

Athens Utilities Board

AUB Policies and Procedures Manual Standard Policies and Procedures	
Policy Number – AUB-04	Revision Number: 2
Subject Suspension of Nonpayment Disconnects in Times of Extreme Outdoor Temperatures	Effective Date: 06-25-2013
	Superintendent Approval:
	General Manager Approval:

1.0 PURPOSE

The purpose of this policy is to provide AUB employees guidance on handling delinquent accounts scheduled for non-payment disconnect during times of temperature extremes.

2.0 SCOPE

This policy applies to all AUB employees. It will be particularly pertinent to utility service crews and their direct supervisors in the course of assembling, issuing and working the nonpayment disconnect list.

3.0 GENERAL

AUB has an established schedule that includes due dates and nonpayment disconnect dates. Following this prescribed schedule lowers the risk of financial losses by the utility and helps ensure fiscal responsibility and security for AUB ratepayers as a whole.

4.0 DEFINITIONS

AUB – means the Athens Utilities Board and its duly authorized employees, agents, and representatives.

Board – means the Chairman and all Commissioners but does not include any employees

Customer – Any person, business, or other entity that receives or has received utilities from Athens Utilities Board, any division.

Disconnect list – also called a “cutoff” list or “collections” list; this is a listing of accounts that have gone beyond the due date and any requisite waiting period without proper payment being made to the account to keep services active.

5.0 PROCEDURE/POLICY

5.1 SUSPENSION OF THE NONPAYMENT DISCONNECT LIST AT TIMES OF EXTREME TEMPERATURE CONDITIONS

AUB management checks weather conditions daily for the Athens area (zip code 37303) at www.weather.com. In the event that AUB has a nonpayment disconnect list for residential power or natural gas customers on a day when daytime temperatures are forecast not to exceed 32 degrees Fahrenheit or to be in excess of 98 degrees Fahrenheit, AUB management may suspend working the disconnect list on that day. Any residential accounts on the list that day will be placed on the next available cutoff list at such time that temperatures moderate sufficiently to allow the list to be worked normally. Extreme-weather service extensions shall not go beyond the period of extreme temperatures as outlined herein or the customer’s next due date, whichever comes first.