Customer Care Policy Manual



The Revised Policy is Effective November 12, 2026

CUSTOMER CARE
POLICY MANUAL

Commission of Public Works
Greer, South Carolina

Physical Address: 301 McCall Street Greer, SC 29650

Payment Address: PO Box 109455, Atlanta, GA 30348-8455

Correspondence Address: PO Box 216, Greer, SC 29652

Telephone- 24 hours a day: (864) 848-5500

Lake Robinson & Lake Cunningham: (864) 895-3645

Website: http://www.greercpw.com

E-mail: Info@greercpw.com

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
Good Friday
Independence Day
Thanksgiving Day and the day after
Christmas Eve and Christmas Day
Martin Luther King Day
Memorial Day
Labor 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 26th, 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 26th 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 .

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.

Changes to Our Privacy Statement

Greer CPW reserves the right to modify, alter or amend this Privacy Statement at any time without notice. A revised statement shall be effective once posted on the website and will govern your future rights and our obligations with respect to the use, disclosure and protection of personally identifiable information. We recommend that you visit www.greercpw.com periodically to review the current Privacy Statement. Continued use of our utility services after the posting of a revised Privacy Statement constitutes your acceptance of the revised statement. Greer CPW also has an On-Line Privacy Statement regarding information collected while using Greer CPW's website, which can be viewed on the GCPW website. This Privacy Statement is not intended to and does not create any contractual or legal rights in or on behalf of any party.

100.30 Applicability of Terms and Conditions

All service applications—regardless of original submission date—are subject to the current Terms and Conditions of Service as published by Greer CPW. This includes applications submitted prior to the effective date of the most recent update. This alignment ensures consistency in service delivery, customer accountability, and regulatory compliance.

110 Applications for Residential and Commercial Service

110.10 Applicants for New and Transferred Residential and Commercial Services

To set up or transfer service to a home or business that is already served by Greer CPW, complete the online application form and pay the applicable service fee.

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.

*If resident is unable to provide a social security number, Greer CPW will ask that the customer becomes enrolled in our FlexPay program (see section 170.80)

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.

120 Applications for New Install Service

To obtain a new service not yet served by GCPW, prospects and customers must submit a New Construction Request. An online account must be created if customer does not already have one and follow the prompts (Construction Requests>Start new construction request>Install Service). Greer CPW will require applicants to have obtained the proper construction permit before proceeding with a construction request. Once Greer CPW validates this request you will receive a notification via the email you put on file to make a payment online. If you need assistance creating a case, we encourage you to visit our customer support station at our office at 301 McCall Street in Greer, SC where we can walk you through this. You can also find a video on our website with step-by-step instructions.

130 Utility Reviews for Builder/Developer Services

130.10 Utility Reviews for New and Active Builders/Developer

Greer CPW conducts utility reviews for all new residential developments with five or more units, as well as commercial projects that will use GCPW services. Developers should submit projects for review once they have Civil Site plans, Landscape plans, and electrical drawings (Residential Single-Family Homes do not have to provide electrical drawings). To submit projects for utility review, developers should go to www.greercpw.com, create an online account, then follow the prompts under new construction, and when prompted select the type of project as “Utility Review”. Developers shall then provide the required documentation for their projects and submit payment for the review. GCPW staff will start evaluating a project only after receiving payment and all required documents. GCPW will provide a review with comments and information back to the developer in 30 days.

140 Connection Fees/Debts

Connection 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 connection fee charged for that service.

There are no connection fees when transferring services. Only the account holder can request a transfer, and all outstanding bills on the current account must be paid before the transfer can take place.

If there is an unpaid debt under the landlord’s name, a new service will only be activated for the customer once the full debt has been paid.

If the previous owner owes a debt and the closing hasn't happened yet, the closing attorney's office will be informed so they can collect the debt for Greer CPW. 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

All non-residential customers must provide a deposit, unless they present an irrevocable letter of credit or a surety bond. 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.

  *Customers are responsible for providing their forwarding address

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. Customers can provide proof of repair in the form of receipts or invoices to csr@greercpw.com.

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 twenty five (25) days after the bill date or ten (10) days after the due date will be subject to disconnection.
- To request a disconnection of service, customers must notify Greer CPW by going to our website under stop service and choosing “Disconnect Service Online” or by contacting customer service.

150.70 Reconnection of Service

In the event of disconnection, the customer must pay the past due amount to re-establish service. A Non-payment fee will be billed and will reflect on your next billing cycle.

150.80 Special Needs

To qualify as a Special Needs account holder, a South Carolina–licensed healthcare provider must complete a Medical Certifications Form confirming that the customer or someone in their household has a health condition that would be at risk if utility service were disconnected. This designation does not exempt the customer from paying their bill, nor does it guarantee uninterrupted service or priority restoration during outages. It only ensures a 24-hour notice before disconnection. Customers should have backup power for medical equipment.

Customers with special needs should contact Customer Service.

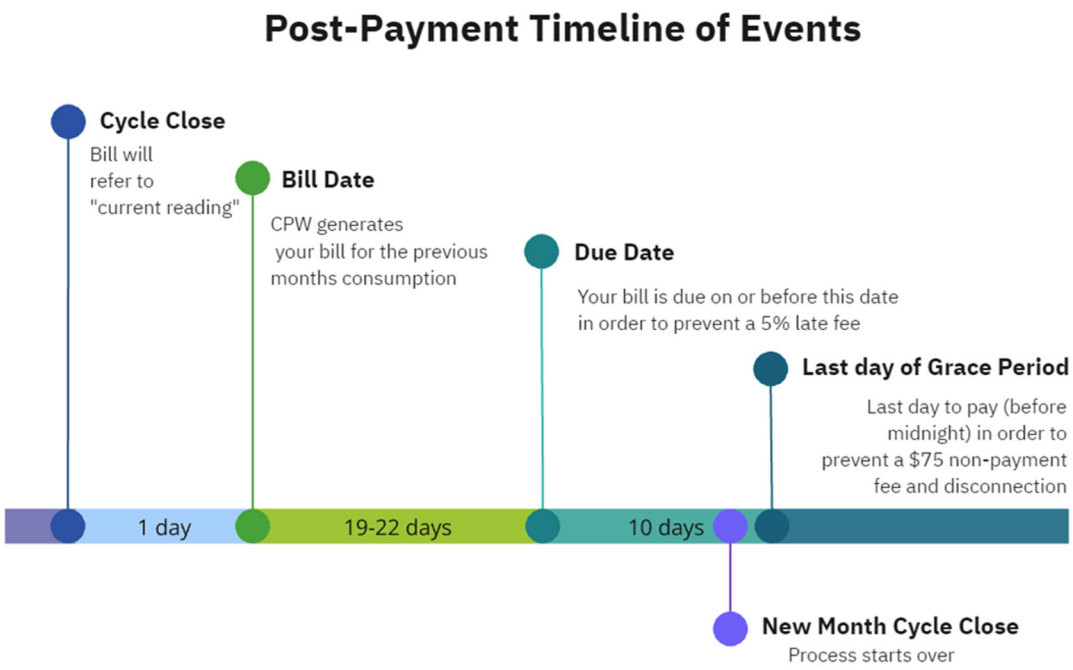
160 Billing

160.10 Monthly Bill and Payment Due Dates

Greer CPW bill represents an itemized statement of billed charges by Greer CPW and other entities. All rates and fees can be found on our website at www.greercpw.com under “rates and fees”.

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 business day after the bill's due date. Postal delays will not constitute a waiver of late fees.



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 accessed 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, you can change your preferences on your customer portal.

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.

170 Payment Programs

170.10 Caring People Working Together

This program allows our customers the opportunity to donate to Greer Relief 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.

Water only customers do not qualify for enrollment in the EPP program.

170.40 Payment Arrangement

Residential Customers with at least 12 months of payment history may request one payment arrangement per year if they can't pay their full past-due balance by the due date. The arrangement must be documented in a signed form. If the agreed amount isn't paid on time, service may be disconnected the next business day, and all related fees will apply. Extensions aren't allowed while on a payment arrangement, and a minimum payment applies to trigger disconnection if the arrangement is broken.

170.50 Payment Extension

Customers may request one payment extension per calendar year for 7–10 additional days before disconnection, though fees still apply. Extensions are not available to those on a payment arrangement plan.

170.60 Payment Methods

Phone/Website:

- American Express, Discover, MasterCard, and Visa
- ACH (Automated Clearing House)

Automated (AutoPay):

- ACH (Automated Clearing House)
- Bank Draft

Mailed Payment (this must go to our PO box in Atlanta):

- Check

CheckOut:

- Barcode on the back of the customer's bill or on the PayGo portal can be used in a checkout line. Cash payments are accepted at locations such as CVS, Walgreens, and Dollar General.
  See paygoutilities.com/solutions/checkout-by-paygo

Payment Kiosks (available 24/7 in our drive-thru):

- Cash
- Check

- American Express, Discover, MasterCard, and Visa
- Debit Cards

Lobby/Drive-thru:

- Cash
- Personal Checks and Cashier's Check (written to Greer CPW)
- American Express, Discover, MasterCard, and Visa
- Debit Cards
- Utility Checks (name on check must match customer of record)

170.70 Payment Assistance

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

170.80 FlexPay Program

Greer CPW offers a payment program for residential customers that offers more financial freedom. Customers can manage their accounts, stretch their energy dollars, and pay at their own pace. FlexPay allows customers to see their utility bill amount daily, eliminating the need to wait 28-30 days. Connection fees for new services are applied to the account balance, and there are no late fees or due dates. To participate, customers must have residential electric service with us as well as AMI meters. Please contact customer service for more details.

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.

- That your account does not have a past due balance.

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 follow submittal instructions as outlined in section 120 - Applications for new services. In cases where a pole and/or lighting fixture must be installed, the customer is required to pay a one-time installation fee. This fee will be determined based on the specific installation scenario and outlined in the applicable rate schedule available on our website.

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 911 and 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 Emergency Responders and/or 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 use of open flames, 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 flooding.

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 annually by a SCDES certified backflow prevention assembly tester. Currently, Greer CPW is using a third party to annually test backflow devices. The cost of backflow device installation, repair, or re-testing after repair is the responsibility of the customer.

180.50 Sewer Information

Renewable Water Resources (ReWa/MetroConnects)

Greer CPW supplies water to certain areas that are in ReWa's/MetroConnect's sewer service areas. Greer CPW bills sewer on behalf of ReWa/MetroConnects 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 damaging underground utility lines while working on digging and excavation projects.

Every digging and excavation job requires a call – even small projects like planting trees or shrubs. Please notify 811 at least 3 business days prior to any digging and/or above ground demolition. If an underground utility line is damaged 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 require reimbursement to Greer CPW for all costs to repair or replace the damaged property and/or facilities to original condition.

Calling or clicking 811 before digging is a law in South Carolina and

individuals or companies that damage Greer CPW property and/or facilities may be required to pay for repair costs and face fines from the Attorney General's office.

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. Greer CPW often uses contractors for field work. Contractor vehicles will be clearly marked with signage on the sides of their trucks that say "Contractor for Greer CPW". 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.

180.90 Customer Contact Information

To ensure timely communication and uninterrupted service, all Greer CPW customers are required to maintain accurate and current contact information. This includes phone number(s), email address(es), mailing and billing address.

Greer CPW uses this information to send important service-related notifications, including enrollment confirmations, bill ready and due notices, past due and disconnect alerts, returned payment, and service updates.

Failure to update contact details may result in missed communications, late fees, or service interruptions.

Customers may update their information at any time by logging into their Greer CPW account or contacting Customer Service.

190 Special Conditions

190.10 Utility Tampering

Tampering with or bypassing electric, gas, or water meters is illegal. Greer CPW may disconnect service without notice and require full payment for damages, unmetered usage, investigation costs, and a possible deposit before restoring service. Diversion includes any unauthorized action affecting meter accuracy, whether intentional or accidental. Customers must not interfere with CPW equipment or allow others to do so, including removing seals or attaching devices that alter meter readings. Legal action may be taken to recover losses.