

Contact	Does your city perform reconnect services of water or electric after regular business hours?	What staff positions and how many staff perform those reconnect services?	Do you have a dispatcher that manages the reconnect requests?	What kind of trucks are used to perform the reconnect service?	What do you charge customers for this service?
Lenoir City Mike Hall 865.988.0722 mhall@lcub1.com	Electric-yes Water-yes	Electric- collection dpt., one person Water-water service man, one person	Yes	Electric-service truck Water-service truck	Electric-\$171.23 Water-\$120.34
Athens Eric Newberry Utility Manager 423.745.4501 enewberry@aub.org	Yes	Stand by Personnel- 2 men on call per division (water, electricity, etc) 8 total	Yes, all call dispatcher until 7, and an all call supervisor from 7 until next business day	Pick up, occasionally a bucket truck	\$130 for after hour reconnection, if come in during business hours \$15 for next day reconnection, \$50 for same day reconnection
Etowah John Goins Water/Wastewater Manager 423.263.9441 x 201 bsolsbee@eubnet.org	Non-payment- begins after 3 pm (if come in between 3 and 4, will be connected that night, otherwise must wait until next business day because must pay before can be reconnected.)	1 in each, electric, water, and gas – on call	No	Electric has bucket truck, all rest have pick up	\$80
Harriman Bill Young 865.882.3242 ext.260	Yes	Call out system- customer service in charge	Yes	Pick up	\$150 call out charge and cut off charges by noon of following business day

After-hours Reconnect Service for Water and Electric Service
 MTAS Library Survey
 July 2008



Lafollete Christy Tidwell 423.907.1018 christy.tidwell@lub.org	Yes	For non-payment- 4 guys rotate line crew	Yes-2 during day, 2 at night		\$100
Alcoa Steve Bigger 865.981.4115 sbigger@cityofalcoa-tn.gov	Yes	7 day rotation 24 hrs on call, 7 people	Yes, calls go to respective buildings	Pick up	\$125
Sevier County Electric System Allen Robbins 865.453.2887 arobbins@sevces.org	Yes	3 full time, but only one on call	Yes	Pick up	\$125 plus past due bill
Sevierville Water Billy Jean Peattie 865.453.1736 bpeattie@seviervilletn.org	Yes-outtages No if for non payment- non payments are only reconnected after pay bill, which must be done during business hours, which will then be reconnected that day	2 employees on call	No, answering service	Pick up	\$75
KUB Customer Service 865.524.2911	No, must pay existing bill as well as reconnection service (for lack of payment disconnection), once paid, could be either same day, or next day get reconnected, reconnection workers stop at dark				\$40
Ft. Loudon El. Sherry Martin 865.856.2311 423.884.2115 - fax	Yes	4 on call, rotate	No-answering machine and must leave a message	Pick up	\$100

