



# HUNTSVILLE UTILITIES POLICY

<b>Approval Date:</b> Gas & Waterworks Board-9/28/2021 Electric Board- 9/29/2021	<b>Date Posted:</b> 9/30/2021	<b>Implementation Date:</b> 10/1/2021
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**Policy #:** CC-11

**Policy:** Rates and Charges

**Purpose:** To ensure the recovery of costs associated with providing electric, water and gas service to our customers.

## Rates

Rates for all services shall be comprised of a fixed rate or availability fee and commodity charge based on consumption. The Board, City Council and TVA shall approve all rates for electricity furnished by Huntsville Utilities (HU). Usage rates for electricity will vary monthly based on the Fuel Cost Adjustment (FCA), which is set and determined by TVA. Electric rates also fluctuate seasonally according to rate schedules approved by TVA. Water rates must be approved by the Board and City Council. Due to dynamic pricing, gas rates require only Board approval.

All rates for electric, water and gas are available at our office and online at the HU website. Rates will be updated as frequently as they change. Any rate changes initiated by HU will be communicated to the public through HU' website.

The residential rate shall apply only to a single-family dwelling and its appurtenances where the major use of electricity is for domestic purposes such as lighting, household appliances, and the personal comfort and convenience of those residing therein. (A single-family dwelling will include an individually metered single-family apartment and an individually metered residential duplex unit.)

If the majority of the energy supplied to a dwelling is regularly used to conduct business, the energy consumed in that portion will be separately metered and billed under the General Power Rate-Schedule GSA. If the Customer does not provide separate circuits, service to the entire premise shall be billed under the General Power Rate-Schedule GSA.

It is mandatory for the customer to notify HU of any change in use or conditions that may affect their rate classification or HU infrastructure.

Should HU determine that any account is not being served under the proper Rate Schedule, HU will apply the proper Rate Schedule in accordance with their consumption and/or business activity.



## Rates and Charges

HU is the billing agent for several third-party providers such as the City of Huntsville, City of Madison, City of New Hope and Madison County. Rates for services are established and approved by the appropriate governing body.

### **Miscellaneous Charges**

The customer shall be responsible for the additional cost of services as established under the Customer Service Fee Schedule. Charges may include but are not limited to fees to collect, connect or reconnect service, disconnecting service for non-pay or at the customer's request, returned items or insufficient funds, cut seals, meter test, rereads or field audits. Higher charges may apply for services performed outside of normal office hours, holidays or weekends. A list of potential service charges is available on HU's website.

### **Charges for Temporary Service**

Customers requiring service on a temporary basis will be required to pay all costs for connection and disconnection incidental to supplying and removing service. Infrastructure may be required in order to establish temporary service. If so, the customer will be required to complete a contract. A rental charge, service charge, installation/removal fee and refundable deposit may be required. This rule applies to circuses, carnivals, fairs, temporary construction, and the like.

**Original Issue Date:** 10/1/21 (formerly part of Customer Care Manual)