

Tennessee

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Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility in the State of Tennessee. Customers that receive service from a municipal utility or electric cooperative are not covered by these policies.

Tenn. Code Ann. § 65-4-101, 65-4-104; Tenn. Comp. R. & Regs. R. 1220-04-04-.03

Weather Protections

There are no weather-related protections in Tennessee.

Medical Protections

Medical protections are available if discontinuation of the service will aggravate an existing medical emergency of the customer or other permanent resident of the premises where service is rendered. A utility shall postpone the physical termination of utility service to a residential customer for a period of thirty (30) days in the event a physician, public health officer, or social service official certifies the medical condition in writing. The local utility shall supply customers with names of agencies providing assistance.

Tenn. Comp. R. & Regs. 1220-04-04-.19

Other Customer Protections

There are no specific protections for households with children, elderly residents, individuals with disabilities, or military personnel.

General Exemptions

None specified.

Notification Requirements

Customers must be given at least 7 days of written notice before their disconnection. Notice by telephone or in-person visit is not required.

Tenn. Comp. R. & Regs. 1220-04-04-.19

Payment Information, Delinquency, and Fee Information

The statutory code and administrative code do not specify how long customers will be given to pay their bills, nor at what point bills are considered late.

There is no minimum arrearage requirement before disconnection.

Customers may be charged fees associated with a disconnection or a reconnection.

Payment plans are available to customers.

Tenn. Comp. R. & Regs. R. 1220-04-04-.16, 1220-04-04-.19

Landlords and Tenants

The statutory code and administrative code do not specify whether tenants, where the landlord is the customer, receive the same protections as other customers.

Availability of Protection Policies

Utilities shall supply customers with a copy of their rights at least annually. The utility is required to provide customers with information on available sources of financial assistance.

Tenn. Comp. R. & Regs. R. 1220-04-04-.19