

AUB Policies and Procedures Manual	
Standard Policies and Procedures	
Policy Number – AUB-01-01	Revision Number: 3
Subject Information to Customers	Effective Date: 07-01-2022
	Superintendent Approval:
	General Manager Approval:

1.0 General

Information regarding all rates, rate classifications, and all policies of the Athens Utilities Board (AUB) are freely available to members of the public via links on the homepage of the AUB website at www.aub.org. The Rates page is updated monthly to reflect the change created by TVA’s fuel cost adjustment for the month. Members of the public can also obtain all rate information simply by coming to or calling the AUB offices. This information is freely available and offered to customers applying for service and can be provided by any AUB Customer Service Representative.

1.1 Rate Actions

AUB communicates all retail rate actions initiated by the utility via local/region media outlets and online sources such as the AUB Facebook page and other social media sites. This includes not only base rate actions or rate changes, but also the effect on rates by every monthly TVA fuel cost adjustment.

1.3 Consumption Data

AUB operates in a fully open and transparent manner regarding all information about the utilities operations, finances, policies and practices. This includes, of course, providing monthly consumption and billing data to customers for any time period they request.