



City of Summerville

"A Better Hometown Community"

Mayor Harry Harvey

Mayor Pro Tem Lloyd D. "Buddy" Windle, III

Council Members:

David Ford, Dale Housch, Joe Money, Jr. and Zachary Martin

Russell Thompson, City Manager - Jill Durham, City Clerk

UTILITY SERVICE POLICIES AND PROCEDURES

ACCOUNTING PRACTICES: A deposit paid to the City of Summerville to establish or reestablish credit for the purchase of natural gas service will not exceed three (3) twelfths of the estimated charge for natural gas service for the ensuing twelve months. Upon receipt of a customer or applicant deposit the City of Summerville will provide the customer/applicant documentation which will show:

1. Name of Customer;
2. Amount of Deposit paid;
3. Date of receipt;
4. Municipal utility name
5. Statement that the deposit is non-interest bearing to customer;
6. Address where service is to be rendered;
7. Statement of terms under which the deposit is applied or refunded to the customer's account.

REASONS FOR DISCONNECTION: No residential gas or water service will be disconnected except for the following reasons:

1. Upon customer request;
2. When service to the consumer constitutes an immediate hazard to the persons or property;
3. By order of the Georgia Public Service Commission, any Court, or any other authorized public agency;
4. Violation of applicable utility rules and regulations approved by and filed with the Georgia Public Service Commission;
5. A bill for past service is not paid within at least fifteen (15) days after the bill has been issued.

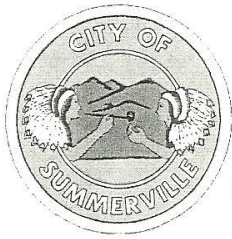
DISCONNECTION OF RESIDENTIAL GAS SERVICE: The City of Summerville will provide to the address of any party who to the knowledge of the utility has undertaken the responsibility to pay the bill written notice of the proposed disconnection at least five (5) days prior to the date of disconnection. Such notice will be displayed on the latest bill to affected customer and shall include:

1. The earliest date for the proposed disconnection;
2. The amount due and the reason for the proposed disconnection;
3. A telephone number the affected consumer may call for information about the proposed disconnection;
4. Telephone number(s) and information concerning known programs that might assist the consumer in paying the past-due bill.

DISCONNECTION DURING ILLNESS: A City of Summerville residential natural gas customer who has a serious illness can provide a notarized letter from their attending physician stating natural gas service is a medical requirement associated directly to their medical condition to avoid suspension or disconnection of natural gas service.

SEASONAL RESTRICTION: Other rules notwithstanding, City of Summerville residential natural gas service shall not be disconnected for an unpaid bill between November 15 and March 15 if:

1. The consumer has a payment agreement with the City of Summerville and is current with that payment agreement;
2. The consumer agrees to pay all bills by their due date for current service. If an agreement extends beyond the current service due date, consumer agrees to pay for current service by the due date during the term of the agreement. If consumer fails to comply with such agreement, service shall be terminated;
3. The forecasted local low temperature for the ensuing 24-hour period is below 32-degrees Fahrenheit.



City of Summerville

"A Better Hometown Community"

Joe R. Norton, Mayor

Council Members:

Brenda R Burks, Betty K. Bush, Dennis Campbell, Milford Morgan, Jr., Dewey H. Hoskins
Grady McCalmon, City Manager - Jill Durham, City Clerk



Page 2

NATURAL GAS UTILITY SERVICE POLICIES AND PROCEDURES

CONSUMER RIGHTS TO CONTEST A DISPUTED BILL: Nothing herein shall relieve the customer of being current with said account and continuing to remit payment for natural gas utility service received while the accuracy of such bill is being investigated/appealed. If such bill is determined to be in error, no late fees, penalties, or interest shall accrue and same shall be refunded where applicable. A residential consumer located outside of the municipal utility's home county shall have the right, after all remedial measures with the utility have failed, to request in writing, or orally to be followed by a request in writing, that the Georgia Public Service Commission investigate the dispute either before or after service has been terminated.

Adopted by the City of Summerville Council this 10th day of June, 2013.



HARRY HARVEY - MAYOR

Attested:



JILL DURHAM - CITY CLERK