

General Statement

Harriman Utility Board has adopted the following rules, regulations, and rate schedules which are consistent with its contract with TVA for the resale of electric power to its consumers. These will apply to all class types of service requested whether by contract or other agreements. Acceptance of service from the Utility constitutes approval by the customer of these rules and regulations but in no case shall they relieve any other existing or prior obligations to the Utility.

Responsibility

All rules and regulations for the health and safety of its consumers as well as electrical inspections are given for guidance and Harriman Utility Board will not be expected to enforce or be responsible for their application or use. All electrical wiring by the customer or its contractor should be installed by the standards of the National Electrical Code and the State of Tennessee – Department of Commerce and Insurance. It is the responsibility of the State Inspector to inspect customer wiring to determine if it is installed according to standards and if it is safe to be connected to the Utility electrical power source. Harriman Utility Board reserves the right to refuse service if not approved by the State or if the installation for hook-up is not installed in the proper location and by the standards established by the Utility. The Utility accepts no responsibility for damages to property or bodily injury where violations occur. These rules and regulations are subject to change without notice when approved by the Board.

Information to Customers

Information about rates and service policies is given to customers when they apply for service and upon request. Requests for information may be made in person at the office or by phone or mail, or on our website at www.hub-tn.com.

Information may include but not be limited to the following:

1. Current service practice and meter policies
2. Current rates

Customers shall be notified of the availability of service policies, meter policies and rate information by public displays, radio, newspaper or mail.

All retail rate actions initiated by Harriman Utility Board will be communicated to the public via our website – www.hub-tn.com.

Customers may at any time request a twelve month history of consumption. This will be provided upon identification clarification.