

# Customer Care Policy Manual



**The Revised Policy is Effective April 22, 2024**



## CUSTOMER CARE POLICY MANUAL

Commission of Public Works  
Greer, South Carolina

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### **Mission Statement**

To serve our community by providing safe, high quality, and reliable water, natural gas, electric and wastewater services in an environmentally and fiscally responsible manner consistent with sound business principles.

## OFFICE HOURS

Our hours are Monday through Friday from 8:00 a.m. until 1:00 p.m. and 2:00 p.m. until 5:00 p.m.

Greer CPW will be closed to observe the following holidays:

New Year's Day	Martin Luther King Day
Good Friday	Memorial Day
Independence Day	Labor Day
Thanksgiving Day and the day after	
Christmas Eve and Christmas Day	

When a holiday falls on a Saturday, the holiday will be observed the preceding Friday.  
When a holiday falls on Sunday, the holiday will be observed the following Monday.

## ASSISTANCE FOR HEARING-IMPAIRED CUSTOMERS

Hearing-impaired customers can use the Relay South Carolina telephone number to communicate with Greer CPW. A Greer CPW customer service representative can be reached by calling:

**Relay South Carolina** (TTY) at 711 or 1-800-735-2905  
(available 24 hours a day, seven days a week)

## CONTACT INFORMATION

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**Customer Bill of Rights**  
**March 26<sup>th</sup>, 2012**

**WHEREAS**, Greer Commission of Public Works has the responsibility to efficiently and safely deliver reliable utility service to the residents, businesses and organizations within the Greer CPW service area, including electricity, gas, sewer and water services, accurately metering usage of these services, issuing timely bills, and collecting payment for these and other services.

**WHEREAS**, in addition to providing utility service, Greer CPW has responsibilities in the following areas:

- Customer treatment: treat all Customers with respect, fairness, and equity.
- Billing: provide accurate and timely bills.
- Payment options: offer numerous payment options to Customers.
- Identity theft: protect Customers' identity to the extent permitted by law.
- Safety: endeavor to conduct our business in a safe and prudent manner.

**WHEREAS**, in addition to receiving service from Greer CPW, Customers have responsibilities in the following areas:

- Identity: provide proof of identity so that Greer CPW knows with whom we are doing business.
- Payment: make timely payment for all services received.
- Access: provide a means for Greer CPW to safely access and read meters regularly.
- Notification: review bills and report any irregularities, questionable charges, or absence of charges in a timely manner.

**WHEREAS**, Greer CPW has in place policies and procedures that enable it to meet the responsibilities as outlined above, and to remedy situations where either Greer CPW or our Customers fall short of meeting their responsibilities. Of paramount importance is ensuring that Customers are offered enough payment options to assist them in meeting their utility bill obligations. The overriding intent of the Customer Bill of Rights is to serve, protect, and safeguard the interest of all Greer CPW customers.

**WHEREAS**, Greer CPW has the stewardship responsibility to discontinue service to Customers who have been unable to meet their financial obligations. Greer CPW will endeavor to prevent these situations from occurring. When these situations occur, every attempt will be made to remedy the situation using alternative methods short of service discontinuance, where possible.

**NOW, THEREFORE BE IT RESOLVED** that in formulating and applying these policies and procedures, Greer CPW has adopted the following Customer Bill of Rights:

1. Greer CPW will be truthful and forthright in our dealings with Customers, and all similarly situated Customers will receive the same service options.
2. To the extent practicable, Greer CPW will design business practices that address customer needs while maintaining a balance that promotes standard business requirements.
3. The decision to extend credit to Customers will be risk-based and consideration will be given to both the needs of the Customer as well as meet the business requirements of the Company.
4. Disputes will be settled promptly and in a consistent manner. It is incumbent on Greer CPW to establish its claims by a preponderance of evidence.
5. Greer CPW will assist Customers in minimizing their use of utilities through various energy conservation efforts.
6. Fees or charges assessed by Greer CPW will be only enough to recover costs.
7. After the appropriate procedural review and approval, any claim of loss by a Customer resulting from the actions or inactions of Greer CPW shall be given appropriate compensation.
8. Any qualified Customer will be provided the opportunity to rectify account arrears in accordance with a payment plan.
9. Greer CPW will not disconnect service to a residential Customer for non-payment during a period of life-threatening temperature extremes unless there is a hazardous condition or illegal situation associated with providing that service.
10. Greer CPW will make the policies governed by these Rights available to all Customers.

The above Resolution, upon motion duly made, was passed and approved by the Board of Commissioners of Greer Commission of Public Works at its regular meeting held on the 26<sup>th</sup> day of March 2012.

The above Customer Bill of Rights will be subject to annual review.

# CUSTOMER CARE POLICY MANUAL

Greer Commission of Public Works

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# **Greer CPW Customer Care Policies**

## **100 General**

### **100.10 Purpose**

The purpose of this document is to establish fair and equitable policies governing the establishment of utility service, credit, billing, deposits, and termination of service for all Greer Commission of Public Works (Greer CPW) customers. The responsibilities of the company, employees and customers are outlined herein. It is the expectation that all parties will demonstrate good faith in all transactions and disputes.

The policies are applied without regard to race, color, creed, gender, national origin, or marital status. South Carolina law establishes the legal age of maturity to be 18 years; therefore, Greer CPW will not provide utility services to anyone under the age of 18.

### **100.20 Privacy Statement**

Greer CPW strives to safeguard the security and integrity of its Customers' information through procedures and technology designed for this purpose.

## **110 Applications for Residential and Non-Residential Service**

### **110.10 Applicants for New and Transferred Residential and Non- Residential Service**

All Applicants including Co-Applicants are required to provide:

- Valid Driver's License or Identification Card Number.
- Social Security Number or Federal Tax Identification Number.
- Completed Application for Service.

Also, need to provide one of the following documents:

- Lease/Rental Agreement, Rent Receipt or Signed Letter from Landlord specifying name of responsible tenant, address and date of occupancy.
- A settlement statement / HUD statement/Deed/Title to property.
- Signed legal sales contract.
- A tax notice for the property with the customer's name and service address.
- Homeowner's insurance policy with name and address of location.

## **110.20 Landlord Customers**

Greer CPW offers applicants of residential service the capability of participating in the Greer CPW Landlord program. To sign up for this service, the following requirements must be met.

- Provide Proof of Ownership of Rental property.
- Agree to transfer service to their name upon tenant's request for disconnect.

The program is designed to keep the service active for a rental property as tenants change. When the tenant requests a move-out, services are automatically transferred to landlord's name and will remain active until a new tenant signs up for service. If tenant's account is cut for nonpayment and closed out, the account will not automatically go into the landlord's name. The landlord must call to have service connected which will be at no charge.

A management company may act on the behalf of a landlord.

## **130 Applications for Builder/Developer Services**

### **130.10 Applicants for New and Active Builders/Developer**

All Applicants are required to provide the following:

- Federal Tax Identification Number.
- Completed Application for Non-Residential Service.

Builders who have had service with Greer CPW previously may utilize e-mail or fax for new service requests. The forms should be completed and sent to Greer CPW at [development@greercpw.com](mailto:development@greercpw.com) or by fax at (864) 968-2162. Your request will be processed, and we will notify you by e-mail or phone that your request has been completed.

## **140 Activation Fees/Debts**

Activation fees are based on the type of metered service and quantity of services provided. If an account has two or more of the same type of meter, there will only be one activation fee charged for that service.

No activation fees for transferred services; however, transfers can only be requested by the customer of record and any past due bills must be paid on current account before transfer can occur.

If a debt has been left in the landlord's name, service will not be activated for the new customer until the debt is paid in full.

If the previous owner has a debt and closing has not occurred, the closing attorney's office will be notified to collect the debt on Greer CPW's behalf. If the closing has already occurred, service will not be refused to the new owner.

Applicants must sign the application for service acknowledging that they have received the applicable water/sewer, electric, and natural gas service agreement.

## **150 Deposits**

### **150.10 Request for Deposit – Non-Residential Customers**

A deposit is required for all Non-Residential Customers unless an irrevocable letter of credit or surety bond is issued. Large commercial customers may submit company financials indicating a reduced credit risk or bond rating worthiness.

### **150.20 Amount of Deposits – Non-Residential Customers**

Greer CPW sets minimum deposits based on the number and type of services at the property; however, does not set maximum deposits.

### **150.30 Refund of Deposits – Non-Residential Customers**

Deposits are refunded on the final bill only if a forwarding address is provided. If no forwarding address is provided, the credit will remain on the account until the customer requests the refund.

Greer CPW does not pay interest on customer deposits.

### **150.40 Final Bills**

When an account becomes final, Greer CPW will:

- Render a final bill indicating the amount of the deposit applied and the balance remaining to be paid or credit to be issued.
- If customer has an active account, Greer CPW may transfer credit or unpaid balance to that account.
- If a forwarding address is provided, refunds check will be mailed.
- If no forwarding address is provided, credit will remain on final account until one is provided. However, credit will only remain on final account for a period of two (2) years. After two (2) years, the unclaimed refunds will be turned over to the State of South Carolina.

## **150.50 Water Leak and Sewer Adjustment**

If a customer has a water leak and can provide proof that the leak was repaired, the customer may qualify for an adjustment.

Note: Adjustments are not given towards electric or gas consumption for water heater leaks.

Note: If the filling of a residential swimming pool occurs, an adjustment can be made to the sewer

## **150.60 Disconnection of Service**

- Delinquent accounts that remain unpaid ten (10) days after the due date will be subject to disconnection.
- To request a disconnection of service, customer must notify Greer CPW.

## **150.70 Reconnection of Service**

In the event of disconnection, the customer must pay the past due amount and non-payment fee to re-establish service.

## **150.80 Special Needs**

Customers with special needs should contact Customer Service.

Special Needs customers are not released from their obligation to pay their monthly bill in accordance with the terms and conditions specified on their bill nor will they have priority service restoration during an outage.

# **160 Billing**

## **160.10 Monthly Bill and Payment Due Dates**

Greer CPW bill represents an itemized statement of billed charges by Greer CPW and other entities.

Utility bills are due and payable by the due date printed on the monthly bill. If a bill is not paid by the due date, applicable late charges are assessed the next day after the bill's due date.

## **160.20 Meter Reading**

Greer CPW reads each meter using a variety of different technologies including (but not limited to) radio and cellular communications.

Areas around utility meters and valve boxes should be kept clear and safe.

Sewer consumption is based on your domestic water usage. If water is served by another utility, Greer CPW will obtain readings from that utility in order to bill sewer usage.

## **160.30 Estimated Bills – All Customers**

Greer CPW attempts to read all meters every month; however, in instances when this is not possible, Greer CPW will estimate the customer's consumption for that billing period. The estimation is based on historical billing from the same month of the prior year, or what was used during the prior month if last year's data is not available. At the next meter reading, Greer CPW will make any necessary adjustments.

## **160.40 Disputed Bill**

For customers who dispute their bill, the process is normally completed within five (5) days or less and during this process, the customer's utility service will not be interrupted. Should the dispute require a re-read of the meter to resolve the issue, a Re-Read Fee will be assessed if the issue is not a Greer CPW error or equipment problem.

## **160.50 Group Bill for Non-Residential**

Greer CPW offers a Group Bill option for Non-Residential customers with multiple accounts. Group bills are produced by area and read date and follow the normal due date and bill cycles. Group bill customers agree to pay all accounts listed on the Group Bill with one payment.

## **160.60 Corrected Billing**

Greer CPW will manage corrected billing according to prevailing law, which currently allows corrected billing for a prior three (3) year period.

## **160.70 Electronic Billing**

Greer CPW's Electronic Billing (eBill) allows the customer to receive and pay their utility bill online. To take advantage of this service, accept the terms and conditions at [www.greercpw.com](http://www.greercpw.com).

It is the customer's responsibility to check Greer CPW's website to obtain the monthly bill.

## **160.80 Facility Charges**

Customer bills include a monthly facility charge for each service provided to cover expenses related to maintenance cost and administrative cost such as billing and meter reading, and depreciation.

## **160.90 Delayed Penalty**

Delayed Penalty allows the customer's due date to coincide with the date they receive their funds. Proof of income may be required to qualify. The ten (10) day grace period does not apply to Delayed Penalty accounts. Frequent past due accounts will be subject to removal from this program.

## **170 Payment Programs**

### **170.10 Caring People Working Together**

This program allows our customers the opportunity to donate to Greer Relief Agency which will be used to help pay Greer CPW utility bills for those customers who qualify for assistance. Greer CPW may match a designated amount annually.

### **170.20 Automatic Bank Draft**

Greer CPW offers an Automatic Bank draft program, which gives Greer CPW permission to debit a customer's bank account, Visa, MasterCard, Discover, or American Express card for monthly bill payment. Accounts with a due date on a Holiday or weekend will be drafted the following business day.

If a customer has two (2) returned payments or two (2) chargebacks within a twelve (12) month period, they will be removed from automatic bank draft.

### **170.30 Equal Payment Plan**

Equal Payment Plan (EPP) is designed to average the monthly bill amounts to assist customers with budgeting. The amount is based on the customer's actual usage for the most recent twelve (12) months of service. A credit balance or amount due will carry over to the next year and be used to recalculate a new monthly EPP payment amount.

## **170.40 Payment Methods**

Lobby/Drive-thru:

- Cash
- Money Order, Personal Checks and Cashier's Check (written to Greer CPW)
- American Express, Discover, MasterCard, and Visa
- Debit Cards
- Payroll Checks (with appropriate ID and a \$300 cash refund limit)
- Utility Checks (name on check must match customer of record)

Phone/Website:

- American Express, Discover, MasterCard, and Visa

Automated:

- ACH (Automated Clearing House)
- Bank Draft

Payment Kiosk:

- Secured payment kiosk in the drive-thru area

CheckOut:

- Barcode on the back of the customers bill or on the PayGo portal can be used in a checkout line at locations such as Wal-Mart and Dollar General. See [paygoutilities.com/solutions/checkout-by-PayGo](http://paygoutilities.com/solutions/checkout-by-PayGo)

## **170.50 Payment Assistance**

Greer CPW offers customers an Assistance Card which lists agencies that customers may contact to see if they qualify for payment assistance.

## **180 Customer Information**

### **180.10 Unpaid Debts**

Greer CPW participates in the South Carolina Municipal Association's Set Off Debt Collection Program. Unpaid balances will be sent to the program in October of each year. South Carolina Tax Refunds are garnished to collect these debts along with the associated fees. See South Carolina Law [Section 12-56-10](#) for more information.

## **180.20 Electric Information**

### Power Outages

Greer CPW continually strives to minimize the amount of time our customers are without service. Sometimes, however, due to situations beyond our control, service may be disrupted. If your electric service becomes disrupted, first check:

- For a blown fuse or tripped breaker inside your building.
- To determine if your neighbor is also having a problem.
- For a downed power line. If one has fallen, keep a safe distance and make sure everyone else does.

To report a power outage, please call (864) 848-5500 or go to <http://www.greercpw.com>.

### Net Metering/Customer-Owned Renewable Generation Systems

Greer CPW customers who install customer-owned renewable generation systems may qualify for a credit on their monthly bill if they meet all requirements.

### Security Lights

Greer CPW offers a security light program and to participate, the customer must sign a one (1) year Security Lighting Agreement. If pole and fixture need to be installed, the customer shall pay a one-time pole and fixture installation charge.

Greer CPW maintains the security light and it is the customer's responsibility to inform Greer CPW if the security light is not working properly.

## **180.30 Gas Information**

### Natural Gas

Natural gas is a naturally occurring hydrocarbon gas mixture consisting primarily of methane. Natural gas is colorless and invisible, until it appears as a flame; therefore, a special chemical odorant (a rotten egg smell) is added so customers can detect a possible leak. As with any energy, there are certain safety measures you should take when using natural gas. Be sure to follow the instructions of the appliance being used.



## Gas Leaks

If you suspect a natural gas leak notify Greer CPW immediately. If gas is detected inside, ventilate the premises by opening doors and windows completely. Remember to open top and bottom sections of windows since natural gas will pocket at the ceiling level. **DO NOT** operate electrical switches or telephones in affected areas. If the odor is strong and getting stronger, an emergency may exist; so, leave the premises immediately. **DO NOT** try to locate the source yourself. **NO ONE** should re-enter the premises until Greer CPW's service technician has secured the leak and determined the premises is safe for reentry.

If gas is escaping from the ground, excavation, an open pipe, a manhole, vault, etc., extinguish all open flames, prohibit smoking, and make sure that all electrical switches or other possible ignition sources are not operated. Clear the area immediately and notify the Fire Department (911) and Greer CPW (864) 848-5500.

## **180.40 Water Information**

If fixtures are in the open position when we turn on the water service, water will begin flowing posing a potential risk of flowing.

If our technician suspects an open fixture based on movement of the water meter's flow indicator, the technician will leave your water service off on the customer's side and will leave a note if no one is home.

To protect our water system, all residential accounts that have an irrigation system are required to have a backflow prevention device which must be inspected every ten (10) years. Greer CPW will ensure this inspection is made and the inspection charge will be added to the customer of record's account.

All non-residential accounts are also required to have a backflow prevention device which must be inspected every year by a SCDHEC certified backflow prevention assembly tester. If Greer CPW does not receive the backflow report by the required date, Greer CPW will ensure the inspection is made and the inspection charge will be added to the customer of record's account.

## **180.50 Sewer Information**

### Renewable Water Resources (ReWa/METRO)

Greer CPW supplies water to certain areas that are in the ReWa's/METRO sewer service area for treatment. Greer CPW bills sewer on behalf of ReWa/ METRO to those customers.

## **180.60 Know What's Below Program**

Greer CPW is a participant in the South Carolina 811 program which was created to help protect anyone from unintentionally hitting underground utility lines while working on digging projects.

Every digging job requires a call – even small projects like planting trees or shrubs. Please notify 811 at least 3 working days prior to any digging. If an underground utility line is hit while digging, this could cause harm and disrupt service to an entire neighborhood.

Damages to Greer CPW's property and/or facilities by others shall reimburse Greer CPW for all costs to repair or replace the damaged property and/or facilities to original condition.

## **180.70 Employee Identification**

All Greer CPW service technicians should wear company uniforms, have logos on their trucks, and have ID badges so you may check their identity. Should you still have doubts, please call 864-848-5500 for verification of the technician's identification.

## **180.80 Letter of Credit**

At the request of the customer a letter of credit may be obtained to assist you in establishing service with another utility.

