

Schedule of Rules and Regulations

Deposit: A deposit or suitable guarantee will be required of any customer before electric service is supplied.

For additional information on deposits see the Security Deposits Policy Bulletin No. 7R4.

Billing:

There shall be a minimum of fifteen (15) days allowed between the bill date and the last day to pay before gross billing is applied. Bills will be rendered monthly and shall be paid by the due date on the bill. Failure to pay by the due date shall be subject to an additional charge of 5%. Failure to receive a bill will not release a customer from its payment obligations. Failure to pay any bill by the due date specified on the bill, may result in disconnection of service as set forth in the "Termination of Service" section herein. Should a due date fall on a weekend or holiday, the next business day following the due date will be held as a day of grace for payment to be received

For additional information on billing see the Billing Policy Bulletin No. 152R2.

Termination of Service:

Members and/or consumers who have not paid their bill by the due date shall be subject to disconnection of service for non-payment.

For additional information on termination of service see the Disconnection of Service for Nonpay Policy Bulletin No. 231 R1, and the Disconnect Policy during Extreme Weather Conditions Policy Bulletin No. 245.

Information to Consumers:

Upon request from the consumer, Forked Deer Electric will make available a customer's energy consumption data for the prior 12 months' period.

A copy of the Rules and Regulations along with the approved Rates and Fees shall be kept open to inspection at the office of Forked Deer Electric Cooperative located at 1135 North Church Street, Halls, Tennessee, 38040 or found on our website – www.forkeddeer.com . Furthermore, Forked Deer Electric will provide information regarding rates, service practices, and guidelines to customers via the website – www.forkeddeer.com . All retail rate actions approved by Forked Deer Electric will be communicated to the public and consumers via the website – www.forkeddeer.com and through billing advertisements.

Customers shall be informed of applicable rates and fees, as well as Service Practice Policies upon application for service from Forked Deer Electric.

TVA Complaint Resolution Process – In the case of billing disputes or other service issues, the customer is expected to resolve the dispute by notifying and working with the Distributor. If the dispute is not resolved, the Distributor 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 Distributor's website or other technological means of communication, if available.