

NORTH EAST MISSISSIPPI ELECTRIC POWER ASSOCIATION

POLICY NO. 301

RULES AND REGULATIONS

SCOPE:

Policy 301 - Rules and Regulations is a part of all contracts for receiving electric service from North East Mississippi Electric Power Association (NEMEPA) and applies to all service received from NEMEPA, whether the service is based upon contract, agreement, signed application, or otherwise. A copy of this Policy 301 - Rules and Regulations together with a copy of the NEMEPA Schedule of Rates and Charges, which was approved by NEMEPA Board of Directors, shall be kept open to inspection at the offices of NEMEPA located at 10 PR 2050, Oxford Mississippi, 38655, or found on our website - www.NEMEPA.org. Furthermore, NEMEPA will provide information regarding rates, service practice policies, and guidelines to customers via the website - www.NEMEPA.org and information including brochures and print media will also be available in our offices. A customer will also receive such information upon application for electrical service, and at any time upon request. All retail rate actions initiated by NEMEPA will be communicated to the public via the website - www.NEMEPA.org and through notice in the Electric Power Associations of Mississippi's statewide newspaper, Today in Mississippi.

- 1. *Application/Contract for Service*** – Each prospective Member/Consumer desiring electric service shall sign Association's standard form of Application and Contract for service and shall pay the standard membership fee, and other such fees and deposits as may be required by Association before service is supplied by the Association. Prospective Members/Consumers must be at least 18 years of age. A valid Social Security number, passport and/or U.S. government issued photo identification is required. Copies of all identification provided by the prospective Member/Consumer may be kept by the Association.

Refusal of Service – The Association reserves the right to refuse service to any prospective Member/Consumer or existing Member/Consumer when the service requested is of the type or character which the Association does not have readily available, or if the Applicant or Member/Consumer has not complied with the Wiring Standards set forth in Rules 3 and 4, or if, in the Association's opinion, the Association does not have adequate facilities to render the service desired, or if, in the Association's opinion the characteristics of the use of the service desired may be such as to affect unfavorably the service to other Members/Consumers, or if, in the Association's opinion, a hazardous condition exists on the premises to be served. The Association may refuse to serve any prospective Member/Consumer or existing Member/Consumer, who is indebted to the Association for previous electric service.

2. **Memberships and Deposit** – A membership fee shall be collected from all members.

Deposit policies will be applied fairly without regard to race, color, creed, religion, sex, age, national origin, veteran status, disability, genetic information, handicap or marital status.

North East Mississippi Electric Power Association's deposit policy is designed to assess the credit risk associated with all applications for new or continued service, while protecting the assets of our membership. It is also important to note that most of our customers will be charged a minimal deposit, because they pose little credit risk. Likewise, those customers who have not established credit or pose substantial credit risk should bear the financial risk of providing service to them mitigated through a credit-based deposit policy. This shifts the financial burden they may pose off of our best-paying customers onto those who, in fact, pose a risk. This policy is based upon the use of a screening tool called the ONLINE Utility Exchange to assess credit risk at the point of application and charge higher deposits to those potential members and existing members who pose credit risk. This process assigns the color green to **No Risk**, yellow to **Minimum Risk** and red to **High Risk**.

North East Mississippi Electric Power Association cannot demand that an applicant provide their Social Security Number or Federal Employer Identification Number as a requirement for service. However, it is our policy that applicants who refuse to provide their Social Security Number or Federal Employer Identification Number pose a greater risk and shall be charged the maximum deposit.

A Member/Consumer transferring from one location to another may, upon request or at the discretion of the Association, have their deposit re-evaluated.

Members/Consumers reestablishing membership within a 24 month period with a history of prompt payment, will be presumed to have the same deposit risk unless the Member/Consumer requests the deposit be reevaluated.

Persons with extreme hardship may pay the deposit in installments not to exceed 120 days.

Deposit balance including earned interest is subject to review upon written request of the Member/Consumer or at the discretion of NEMEPA. The review will be based on the most recent twelve month period of payment history. This process may involve a new credit report for which the Member/Consumer will be expected to pay.

All deposits held longer than twelve months shall earn interest at the average passbook savings account rate of local banks, adjusted annually. The deposit and earned interest will be credited to the account upon termination of service or upon refund of the deposit. No deposits will be held without an active account. After sufficient time for all payments to be processed, refunds will be mailed to the address on the account. The Member/Consumer is responsible for providing the Association with the correct forwarding address.

Members/Consumers who have been disconnected more than twice in a twelve month period will have their deposit increased to the **High Risk or Minimum Risk**

amount. The increase may be paid in installments not to exceed 120 days.

Residential Service Applicants

- **No Risk** – New service applicants who pose no credit risk will be charged a deposit of **\$80**.
- **Minimum Risk** – New Service applicants who pose minimal risk will be charged a deposit of **\$200**.
- **High Risk** – New Service applicants who pose substantial credit risk will be charged a deposit of **\$400**.

At no time will a residential deposit exceed two times the highest monthly usage of the class average.

An existing Member/Consumer requesting a temporary/construction service to build a new primary residence to which they will transfer and have demonstrated a history of prompt payment, will not be required to make an additional deposit. An older home that needs renovation will qualify.

An existing Member/Consumer may have additional residential locations temporarily connected for a maximum of 2 weeks without requiring another deposit. Any unpaid balances shall be transferred to the active account.

Once a Members/Consumers responsibility exceeds 25 locations/connections, they pose an excess risk and will not be eligible for the no risk level under the residential rate.

Commercial Applicants

- **Minimum Risk**-Commercial applicants who display an IntelliScore of 80 to 100 shall pay a deposit of one times highest monthly usage of the service address during the prior 12 months.
- **Moderate Risk**-Commercial applicants who display an IntelliScore of 79 or lower shall pay a deposit of two times the highest monthly usage of the service address during the prior 12 months.

Commercial applicant's deposit will be determined in the following manner:

- A. Sole proprietorships will have an ONLINE Utility Exchange report pulled on the sole proprietor and charged the corresponding deposit.
- B. Partnerships, Limited Liability Companies (LLC) and Limited Liability Partnerships (LLP) that are less than one year old will have an ONLINE Utility Exchange Report pulled on the managing partner or managing director, as appropriate, and the corresponding deposit will be charged. If the entity is over one year old, an IntelliScore Report will be pulled and a deposit charged as described above.
- C. Commercial applicants who are corporations, regardless of whether they are Subchapter S or full "C" Corporations, or any corporation that has a corporate headquarters outside of our service area (foreign corporation), shall have

their credit risk based upon the ONLINE Utility Exchange's Business Profile Report and IntellieScore Report.

3. ***Point of Delivery*** – The point of delivery is the point, as designated by the Association, where current is to be delivered to a Member's/Consumer's building or premises. All wiring and equipment beyond this point of delivery shall be provided and maintained by the Member/Consumer at no expense to the Association.
4. ***Member's/Consumer's Wiring Standards*** – The Member/Consumer, in accordance with the NEC and all other applicable codes and ordinances shall bear sole responsibility to insure that its wiring conforms to all current National Electric Code, Service Regulations of the Association, and all other current codes or local ordinances or standards.
5. ***Inspections*** – Association shall have the right, but shall not be obligated, to inspect any installation before electricity is supplied or at any later time, and reserves the right to reject any wiring not in accordance with rules 3 and 4 above. Such inspection or failure to inspect or reject shall not render Association liable or responsible for any loss or damage resulting from defects in the installation or wiring, or from violation of Association's rules, or from accidents which may occur upon the Member's/Consumer's premises. All Members/Consumers located inside an incorporated municipality that requires inspections shall be required to have a certificate of inspection before service is connected.
6. ***Underground Service Lines*** – Member/Consumer desiring underground service from the Association's overhead system must bear the excess cost incident thereto. Specifications and terms for such construction will be furnished by the Association on request. NEMEPA shall have no responsibility for damage to the property of the Member/Consumer or others following any installation or maintenance work on underground service lines. **(For additional information refer to Underground Distribution policy 410.)**
7. ***Member's/Consumer's Responsibility for the Association's Property.*** All meters, service connections, and other equipment furnished by NEMEPA shall be, and remain, the property of NEMEPA. As part of the consideration for service, each Member/Consumer shall be NEMEPA's bailee of such facilities and shall accordingly desist from interfering with, impairing the operation of, or causing damage to such facilities. Member/Consumer shall control new and existing trees and shrubbery and placement of obstructions so as to prevent interference with utility lines and other NEMEPA facilities. In the event such facilities are interfered with, NEMEPA reserves the right to trim or remove said obstructions. Further, in the event such facilities are interfered with, impaired in their operation or damaged by the Member/Consumer, or by any other person when the Member's/Consumer's reasonable care and surveillance could have prevented such, the Member/Consumer shall indemnify NEMEPA or any other person against death, injury, loss or damage resulting therefrom, including but not limited to NEMEPA's cost of repairing, replacing or relocating any such facilities. In the event such facilities are entered into, or tampered with in such a manner as to

allow any service to be illegally consumed or the measurement of that usage to be impaired, a temporary charge will be assessed to the Member/Consumer of record and/or the occupant of the property where such tampering occurred, and in addition, such Member/Consumer of record and/or occupant shall indemnify NEMEPA for its estimated loss of revenue, if any, resulting therefrom.

8. **Right of Access** –The Association’s employees shall have access to the Member’s/Consumer’s premises during all times for emergencies, or at all reasonable times for the purpose of reading meters, testing, repairing, removing, exchanging any or all equipment belonging to the Association or any other repairs or maintenance. NEMEPA may, at its discretion, utilize or upgrade existing facilities on customer’s property for the additional purpose of serving other properties.
9. **Billing** –Bills will be processed monthly and will be mailed to the Member’s/Consumer’s latest address filed with the Association. Failure to receive a bill will not release a customer from its payment obligations. The Association will have a standard net payment period for residential Members/Consumers of not less than fifteen (15) days, and for all other classes of service not less than ten (10) days, after the billing date. Any portion of the bill not received in the office of the Association by the start of the next business day following the discount date, shall be subject to an additional charge of 5%. Should bills not be paid by the discount date specified on the bill, service may be discontinued as set out in the **“Discontinuance of Service”** section herein. Should the discount date of the bill fall on a weekend or holiday recognized by NEMEPA, the next business day following the discount date will become the discount date.

Bills will be rendered monthly and divided into six (6) meter reading dates and six (6) discount dates as follows:

<u>Meter Routes</u>	<u>Meter Reading Dates</u>	<u>Discount Date</u>
030-150	20th	10th
180-310	25th	15th
10, 11, 330,-510	1st	20th
520-637	5th	25th
640-720	10th	1st
730-810	15th	5th

Levelized Billing-uses a rolling twelve month average of electric usage to calculate the bill. Each month a new average is calculated using the previous eleven month’s usage along with the current month. Although the bill amount changes each month, the change is small and helps reduce the impact from drastic weather changes. Customers still see their usage on the bill each month, but only pay the average amount. The only time the account will have to be reconciled is when it is disconnected or removed from the program.

Members must have a minimum of 12 months payment history to qualify for levelized billing. The account must have a zero balance at the time levelized billing begins. Any time the levelized amount is not paid in full before the due date, the

account will automatically be removed from the program. There is no charge to have leveled billing turned on.

PLEASE NOTE: Leveled Billing is only available to Residential Customers.

Coordinated Billing - To assist our Members on monthly fixed incomes in paying their electric bill promptly, this program allows qualifying Residential Members/Consumers to choose the 5th or the 20th due date for their electric bills.

To qualify for participation in the Coordinated Billing Program:

- a. Your monthly income check must be from a Federal, State, County, or City Government.
- b. Your electric bill must be in your name.
- c. Your electric bill must be paid in full each month.
- d. Your account has not been disconnected for non-payment within the past twelve (12) months.

In the event a billing error by the Association results in a member being undercharged for the actual amount of electricity provided to the Member/Consumer by the Association, then upon discovery of the error, the Association will issue a supplemental billing reflecting the corrected amount owed by the Member/Consumer; and the Member/Consumer shall remit payment to the Association for such supplemental billing. The Association may make arrangements for the payment of such supplemental billings on an installment basis, subject to such terms and conditions as may be approved by the Association's Board of Directors.

Upon request by the customer, NEMEPA will make available a customer's energy consumption data for the prior 12 months' period.

Administrative Hearing Procedure for Challenge of Billing: The Manager of the Association is authorized to conduct hearings to determine the action to be taken on delinquent accounts or bill challenges. The Manager, at his discretion, may appoint other personnel to hold these meetings. The persons appointed to hold these hearings may grant deferments or additional time for payment of delinquent bills. The hearing employee shall take into account the following: (1) Reasons for non-payment; (2) Member's/Consumer's payment history; (3) Length of time requested to pay bill; and (4) Size of delinquent bill. The Member/Consumer may appeal any decision to the Manager and Board of Directors for final disposition. Members/Consumers that challenge the accuracy of a bill will be required to pay the disputed amount to avoid disconnections. If a determination is made that an error occurred, the Member's/Consumer's account will be credited the amount of the error.

TVA Dispute 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.

10. ***Discontinuance of Service*** – The Association may discontinue service for the violation of any of its Rules and Regulations, for violation of any of the provisions of the Schedule of Rates and Charges, or for breach of Application and Contract for Service by the Member/Consumer. The Association may discontinue service to the Member/Consumer for theft of power or for fraudulent, careless, negligent or unlawful use of the service, or where a dangerous condition in the use of the service is found to exist on Member's/Consumer's premises without advance notice.

The Association may discontinue service for the nonpayment of bills, as provided in Rule 9, five (5) days after providing delinquent notice, including available rights and remedies, to Member/Consumer. Forms of said delinquent notice may include electronic notification, door hanger, or written notice mailed separately or included in the following month's billing statement. NEMEPA will make reasonable efforts to receive a consent from Member/Consumers in advance of receipt of termination notices via phone call or electronic notification. Members/Consumers receiving a written delinquent notice will be charged a delinquent notice fee. Prepay customers agreed to maintain a positive balance and are subject to be disconnected with a balance below zero without further notice.

Payment of a delinquent bill may be deferred for a period of time not to exceed three (3) weeks from due date. All customers are limited to four extensions for payment per year unless additional extensions are approved by the Manager or Management staff. A record will be kept of each hearing listing the Members Name, Address, Account Number, Date Bill is Due, Amount of Bill, Date of Final Notice, Date of Hearing, Action Taken at hearing, Date Bill Deferred To, Reason for Deferral, Signature of Person Holding Hearing, and Signature of Customer.

Once the Association receives notice of a returned payment due to insufficient funds, closed account, incorrect account numbers, etc., the Member's/Consumer's account will be charged the amount of the returned payment along with a "Return Payment Charge". Notice of the returned payment will be mailed to the Member/Consumer and payment must be made within 5 days to avoid disconnection of service. Returned payments received for payments made to avoid disconnection of a past due account will be disconnected without further notice.

The Association evaluates weather conditions daily at www.noaa.gov for Oxford, Mississippi 38655. In the event of an excessive heat warning or if the forecasted low temperature is expected to be below 32 degrees (F), on that day, NEMEPA will postpone the disconnection of service of residential customers scheduled for such disconnection due to non-payment. Where disconnection is postponed due to an extreme weather condition, the postponement will not extend beyond the extreme weather condition. This does not apply to Member/Consumers who have voluntarily selected Prepay.

Upon approval of the NEMEPA's medical necessity form, disconnection of service

will be postponed for 30 days from the original scheduled disconnection date to allow customer time to make payment or alternative shelter arrangements. NEMEPA may grant up to two postponements in a 12 month period. The two postponements can run subsequent at the request of the Member/Consumer. The medical necessity form must be completed by a medical doctor or nurse practitioner licensed to practice in the state of Mississippi, or an adjoining state, certifying that the disconnection of electric service would create a life-threatening medical situation for the Member/Consumer or other permanent resident of the Member's/Consumer's household. It is the responsibility of the Member/Consumer to ensure that the form has been approved by NEMEPA. A life threatening medical condition does not relieve a Member/Consumer of the obligation to pay for electric service, including any late fees incurred or other applicable charges. If full payment of the past due amount, including all late fees, is not received by the end of the 30 day postponement period or 60 day postponement period, if subsequent, electric service will be disconnected without further notice.

11. Service Charges - The Association has established standard charges to cover the cost of connection or reconnecting service or disconnecting service as provided below:

a.	Membership fee	\$10.00	
b.	New or additional account setup.	\$40.00	*Per trip
		(Overtime)	
		\$60.00	
c.	Consumer who requests a transfer of service from one location to another	\$40.00	
d.	Delinquent notice fee	\$2.50	
e.	Consumer's bill has not been paid, requiring a trip to premises for collection or disconnection	\$40.00	*Per trip
f.	Consumer whose service has been disconnected for a delinquent bill who requests service to be reconnected	\$40.00	*Per trip
		(Overtime)	
		\$80.00	
g.	Returned Payment Charge (In case of a bank error, upon receipt of a written statement from the bank stating they were at fault, this charge will be removed.)		*Mississippi Law Maximum
h.	Meter Tampering Charge	\$100	1 st
		\$200	offense
		\$300	2 nd
			offense
			3 rd
			offense

12. Termination of Contract by the Member/Consumer - Members/Consumers who have fulfilled their contract terms and wish to discontinue service may be required to give at least three (3) months' notice to that effect, unless the contract specified otherwise. Notice to discontinue service prior to expiration of the contract term will not relieve the Member/Consumer from any minimum or guaranteed payment under any contract or rate.

- 13. *Service Charges for Non-permanent Installations*** – Members/Consumers requiring electric service on a temporary basis may be **required** by the Association to pay all costs for connection and disconnection incidental to the supply and removing of service. This rule applies to circuses, fairs, temporary construction, and activities requiring temporary service.
- 14. *Interruption of Service*** – The Association will use reasonable diligence in supplying current, but shall not be liable for breach of contract in the event of, or for loss, injury, or damage to persons or property resulting from, interruptions in service, excessive or inadequate voltage, single-phasing, or otherwise unsatisfactory service, whether or not caused by the Association’s negligence.
- 15. *Shortage of Electricity*** – In the event of an emergency, natural disaster, or other condition causing a shortage in the amount of electricity for the Association to meet the demand on its system, the Association may, by an allocation method deemed equitable by the Association, fix the amount of electricity to be made available for use by the Member/Consumer and/or may otherwise restrict the time during which the Member/Consumer may make use of electricity and the uses which the Member/Consumer may make of electricity. If such actions become necessary, the Member/Consumer may request a variance because of unusual circumstances including matters adversely affecting the public health, safety and welfare. If the Member/Consumer fails to comply with such allocation or restriction, the Association may take such remedial actions as it deems appropriate under the circumstances including temporarily disconnecting electric service and charging additional amounts because of the excessive use of electricity. The provisions of Rule 15 hereof entitled Conditions of Supply Service of these Rules and Regulations are applicable to any such allocation or restriction.
- 16. *Voltage Fluctuations Caused by the Member/Consumer*** – Electric service must not be used in such a manner as to cause unusual fluctuations or disturbances to the Association’s system. The Association may require the Member/Consumer, at his own expense, to install suitable apparatus, which will limit voltage flicker to not exceed IEC 1000 PST (99) limit of 1.0 at the point of delivery. The Member/Consumer also agrees to operate his equipment within the limits of IEEE Standard 519, “Recommended Practices and Requirements for Harmonic Control in Electric Power Systems”.
- 17. *Additional Load*** – The service connection, transformers, meters, and other equipment supplied by the Association for each Member/Consumer have definite capacity, and no addition to the equipment or load connected thereto will be allowed except by consent of the Association. Failure to give notice of additions or changes in load, and to obtain the Association’s consent for same, shall render the Member/Consumer liable for any damage to any of the Association’s lines or equipment caused by the additional or changed installation.
- 18. *Standby and Resale Service*** – All purchased electric service (other than emergency or standby service) used on the premises of the Member/Consumer shall be supplied exclusively by the Association, and the Member/Consumer shall not, directly or indirectly, sell, sublet, assign, or otherwise dispose of the electric

service or any part thereof.

19. **Notice of Trouble** – The Member/Consumer shall notify the Association immediately should the service be unsatisfactory for any reasons, or should there be any defect, trouble, or accidents affecting the supply of electricity. Such notices, if verbal, should be confirmed in writing.
20. **Non-standard Service:** Member/Consumer shall pay the cost of any special installation necessary to meet his peculiar requirements for service at other than standard voltages, or for the supply of closer voltage regulation than required by standard practice.
21. **Meter Tests** – Association will at its own expense make tests and inspections of its meters at such intervals as its experience has shown to be necessary in order to maintain its accuracy. The Association will make additional tests of its meters at the request of the Member/Consumer. If the test made at a member's/consumer's request shows that the meter is accurate within two (2) percent, slow or fast, no adjustment will be made in Member's/Consumer's bill, and the Association's standard testing charge will be billed to the Member/Consumer. In case the test shows the meter to be in excess of two (2) percent, fast or slow, the Association will bear the cost of making the test, and an adjustment shall be made in the Member's/Consumer's bill as follows:
 - (a) If the date the meter first became incorrect can reasonably be ascertained, the adjustment shall be made in amounts billed or to be billed from that date.
 - (b) In all other cases, the adjustment shall be made in amounts billed or to be billed for a period of ninety (90) days immediately preceding the date of the test or the date the meter was removed for the purpose of a test.
22. **Additions to and Relocation of Existing Facilities**
 - A. For a Member's/Consumer's convenience, when so requested, the Association will add to or relocate existing facilities, if in the sole judgment of the Association such relocations or additions would not adversely affect the Association's present economic, operational, or maintenance situation. All costs incurred by the Association to modify its existing facilities as requested, including appropriate overheads, are to be borne by the Member/Consumer making the request. However, if it is determined that such modifications would be in the best interest of the Association, the said Member/Consumer charges may be waived. **(For additional information refer to Line Extension Policy MP-4.)**
 - B. Applications for new three-phase service shall be given special consideration by the Association to determine the most economical method of serving the load, taking into account the availability of supply lines, the nature and allocation of the load to be served and its effect upon service rendered to neighboring consumers, the relative merits of providing single- or three-phase service, and other factors of weight in reaching a decision. When, in the sole judgment of the

Association, three-phase service is to be made available to a Member/Consumer, the Association will determine what limits of improvement to its existing facilities to provide three-phase service will be and the Association will provide three-phase supply lines up to the limits so established for that application, with no upfront cost to the Member/Consumer.

23. **Billing adjusted to Standard Periods:** The demand charges and the blocks in the energy charges set forth in the rate schedules are based on billing periods of approximately one (1) month. In the case of the first billing of new accounts (temporary service, cotton gins, and other seasonal Members/Consumers excepted) and final billings of all accounts (temporary service excepted) where the period covered by the billing involves fractions of a month, the demand charges and the blocks of the energy charges will be adjusted to the basis proportionate with the period of time during which service is extended.
24. **Scope** – These Rules and Regulations are a part of all contracts for receiving electric service from the Association, and applied to all service received from the Association, whether the service is based upon contract, agreement, signed application, or otherwise. A copy of these Rules and Regulations, together with a copy of the Association’s Schedule of Rates and Charges, available at the offices of the Association.
25. **Revisions** – These Rules and Regulations may be revised, amended, supplemented, or otherwise changed from time to time, without notice. Such changes, when effective, shall have the same force as the present Rules and Regulations.
26. **Conflict** – In case of conflict between any provision of the Association’s Schedule of Rates and the Rules and Regulations, the Association’s Schedule of Rates shall apply.
27. **Legal Construction**- In case any one or more of the provisions contained in these Rules and Regulations shall for any reason be held invalid, illegal, or unenforceable in any respect, such invalidity, illegality or enforceability shall not affect any other provisions hereof, and these Rules And Regulations shall be construed as if such invalid, illegal, or enforceable provision had never been contained herein.

DATE APPROVED: MAY 12, 2015
 AMENDED May 14, 2019

EFFECTIVE DATE: May 14, 2019

30-Day Medical Certification

North East Mississippi Electric Power Association

Instructions:

The following is to be completed by a licensed medical professional and only after you, or someone in your office, has examined the individual whose name appears as the patient on the form below. This form applies only in situations where, in your professional opinion, termination of electric utility service would be especially dangerous to the health of that individual. If, in your professional opinion, an especially dangerous situation does not exist, please do not sign this form.

If you have any questions regarding this form, please contact: North East Mississippi Electric Power Association, (662) 234-6331. You may fax the completed form to us at (662) 234-0046

I certify that, to the best of my knowledge, the information provided below is true.

The following medical information must be certified by one of the following. Please indicate if you are a:

<input type="checkbox"/> licensed physician	<input type="checkbox"/> certified nurse practitioner
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Please complete the following. Please print.

I certify that my patient has been examined by me and I have determined the following to be true:

Name of patient: _____

Patient's permanent residence: (street address) _____
(city, state, zip code) _____

Check the box of the applicable condition:

- This patient suffers from a hazardous medical condition and termination of Electric utility service would be especially dangerous or life threatening.**
- This patient uses medical or life-supporting equipment and termination of Electric utility service would make operation of that equipment impossible or impractical.**

I certify that I advised my patient that disclosure of the requested information may be subject to redisclosure by the recipient and no longer be protected by the HIPAA rules and regulations.

Authorized Signature _____

Date _____

(Please Print)

Name of Licensed Medical Professional _____

Business Address _____

Business Telephone _____

Current State License or Certificate Number: _____

All sections must be fully completed in order to process the medical certification request.



Electronic Notice Form

North East Mississippi Electric Power Association (NEMEPA)

Date: _____

Full Name (Last, First, Middle): _____

Service Address (Street, City, State, Zip): _____

Mailing Address (if different from Service Address): _____

	Email	Text	Call
Email Address: _____	_____		
Cell Phone Number: _____		_____	_____
Home Phone Number: _____		_____	_____
Work Phone Number: _____			_____

Indicate with a check mark above the email or number that should be used regarding notifications of the electrical service account, including Disconnection Notices.

BY SIGNING THIS APPLICATION, I, THE CUSTOMER, AGREE THAT A SEPARATE WRITTEN NOTICE OF IMPENDING DISCONNECTION OF SERVICE WILL NOT BE PROVIDED.

I hereby consent to receiving notifications related to my electric service in the manner as I have indicated above, including notifications concerning termination of my electric service. If for any reason I wish to dispute my bill, I will contact NEMEPA's Customer Service by calling 662-234-6331 or 877-234-6331.

IT IS MY RESPONSIBILITY AS THE CUSTOMER TO PROVIDE ACCURATE AND UP TO DATE CONTACT INFORMATION TO NEMEPA. NEMEPA WILL DOCUMENT ALL ATTEMPTS TO REACH ME, THE ACCOUNT HOLDER, AND A FAILURE TO RECEIVE NOTICE IS MY RESPONSIBILITY, AS THE CUSTOMER. REVISIONS OR CORRECTIONS TO THIS FORM MAY BE MADE BY CALLING THE NEMEPA CUSTOMER SERVICE OR VISITING THE NEMEPA OFFICE.

I hereby agree to the above conditions for service from the NEMEPA as per this Electronic Notice Form.

Signature of Customer (Person on Billing Account): _____