned payments in a 12-month period will be designated as a "cash only" account. All future payments will need to be made with cash, cashier's check, money order, Visa or MasterCard.

**What happens if my service is disconnected?**

If service is disconnected due to nonpayment, we require that all past due balances be paid as well as any reconnection fees and security deposits.

**What are the reconnection fees?**

If your power is disconnected for nonpayment, a fee is required to reconnect. If reconnection happens at the meter on the same day during business hours, the fee is \$29.00. After business hours the fee is \$64.00. If reconnection can wait until the following day, the fee is \$17.00. If reconnection happens at the utility pole, the fee is \$75.00. Pre-Pay Power accounts may be reconnected by bringing your Pre-Pay Power balance up to at least \$50. No reconnection fee is required and services can be reconnected in minutes.

**Can I dispute my bill?**

If you would like to dispute an EPB Electric Power bill that you think is in error, please contact us at (423) 648-1372. We will not disconnect service for nonpayment of the amount in dispute if you notify us before the bill is past due and you pay all undisputed charges before their due date.

**What are the terms of the EPB Customer Agreement?**

By accepting electric service from EPB Electric Power, you agree to comply with all Rates, Rules, Regulations, Policies and Procedures that exist at the time service is started. This includes, but is not limited to, obligation to pay for any electric service provided to you by EPB Electric Power. Failure to abide by EPB Electric Power's Rates, Rules, Regulations, Policies and Procedures may cause your electric service to be disconnected. You further agree to pay all expenses, including reasonable attorneys' fees, associated with the collection of any unpaid amounts for electric service received by you from EPB Electric Power. Your obligation upon acceptance of service from EPB Electric Power is subject to any future amendments or modifications to the Rates, Rules, Regulations, Policies and Procedures.



## PAYMENT OPTIONS

### What forms of bill payment are accepted?

You can pay your electric power bill with cash, personal check, cashier's check, money order, debit or credit card, or checking account either by mail, phone, online or in person with no convenience fee. There are EZ Pay kiosks and night drops available at our downtown, Brainerd and Hixson locations that will accept payments anytime, day or night.

### How can I pay my bill online?

Paying your electric power bill on EPB.com 24 hours a day, 7 days a week using your Visa, MasterCard or Discover Card, debit card or checking account (routing number and account number required).

### Can I pay my bill by phone?

Yes. Call (423) 648-1372 and follow the voice prompts. Payments may be made using your Visa, Discover Card, MasterCard, debit card, or with your checking account (routing number and account number required).

### Where can I pay my bill in person?

EPB Main Office  
10 West M.L. King Blvd. Downtown Chattanooga  
Monday - Friday  
Lobby hours: 7:30 a.m. – 6 p.m.

EPB Brainerd Branch  
830 Eastgate Loop  
Brainerd Village  
Monday - Friday  
Lobby hours: 8:30 a.m. – 5:30 p.m.  
Drive-thru hours: 7:30 a.m. – 6 p.m.  
Saturday 9 a.m. – 1 p.m.

EPB Hixson Branch  
2124 North Point Blvd. Monday - Friday  
Lobby hours: 8:30 a.m. – 5:30 p.m.  
Drive-thru hours: 7:30 a.m. – 6 p.m.  
Saturday 9 a.m. – 1 p.m.

## BILLING PROGRAMS

### How can I keep my power bill consistent month to month?

Yes, there are two ways. One is EPB's Levelized Billing. If you've been our customer at your current location for at least 12 months and your account is up to date, we can calculate your monthly bill based on a "rolling average" of your power usage over the last 12 months and bill you that amount each month. This means your bill won't fluctuate very much month to month.

Like Levelized Billing, another way to keep your bill more predictable each month is with Budget Billing. We'll calculate your yearly electric power consumption, factor in normal weather conditions and any anticipated rate increase, then divide the total by 12 months and set your monthly power bill to that average amount. However, unlike Levelized Billing, you will need to settle any billing difference at the end of the year.

If you've been an EPB customer at your current location for at least 12 months and your account is up to date, you may enroll in either billing program by visiting EPB.com or call (423) 648-1372.

### Can I pay my bill by automatic bank draft?

Yes. Our free EZ Pay automatic bank draft program enables you to authorize EPB to draft your checking account for the amount of your bill each month. You'll still receive an EPB statement every month and the transfer will show up on your bank statement just like any other transaction. Just call (423) 648-1372 to enroll.

### Can I choose my monthly billing date?

Yes. For the convenience of your budget and planning, you may request to be billed on one of four optional dates each month, based upon which billing cycle your account falls into (The 7th, 14th, 21st, or 28th). To find out more, call us at (423) 648-1372.

### Are there large print and detailed bills available?

Yes. EPB offers easy-to-read large print bills and detailed bills. Detailed bills include a complete breakdown of electricity costs, including TVA's current adjustment for the cost of fuel to generate energy. For our Spanish speaking customers we provide the option of having the bill printed in Spanish as well.

For a particular type of bill, call EPB at (423) 648-1372.

## PAYMENT ARRANGEMENTS

### Is there any way I can make payment arrangements?

If you find yourself in a financial situation, please contact us prior to your payment's due date to make payment arrangements. If you make payment arrangements, you may still have to make a late payment fee on any past due charges on your next billing statement, including those charges that have been granted a payment extension.

**What about customers who own rental properties serviced by EPB Electric Power?**

EPB offers landlords an agreement that keeps the power on between tenants and also protects them from disconnect and reconnect fees. When a tenant discontinues service, EPB Electric Power automatically switches billing into the property owner's name. However, if a tenant is disconnected for non-payment of their bill, the billing will not switch into the landlord's name. Call us at (423) 648-1372 for details.

**PAYMENT ASSISTANCE PROGRAMS**

**Are there payment assistance programs available?**

Yes. Power Share is a year-round program that provides direct support to Chattanooga area families in need. The program is made possible by our customers who contribute funds through monthly electric power bills, or by making a pledge. All donated funds are given to United Way 211 - an outreach program that qualifies and distributes 100% of contributed funds to local families. To find out more about contributing to Power Share, call EPB at (423) 648-1372. If you or someone you know is in need, please call United Way 211 by dialing either 211 or (423) 265-8000.

**Can someone else get a copy of my bill on my behalf?**

Yes. Some customers have difficulty keeping track of and mailing payments due to travel commitments, illness or disability. Our Third Party Notification program helps you avoid service disconnections by having another person, such as a friend or family member, receive copies of bills and other important notices such as disconnect notices. To designate a person for this notification, please call EPB at (423) 648-1372.

**Is there customer service available for the Hearing Impaired?**

Yes. EPB has TTD/TTY service available for the hearing impaired by calling (423) 648-1490.

