

CITY OF TRENTON LIGHT & WATER DEPARTMENT
Schedule of Rules & Regulations
03/29/2017

1. SCOPE

This Schedule of Rules and Regulations is a part of all contracts for receiving electric service from Distributor, and applies to all service received from Distributor, whether the service is based upon contract, agreement, signed application, or otherwise. A copy of this schedule, together with a copy of Distributor's Schedule of Rates and Charges, shall be kept open to inspection at the offices of Distributor. All retail rate actions initiated by Distributor will be communicated to the public through printed media or electronic media.

2. APPLICATION FOR SERVICE

Each prospective customer desiring utility service is required to sign Distributor's standard form of application for service and/or contract. Prospective residential customers must also furnish two forms of identification; at least one of which must be a government issued photo ID, before service is supplied by Distributor.

3. DEPOSIT & OTHER REQUIREMENTS

A deposit of suitable guarantee is required of all customers, without regard to race, color, creed, sex, age, national origin or marital status, before utility service is supplied. Upon termination of service, deposit, including any earned interest, shall be applied by Distributor against any unpaid bill of customer, and if any balance remains after such application is made, said balance shall be refunded to customer.

The deposit balance (including earned interest) as well as the adequacy of such deposit shall be subject to review by the Customer and Distributor.

Residential service:

Residential deposits shall be based on the Beacon credit score of the names and social security numbers of all adult persons applying for service at the address for which utility service is requested. Deposits will be determined by the Beacon score as shown below. In the case of multiple adults, the Beacon scores will be averaged.

Credit Score	Deposit Amount	Minimum Installment
Above 699	\$0	\$0
660 – 699	\$200	\$100
Below 660	\$295	\$150

The maximum deposit at any residence shall be less than or equal to twice the highest average monthly bill for that rate class. In fiscal year 2014, the average residential bill was \$295.00

In the case of a customer who has previously had service with Distributor and owes any past due amount from that service, the past due amount will be paid in full before service may be re-established.

Customers so desiring may pay their deposit in installments as noted above, paying the first installment at the time application for service is made, with the balance being due one week later. Failure to pay deposit balance will result in service disconnection without further notice.

Deposits greater than 1 month's average bill for that rate class will accrue interest yearly at TLW's 12-month average local passbook savings account rate. Deposits, including accrued interest, will be refunded after 24 months of continuous service without a late, rejected, or declined payments.

Commercial/Industrial service:

Commercial/Industrial deposit amounts shall be determined by Distributor based on past utility usage at a given location and/or nature of the business based on twice the highest monthly bill for the previous twelve months of billing history. In the event billing history is not available, the deposit amount will be estimated based on the nature of the business and the estimated kWh. A suitable deposit guarantee, letter of credit, or other security deemed acceptable by TLW may be accepted in lieu of a cash deposit. Deposits greater than 1 month's average bill for that rate class will accrue interest yearly at a 12-month average local passbook savings account rate as long as payment is made timely. No commercial or industrial deposits will be refunded prior to termination of service.

In addition to the required deposit:

- Any residential customer desiring utility service for a rental property must present a dated rental receipt from the owner of the property. Property owners may be allowed to confirm renters to TLW office personnel by telephone, at the discretion of TLW personnel.
- Any customer desiring utility service for a residential property which they own must present proof of ownership.

- Any member of a household or person who has had service disconnected for any reason, may be denied service at same or any other location, including commercial or industrial, until such time as all arrears have been paid.
- A power contract will be required for commercial and industrial customers whose monthly demand exceeds 300 kw. Contracts may also be required for customers whose demands are below 300 kw if deemed necessary by distributor.

4. INFORMATION TO CUSTOMERS

Upon application for service and anytime upon request, information pertaining to current service practice policies, current rates applicable to customer and a written example of bill computation will be made available to customer. Upon request in person, by phone, or by mail a customer will receive a statement of customer's monthly KWh consumption for the prior 12 month period. There is no charge for this service once each 12 months; customer may be charged \$25.00 per additional request for a statement during a 12 month period.

Rate actions and service practice policies are also available on the TLW website. Notice of local rate actions will be given through the local newspaper.

Any person requesting specific information concerning an account, including but not limited to requests for mailing address changes or service termination must confirm to TLW the last four digits of the account holder's social security number and/or the account holder's date of birth.

5. BILLING

Bills will be rendered monthly and shall be paid with 15 days for residential customers and not less than 10 days for other classes from the date on the bill. Bills that are paid after the due date on the billing statement provided shall be subject to an additional charge of 5%. Failure to receive bill will not release customer from payment obligation. Bills paid on or before the due date shall be payable at net rates, but thereafter the gross rate shall apply, as provided in the schedule of rates and charges. Should the final date for payment of bill at net rates fall on a Saturday, Sunday, or holiday, the business day next following the final date will be held as a day of grace for delivery of payment at net rates. Net rate remittances received by mail after the time limit for payment of net rates will be accepted by distributor if the incoming envelope bears a U.S. Postal Service postmark of the final date for payment of the net amount or any date prior thereto.

Adjustments to water billing shall be handled according to the policy for adjustments (copy attached). Easy Pay Billing shall be handled according to the policy for Easy Pay billing (copy attached).

6. TERMINATION OF SERVICE

Distributor may refuse to connect or may discontinue service for the violation of any of its Rules and Regulations, or for violation of any of the provisions of the Schedule of Rates and Charges, or of the application of Customer or contract with Customer. Distributor may discontinue service to Customer for the theft of services or the appearance of power theft devices on the premises of Customer. The discontinuance of service by Distributor for any causes as stated in this rule does not release Customer from his obligation to Distributor for the payment of minimum bills as specified in application of Customer or contract with Customer.

Penalty and Disconnect Dates are set for the following dates (or next business day after) monthly. Disconnect Dates #2 & 3 are only available upon completion of a payment extension agreement per the L&W payment extension policy, residential or commercial.

Control	Penalty Date	Disconnect Date #1	Disconnect Date #2	Disconnect Date #3
#1	5 th	12 th	19 th	3 rd of following month
#2	15 th	22 nd	29 th	13 th of following month
#49	10 th	22 nd	1 week later	1 week later

Termination of service for nonpayment will be made as described below:

- A. Written notice will be given in the form of a mailed or hand-delivered letter, or a red door hanger notice prior to termination of service for nonpayment. If customer does not make payment, or make other acceptable arrangements included herein, the earliest date of termination will be scheduled as outlined above. The written notice shall include information regarding billing disputes and the phone number to contact Trenton Light & Water to inquire about how to dispute the bill.
- B. Customers who wish to dispute the calculation of a bill may contact Trenton Light and Water Department prior to the scheduled disconnect date to review the calculation.
- C. TLW evaluates weather conditions at www.weather.gov for Trenton, TN 38382 at 9:00am on scheduled disconnect dates. In the event the forecasted high temperature for a scheduled disconnect date is expected to exceed 100 degrees Fahrenheit (F) or if the forecasted high

temperature is below 25 degrees F on that day, TLW will postpone the disconnection of service of residential customers scheduled for such disconnection. Where disconnection is postponed due to an extreme weather condition, the postponement will not extend beyond the extreme weather condition.

D. Upon TLW's approval of the TLW Medical Necessity Extension Form (attached) disconnection of service will be postponed for 7 calendar days from the original scheduled disconnection date to allow customer time to make payment or alternative shelter arrangements. The Medical Necessity Extension Form must be completed by a medical doctor, nurse practitioner, or physician assistant licensed to practice in the state of TN certifying 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 Medical Necessity Extension Form has been approved by TLW for each requested extension. 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. TLW will only grant extensions 4 times in a 12 month fiscal year period. These 4 extensions may consist of a combination of Medical Necessity Extensions or Residential Extension Agreements. If full payment of the past due amount, including all late fees, is not received by the end of the 7 calendar day extension period, electric service will be disconnected without further notice.

E. Service will not be disconnected or terminated as described below:

1. On the last working hour of any workday
2. On weekends.
3. On any national holiday observed by distributor

7. COMPLAINT PROCESS

Customers having complaints about services or billing should contact TLW during normal business hours. TLW will work with customers to resolve complaints that might arise. If the dispute is not resolved, TLW will provide the customer with information regarding TVA's Complaint Resolution Process. Customers will be informed about the availability of the TVA Complaint Resolution Process upon application for service, at any time upon request, and through information provided on the TLW's website.

8. SERVICE FEES

Service fees are to be applied as follows:

- A. Whenever service has been discontinued by Distributor as provided above, or a trip is made for purpose of discontinuing service, a reconnection fee will be collected by the distributor before service is restored during office hours. An additional service charge will be collected before service is restored after office hours to cover the related expenses.
- B. Whenever a customer moves from one location to another a transfer fee will be collected by the distributor for each transferring service.
- C. A returned payment fee will be made to customer for each payment returned that must be collected by Distributor. If a payment is returned, Distributor will contact customer to make arrangements for payment. If arrangements for payment are not made, service will be disconnected without further notice.
- D. If a customer requests a meter test, a meter test fee shall be collected by Distributor prior to such testing. If the meter fails to be accurate in excess of 2% the meter test fee shall be refunded to the customer.
- E. Customers requiring electric service on a temporary basis may be required by Distributor to pay all costs for connections and disconnection incidental to the supplying and removing of service. This rule applies to circuses, carnivals, fairs, temporary constructions, etc. and shall be limited to 12 months. A temporary service fee in lieu of a deposit may also be required. This temporary service fee is nonrefundable.

9. POINT OF DELIVERY

The point of delivery is the point, as designated by Distributor, on Customer's premises where electric, water or sewer service is to be delivered to building or premises. All wiring and equipment beyond this point of delivery shall be provided and maintained by the customer at no expense to the distributor.

10. CUSTOMER'S WIRING STANDARDS

All wiring of customers must conform to Distributor's requirements and accepted modern standard, as exemplified by the requirements of the National Electrical Safety Code, the National Electrical Code, the State of Tennessee Dept. of Insurance, Division of Fire Prevention and shall be inspected and accepted by the State of Tennessee Electrical Inspector.

11. INSPECTIONS

Distributor shall have the right, but shall not be obligated, to inspect any installation before electricity is introduced or any later time, and reserves the right to reject any wiring or appliances not in accordance with the distributor's standards; but such inspection or failure to inspect or reject shall not render distributor liable for or responsible for any loss or damage resulting from defects in the installation, wiring, or appliances, or from violation of Distributor's rules, or from accidents which may occur upon customer's premises.

12. UNDERGROUND SERVICE LINES

Customers desiring underground service lines from Distributor's overhead system must bear the excess cost incident thereto. Specifications and terms for such construction are listed below. These terms can also be furnished by Distributor on request.

Residential Subdivision Development – All Electric

Any subdivision development which meets the requirements of an all-electric subdivision as set forth by Trenton L&W shall have underground electric facilities installed by TLW at no cost to the developer. This provision shall not apply to underground street lighting. (Ord. 201)

Underground Electric Service Policy:

Upon Customer's request, underground electric service may be installed as an alternative to standard overhead service. The service may require only secondary cables to be installed, or may require both primary and secondary cable installation. In either case, all conductor underground must be in conduit (see conduit specs below).

Residential:

Primary—All primary conductors and pad mount transformers will be installed by TLW. The customer requesting service will be required to pay the difference in cost between the underground primary system and the standard overhead service which would have been installed. This payment must be received by TLW before permanent services will be set. TLW will assume responsibility for repairs after installation is complete.

Secondary—All trenching necessary for underground secondary services will be done by the customer. Customer will also provide all conduit which will be underground, with TLW providing any conduit which will be above ground and exposed to sunlight (see conduit specs below). TLW will then

install the conduit and secondary conductor, and make necessary connections at no charge to the customer. The depth of bury will not be less than thirty (30) inches to the top of the pipe. Warning tape will be installed not less than eight (8) inches below ground level, and will be furnished by TLW. TLW will assume responsibility for repairs after installation is complete.

Conduit specs—Any conduit being installed below ground may be schedule 40 PVC. Conduit which will be above ground will generally be provided by TLW and will be schedule 80 PVC or greater. Conduits containing secondary cables will generally be 2-1/2 inch diameter.

Commercial:

Primary—All primary conductors and pad mount transformers will be installed by TLW. The customer requesting service will be required to pay the difference in cost between the underground primary system and the standard overhead service which would have been installed. This payment must be received by TLW before permanent services will be set. TLW will assume responsibility for repairs after installation is complete.

Secondary—The customer will be responsible for all installation of conduit and conductors. The depth of bury will not be less than thirty (30) inches to the top of the pipe, and must be verified by TLW before backfilling of the trench is started. Warning tape will be installed not less than eight (8) inches below ground level, and will be furnished by TLW. Customer will assume responsibility for all future repairs.

Conduit specs—Conduits and conductors will be sized by the customer according to code requirements. Conduit installed below ground maybe schedule 40 PVC; conduit installed above ground must be schedule 80 PVC or greater.

13. CUSTOMER'S RESPONSIBILITY FOR DISTRIBUTOR'S PROPERTY

All meters, service connection, and other equipment furnished by Distributor shall be, and remain, the property of Distributor. Customer shall provide a space for and exercise proper care to protect the property of Distributor on his premises, and in the event of loss or damage to said property arising from neglect of customer to care for same, the cost of the necessary repairs or replacements shall be paid by customer.

14. RIGHT OF ACCESS

Distributor's identified employees or agents shall have access to customer's premises at all reasonable times for the purpose of reading meter, testing,

repairing, removing, or exchanging any or all equipment belonging to Distributor.

Distributor's identified employees or agents shall also have access to customer's premises at all reasonable times for the purpose of inspecting, performing maintenance, or trimming trees. Distributor's right of access shall extend not less than fifteen (15) feet either side of the center of the power line. No permanent or other structures may be located so as to restrict the access provided herein. Distributor shall have the right to trim any tree limbs which encroach upon the access provided herein, as well as the right to remove any tree partially or wholly located within the access which the department deems to be a potential threat to the continuous operation of the line. However, Distributor shall have no obligation to trim or remove trees which pose no threat to the lines or the removal of which is deemed prohibitively costly.

15. DISCONTINUANCE OF SERVICE BY DISTRIBUTOR

Distributor may refuse to connect or may discontinue service for the violation of any of its Rules and Regulations, or for violation of any of the provisions of the Schedule of Rates and Charges, or of the Application of Customer or Contract with Customer. Distributor may discontinue service to customer for the theft of utilities or the appearance of utility theft devices on the premises of customer. The discontinuance of service by Distributor for any causes as stated in this rule does not release customer from his obligation to Distributor for the payment of bills as specified.

16. INTERRUPTION OF SERVICE

Distributor will use reasonable diligence in supplying service, but shall not be liable for breach of contract in the event of, or for loss, injury or damage to persons or property resulting from interruptions in service, excessive or inadequate voltage, single-phasing, or otherwise unsatisfactory service, whether or not caused by negligence.

17. VOLTAGE FLUCTUATIONS CAUSED BY CUSTOMER

Electric service must not be used in such a manner as to cause unusual fluctuations or disturbances to Distributor's system. Distributor may require customer, at his own expense, to install suitable apparatus which will reasonably limit such fluctuations.

18. ADDITIONAL LOAD

The service connections, transformers, meters, and equipment supplied by Distributor for each customer have definite capacity, and no addition to the

equipment or load connected thereto will be allowed except by consent of Distributor. Failure to give notice of additions or changes in load, and to obtain Distributor's consent for same, shall render customer liable for any damage to any of Distributor's lines or equipment caused by the additional or changed installation.

19. STANDBY AND RESALE SERVICE

All purchased services (other than emergency or standby service) used on the premises of customer shall be supplied exclusively by Distributor, and customer shall not, directly or indirectly, sell, sublet, assign or otherwise dispose of the services or any part thereof.

20. NOTICE OF TROUBLE

Customer shall notify Distributor immediately should the service be unsatisfactory for any reason, or should there be any defects, trouble, or accidents affecting the supply of services. Such notices, if verbal, should be confirmed in writing.

21. NONSTANDARD SERVICE

Customer shall pay the cost of any special installation necessary to meet his peculiar requirements for service at other than standard voltages, or for the supply of closer voltage regulation than required by standard practice.

22. METER TESTS

Distributor will, at its own expense, make periodical tests and inspections of its meters in order to maintain a high standard of accuracy.

23. EXTENSIONS AND ADDITIONS TO STREET LIGHTING SYSTEMS

Distributor shall, at the request of a customer for street lighting service, provide additions and extensions to the street lighting system, provided that if, in any year ending June 30, customer requests additions or extensions with a total cost in excess of five percent of the investment in street lighting property and equipment, customer may be required to finance such excess cost.

24. BILLING ADJUSTED TO STANDARD PERIODS

The demand charges and the blocks in the energy charges set forth in the rate schedules are based on periods of approximately one month. In the case of the first billing of new accounts (temporary service excepted) where the period covered by the billing involves fractions of a month, the demand

charges and the blocks of the energy charge will be adjusted to a basis proportionate with the period of time during which service is extended.

25. ATHLETIC FIELD LIGHTING

Athletic field lighting installations not owned or maintained by Distributor may be served on an off-peak basis in accordance with the provisions of the street lighting rate. For athletic field lighting the investment charge provided for in the street lighting rate will be based on Distributor's investment in furnishing and installing the equipment devoted to supplying the athletic field lighting service. Energy will be billed in accordance with the street lighting schedule and each installation will be considered a separate customer for billing purposes. Customer's bills rendered in accordance with this provision shall be subject to any surcharge and amortization charge applied by distributor. The off-peak period shall be determined by Distributor, but in no case shall it commence earlier than 7 PM. Customer may be permitted to use up to ten percent (not to exceed 10 KW) of the total installed lighting capacity prior to the commencement of the off-peak period, such use to be considered off-peak for billing purposes. In the event customer fails to restrict service in accordance with these requirements, he shall be billed under the appropriate lighting and power rate.

26. SCOPE, REVISIONS, AND CONFLICT

This Schedule of Rules and Regulations is a part of all contracts for receiving utility services from Distributor, and applies to all service received from Distributor, whether the service is based upon contract, agreement, signed application, or otherwise. A copy of this schedule, together with a copy of Distributor's Schedule of Rates and Charges, shall be kept open to inspection at the offices of Distributor.

These rules and regulations may be revised, amended, supplemented or otherwise changed from time to time, without notice. Such changes, when effective, shall have the same force as the present rules and regulations.

In case of conflict between any provisions of any rate schedule and the Schedule of Rules and Regulations, the Rate Schedule shall apply.

**TRENTON LIGHT & WATER DEPARTMENT
RESIDENTIAL PAYMENT EXTENSION POLICY**

Extensions are intended to help customers that occasionally have financial hardships. They are not a way that customers can rearrange the due date of their payment.

1. Each customer shall have no more than FOUR (4) extensions in any fiscal year period (July 1-June 30).
2. No future extension contracts in same fiscal year period shall be given to the customer if a previous extension was not met.
3. Extensions made for a certain date do not include mail postmark. The payment must be in the L&W office PRIOR TO start of business (8 AM) on the next regular business day (M-F), or internet/phone payment transaction date/time must be prior to start of business as stated above following the agreed upon date for payment.
4. All payment extensions must be made and signed by the customer whose name is on the account (or their spouse or Durable Power of Attorney (POA)).
5. Customers will choose one of two payment extension options only, and this choice cannot be changed.
6. No arrangements can be made in the field, and no representative or agent will be allowed to take monies of any kind in the field.

Payment Extension Option 1:

The customer agrees to pay the balance of their bill within 1 week of the original cutoff date.

Payment Extension Option 2:

The customer pays at least \$75 on their bill, and agrees to pay the balance of their bill in no more than 3 weekly installments. All months shall be considered to have 28 days for the purpose of payment extensions.

**TRENTON LIGHT & WATER DEPARTMENT
COMMERCIAL/INDUSTRIAL PAYMENT EXTENSION POLICY**

Extensions are intended to help customers that occasionally have trouble or unexpected financial hardships. They are not a way that customers can rearrange the due date of their payment.

1. Each customer shall have no more than THREE (3) extensions in any fiscal year period (July 1-June 30).
2. No extension contracts shall be given to the customer in same fiscal period if a previous extension agreement was not met.
3. Extensions made for a certain date do not include mail postmark. The payment must be in the L&W office PRIOR TO start of business (8 AM) on the next regular business day (M-F), or internet/phone payment transaction date/time must be prior to start of business as stated above following the agreed upon date for payment.
4. All payment extensions must be made and signed by a known agent of the business whose name is on the account.
5. Customers will abide by the signed agreement, and this agreement cannot be changed or modified.
6. No arrangements can be made in the field, and no TLW representative or agent will be allowed to take monies of any kind in the field.

Payment Extension Agreement:

The customer agrees to pay one half ($\frac{1}{2}$) of their bill at the time the agreement is signed.

At least half ($\frac{1}{2}$) of the outstanding balance must be paid within one (1) week after signing the agreement.

The remaining outstanding balance must be paid within two (2) weeks of signing the agreement.

TRENTON LIGHT AND WATER DEPARTMENT EVEN-PAY BILLING POLICY

Availability:

The Even-Pay billing plan is made available to all residential customers having service at the same location for at least 13 months prior to application, and having a satisfactory pay rating.

Monthly Bill Determination:

The customer's monthly bill amount is based on past usage history. The total of the previous twelve month's usage is calculated and adjusted to allow for rate increases, if deemed appropriate. This total is then divided and billed in the next eleven months. At the end of the twelve month period the customer's account will be adjusted to reflect the difference (debit or credit) between the total of the twelve equal monthly payments and the total of the twelve actual bill amounts. The monthly even-pay amount will then be recalculated as before for the next standard even-pay billing period.

Enrollment:

The 12 month standard even-pay billing period will begin in November and end in October. Applications for participation will be taken prior to that customer's November billing period at the amount calculated by the computer as above.

Billing and Reconciliation:

The monthly bill will show the charges based on actual kwh usage and also the even-pay billing amount. Any late charges or penalties will be assessed on the even-pay billing amount. The customer's account will be reconciled in the billing month of October. The bill paid for this billing period will be the difference between the accumulated amount due from the actual kwh sales during the entire billing period and the accumulated amount paid from even-pay bills for the same period. Any resulting customer credit balance will be applied to the following month's bill. Cash refunds will not be given.

Termination:

Either the customer or TLW may terminate the even-pay agreement as of the end of any billing month. Upon such termination, the customer's account at that time will be reconciled in the same manner as provided in the preceding section for the final month of the standard even-pay billing period. Refunds will be given only if service is terminated at this location.

Other Charges:

Other amounts (heat pump loans or other monetary obligations) agreed to by the customer and TLW may be added to the even-pay bills.

Trenton Light & Water Department Water & Sewer Adjustment Policy

1. A six-month average use will be computed based on the customer's use without including the use for the month(s) to be adjusted.
2. The difference in the six-month average use and the use for the month to be adjusted will be considered the amount of the leak.
3. The amount of the leak is divided by 2; with the customer paying the cost of $\frac{1}{2}$ the amount, and the L&W Dept. absorbing the cost of $\frac{1}{2}$ the amount.
4. The customer's water use is adjusted to the six-month average + $\frac{1}{2}$ the amount of the leak, and the billed amount is recalculated at this use with the regular rate.
5. In the case of leaks which are going into the sewer system, the customer's sewer use is adjusted in the same way as Step #4 above, and the billed amount is recalculated at this use with the regular rate. In the case of leaks which are not going into the sewer system, the customer's sewer use is adjusted to the six-month average, and the billed amount is recalculated at this use with the regular rate.
6. Adjustments for leaks will not be given for more than four (4) months in a 12-month consecutive period.
7. Swimming Pools:
 - The customer is required to furnish to the L&W Dept. the number of gallons which the swimming pool holds. The customer's sewer use is then adjusted by subtracting this number of gallons, and the billed amount is recalculated at this use with the regular rate.
 - Swimming pool adjustments are limited to two (2) adjustments per summer (May-August).
8. Watering of Lawns:
 - Step #1 of the adjustment policy will be the same.
 - The difference in the six-month average use and the use for the month to be adjusted will be considered the amount of water used for watering.
 - The customer's sewer use is adjusted to the six-month average, and the billed amount is recalculated at this use with the regular rate.
 - Watering adjustments are only available for June meter readings through October meter readings.

**Medical Necessity Extension Form
Trenton Light & Water Department**

Instructions:

The following is to be completed by a licensed medical professional after examination of the individual whose name appears as the patient on the form below. This form applies only to situations where, in your professional opinion, termination of electric utility service would be LIFE THREATENING to this individual. **If, in your professional opinion, a life threatening situation does not exist, please do not sign this form. PLEASE COMPLETE ALL PARTS. TRENTON LIGHT & WATER WILL CALL TO CONFIRM.**

If you have any questions regarding this form, please contact: Trenton Light & Water Dept. at (731)855-1561. You may fax the completed form to us at (731)855-2287.

The following medical information must be certified by one of the following. Please indicate if you are a:

- _____ licensed physician
- _____ physician assistant
- _____ certified nurse practitioner

Please complete the following. Please print.

I certify that my patient has been examined by me and I have determined the following to be true:

Name of patient: _____
Patient's permanent residence: (street address) _____
(city, state, zip code) _____

Check the applicable condition:

- _____ This patient suffers from a hazardous medical condition and termination of electric utility service would be life-threatening.
- _____ This patient uses life-supporting equipment and termination of electric utility service would make operation of that equipment impossible or impractical.

I certify that I advised my patient that disclosure of the requested information may be subject to re-disclosure by the recipient and no longer be protected by the HIPAA rules and regulations.

I certify that, to the best of my knowledge, the information provided above is true.

Authorized Signature _____ **Date** _____

(Please Print)
Name of Licensed Medical Professional _____
Business Address _____
Business Telephone _____
Current State License or Certificate Number: _____

FOR TLW USE ONLY: Acct# _____ **Date Received** _____
Regular Cutoff Date _____ **Date for termination if not paid** _____

CUSTOMER'S ACKNOWLEDGEMENT

I have been informed by Trenton Light & Water Dept. (TLW) that the Medical Necessity Extension Form dated _____ is only a temporary extension to pay my account and if the referenced patient's condition remains the same or worsens, then it is my responsibility to renew this form for any future extensions. I acknowledge that it is my responsibility during the week following the normal cutoff date for which the above referenced Medical Necessity Extension was made to arrange for the transfer of the above patient to another location in the event payment cannot be made.

I understand it is my responsibility to ensure that the Medical Necessity Extension Form has been approved by TLW.

I have been informed by TLW that TLW has the sole discretion to accept or deny this application for relief based upon a life threatening condition for the above named patient.

Date _____ Customer _____

Sworn to and subscribed before me, on this _____ day of _____, 20____.

Notary Public: _____ Comm. Exp. _____

(seal)