

**COLLECTION POLICY**  
(this policy supersedes all previous policies)

**ADOPTION DATE:** April 28, 1994

Revised: October 1, 2005

**EFFECTIVE DATE:** June 1, 1994

**RESPONSIBLE FOR ADMINISTERING POLICY:**  
Manager, Board of Commissioners

**BACKGROUND AND PURPOSE**

As part of our goal to control operating costs, it is necessary to isolate certain specific costs and assess those costs to customers who generate them.

**LIMITATIONS**

The Utility is subject to various state and federal regulations and has no discretion to deal with its employees in a manner which would violate these regulations.

**EMPLOYEE NOTICE**

Employees will receive notice of this policy in the following manners:

1. Copies of the policy will be displayed in a conspicuous place on the bulletin board.
2. Each employee will have the policy explained to them and receive a personal copy of the policy.

**POLICY STATEMENT**

Bill collection and service disconnected/reconnection involve the cost of office and field labor, and are only incurred on a degree by those who cause them. Therefore, Jefferson-Cocke County Gas Utility will begin recovering a meaningful portion of those costs from the individual customers who generate them.

**TRIP CHARGE**

After normal billing and payment procedures have proven unsuccessful, a serviceman is dispatched to collect either the amount owed or to disconnect service. If the customer then pays the amount due, or if other payment arrangements are made on the site, a trip charge of forty dollars (\$40.00) will be added to the outstanding bill.

**RECONNECT CHARGE**

When service is actually disconnected for non-payment, and the customer makes subsequent arrangements for reinstallation of service, a reconnection charge of fifty-two dollars and fifty cents (\$52.50) will be paid prior to reconnection of service.

**OMISSIONS**

In the absence of specific rules or policies, the disposition of this policy shall be made by the Board of Commissioners in accordance with its usual and customary practices.

STANDARD OPERATIONAL POLICY NO. JCCUD-94-1