



RELIABLE. LOCAL. COMMITTED.

CUSTOMER SERVICE POLICIES & PROCEDURES

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Welcome to the Board of Public Works and thank you for allowing us to serve you.

At BPW, we take great pride in providing safe, reliable electric, water, and sewer services to our community. As a locally owned utility, our work goes beyond delivering essential services; it's about supporting the people, families, and businesses who call this community home.

Our dedicated team works every day to ensure dependable service, responsive customer care, and thoughtful stewardship of the resources entrusted to us. We are committed to safety, reliability, and continuous improvement, and we strive to make your experience with BPW as convenient and positive as possible.

This welcome packet is designed to help you get started, from managing your account to staying informed about services and community amenities we offer. If you ever have questions or need assistance, our customer service team is always ready to help.

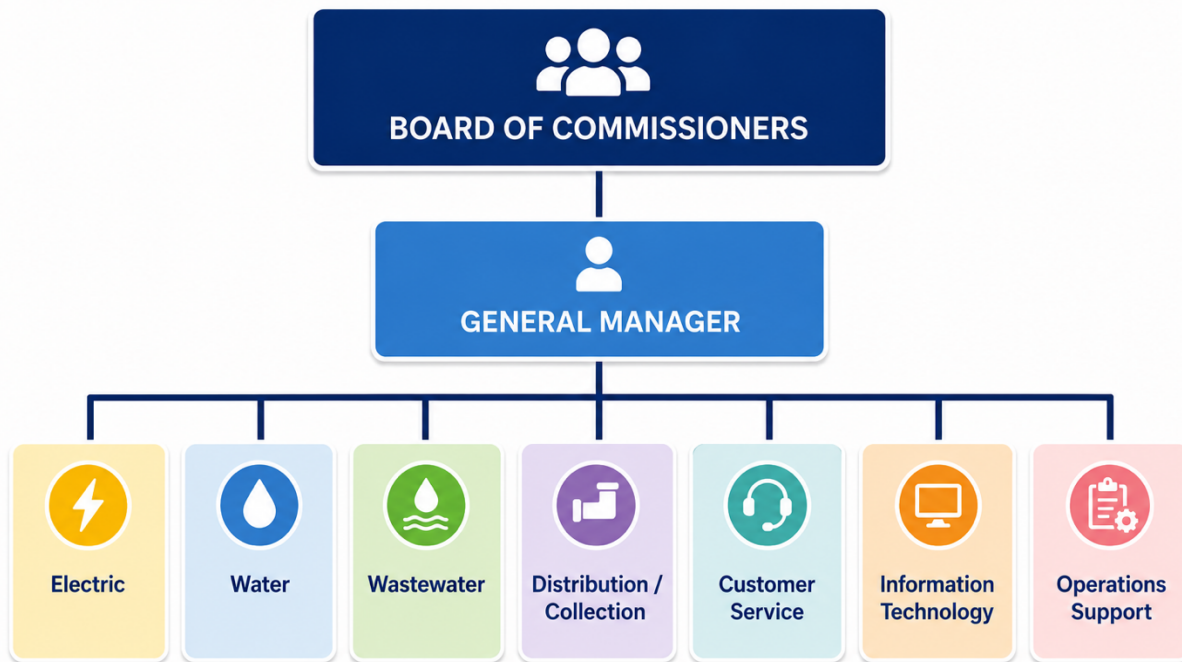
On behalf of the team, welcome! We are glad you are here and look forward to serving you!

Sincerely,

A handwritten signature in blue ink, appearing to read "Steve Bratton", is positioned above the printed name.

Steve Bratton
General Manager
Board of Public Works

BPW Organizational Chart



Board of Commissioners

The Gaffney Board of Public Works is governed by a Board of Commissioners dedicated to providing strategic leadership and oversight for the organization. Current commissioner biographies, service territories, meeting information, and additional resources are available on our website at www.gbpw.com.

Mission

The Board of Public Works exists to serve the citizens of Gaffney, Blacksburg, and Cherokee County by providing safe, reliable, and affordable utility services. Our mission is carried out by a skilled workforce committed to responsibility, care, and community.

Vision

We strive to be a trusted leader in shaping the future of our community—responding with compassion, delivering essential services where they are needed most, and fostering strong partnerships. Through responsible infrastructure investment and support for smart development, we will help build the foundation for a thriving local economy.

Core Values

The following values articulate the principles that guide our work:

1. Safety First – Protecting employees, customers, and the community at all times.
2. Commitment to Community – Demonstrating care through compassion, accountability, and integrity.
3. Fairness and Reliability – Delivering dependable service at just and equitable rates.
4. Collaboration – Partnering with stakeholders and local leaders to strengthen our region.
5. Innovation – Embracing new ideas and approaches to improve efficiency, sustainability, and service.
6. Stewardship – Managing resources responsibly with future generations in mind.

SECTION 1 RIGHTS AND RESPONSIBILITIES

Authority

It will be the responsibility of the General Manager and Customer Service Supervisor to revise the policy manual as fee schedules, rates, and other specific policies are updated. Minor modifications and interpretations to these policies shall be delegated to the General Manager and/or Customer Service Supervisor without requiring prior approval of the Board.

The General Manager is authorized as the hearing or grievance officer for customers. As such, that official would be authorized to hear concerns and complaints, settle disagreements, and reconnect any customer disconnected for non-payment or other reason while the concern is investigated, if that official deems necessary.

Scope

This Manual is not meant to be all-inclusive but offers direction and guidance for the customers and employees of BPW.

The intent of these policies is to provide the customer, the building trades, and the employees of BPW a helpful guide with uniform procedures for providing utility service. BPW desires to treat its customers in a fair and nondiscriminatory manner while recognizing that each customer has distinct needs and requirements.

Employees of BPW have been empowered and well-trained to use these policies to deliver high quality service to customers. Employees are expected to deal with each decision with empathy and understanding, listening carefully to the needs and requirements of individual customers. Ultimately, the General Manager is the final authority on implementation of these policies.

These policies are not meant as a substitute for personal initiative on the part of employees. It will serve as a guide for reasonable response to customer needs while meeting the requirements of good business practices on the part of BPW.

Application of these Policies

These policies apply to every customer or applicant for utility service. Copies of these policies are available at both BPW offices and online at www.gbpw.com.

These policies may be revised, amended, supplemented, or otherwise changed from time to time. Customers are encouraged to seek answers to any questions by calling BPW.

BPW intends to adhere to all rules and regulations of the American National Standards Institute (ANSI) and the Institute of Electrical and Electronic Engineers (IEEE) entitled the "National Electrical Safety Code (NESC)" as amended. Further, all operations are prefaced upon safety for the public and employees alike. Safety guidelines are detailed in the BPW Safety Policy Manual as amended.

BPW is not responsible for any damage caused by turning on or off utility services.

No Prejudice of Rights

Although BPW and its customers may not always exercise the rights specified in these policies or available to them by law, that does not prevent BPW or the customer from exercising those rights later.

Customer's Responsibilities

If requested by BPW, customer shall provide the necessary easements for the provision of utility service.

Maintain up to date contact information with BPW.

Pay bills by the Due Date shown on each monthly bill.

Notify BPW of another person a customer would like to receive any notice of service interruption for non-payment of bills.

Notify BPW if there is someone in the household who is either chronically or seriously ill, disabled, or on a life support system.

Notify BPW of questions or complaints about service.

Be aware of and provide access to property owned by BPW at the customer's home/business, and safeguard it.

Install, maintain, and repair wiring and plumbing in the home/business that conforms to all applicable state, federal and local laws, rules, and regulations.

BPW provides utility service for the sole use and convenience of the premises under contract. The customer will ensure that utility service is not given or resold to anyone, including a neighbor or tenant.

Violation of this policy will be cause for immediate disconnection of service.

BPW Responsibilities

Notice will be given regarding disconnection of service for failure to pay on the monthly invoice. BPW will attempt to provide a courtesy notification prior to disconnection of service. The notice will explain the reason for disconnection, the date when service will be disconnected and explain how the customer can avoid service interruption. The notice will respect a customer's right to privacy regarding publication of debt. Furthermore, the notice can only be delivered if customer contact information is current. Customers could receive notifications in the form of one or more of the following: Phone Call, Email, Text, BPW Payment System.

Avoid disconnection for non-payment during extreme weather conditions. (Section 4)

Avoid disconnection for non-payment after 4 p.m. on a Thursday, on a weekend, or on a holiday.

Provide and explain rate schedules, how meters are read, and other additional, reasonable information.

Respond to questions or complaints from customers. BPW may not agree with the complaint but pledges prompt, courteous, and honest answers.

Provide historic billing and usage information when requested by the customer.

BPW Rights

To access BPW's equipment and utility facilities to include metering equipment.

To receive notice of changes in address, status of utility service, or problems with utility service.

To receive timely payment for services delivered to a home/business.

BPW is allowed to take action in court or as otherwise permitted by all laws for utility services in the state regarding equipment tampering or financial delinquencies.

To receive updated contact information in a timely manner.

SECTION 2 ESTABLISHING AND BILLING FOR SERVICES

Office and Service Hours

The Board of Public Works Customer Service Department is located at 210 E. Frederick Street, Gaffney, SC 29340 and at 509 W. Cherokee Street, Blacksburg, SC 29702. BPW office hours are from 7:00 a.m. to 5:00 p.m. Monday through Thursday. Routine and regular service work will be performed from 7:00 a.m. to 5:00 p.m. Monday through Thursday, except for holidays. Service work for unusual conditions may be arranged at other times upon request and may be subject to an additional fee. Additionally, there is a kiosk available at both office locations, as well as online payment services through SmartHub, and pay by phone options.

Emergency restoration work is performed twenty-four hours a day, seven days a week. Please call us at (864) 488-8800 for emergency service.

Request for Service

Original Application for Service: Any customer requesting services must complete an application/agreement for services online or in person. The customer will show:

Photo identification, supply a Social Security number (or Federal Tax ID number in the case of a business account), rental receipt, or lease agreement and sign the application.

Your social security number is being requested for verification of your identity. There is no statutory or other authority requiring you to give your social security number, but if you elect not to disclose your SSN, your service deposit doubles.

Commercial Accounts: Accounts established for non-residential service will require a Federal Tax ID number and a signature by a duly authorized representative of a business entity. For a business not operated by a recognized legal entity the account will be listed in the name of a responsible person (owner, manager, etc.). That person accepts the personal responsibility for payment of the account.

Service Requests for All Utilities: Any request for utility service or a request to add another service connection by a customer will be handled as a request for all services applicable to the location.

Deposit Requirement: A customer will be required to pay an initial deposit to begin utility service(s).

Place of Application: Customers may request utility service in person at either BPW office or online.

Time of Application: BPW will strive to meet each customer's needs for connection of service. Normal connection requests made by 4:30 p.m. will be made the same day when possible. This excludes areas where previous services did not exist.

Temporary Cut-on at Permanent Dwellings: BPW may request an additional fee be paid for the expense of cutting on and off utilities maintained for less than 30 days at permanent premises. The purpose of this fee is to recover costs for cut-on and cut-offs of difficult services (such as primary metered, bucket truck type facilities, or man-hole type facilities).

Service Requests for New Construction: The customer will need to meet the requirements explained in the related utility service requirement section of BPW's policy.

Prior Debts

BPW may refuse to furnish new service to an applicant who is indebted to BPW for service previously furnished at any address in the BPW area. BPW may also refuse service to an applicant requesting service at an address where the owner of those premises is delinquent in paying the account at that address. If however, the delinquent customer is not the owner of the premises to which the services were delivered; payment of the delinquent account may not be required before providing services at the request of a new and different tenant or occupant of the premises. This exception is subject to decision and interpretation of the Customer Service Supervisor and/or General Manager. This exception on termination of service will also not apply if the premises are occupied by two or more tenants whose service is measured by the same meter. Services that have been disconnected due to meter or service tampering will not be reconnected until all tampering charges and usage is paid in full.

Local Government Cooperation

For all service locations within the BPW service area:

For new dwellings or establishments, the governing jurisdiction must provide an occupancy permit or occupancy permit number to BPW prior to provision of permanent services. This also applies to properties where the service has been disconnected longer than a year.

For existing dwellings or establishments, the governing jurisdiction can request, and BPW can comply, that a hold be placed on provision of services due to unresolved issues regarding the property. Upon satisfactory resolution, any identified issues and compliance with all other requirements, BPW will provide services to dwelling/establishment.

Customer Deposits

Need for a Deposit: A deposit for utility services is collected as security so all bills will be paid in full by their due date. A service security deposit will be collected before any service is connected. Only the General Manager may waive this requirement.

All residential and non-residential customers will be required to meet a deposit requirement.

Residential Customer Deposit Alternatives: All residential customers must meet the deposit requirement in one of the following ways (See www.gbpu.com for fee schedule):

A. Pay initial cash deposit.

B. Charge the deposit to a Visa, MasterCard or Discover online.

Non-Residential Customers: All non-residential customers shall pay an initial cash deposit of two months estimated bill. (The estimated bill will be determined using the best professional judgment of the Customer Service Supervisor.) If taking over an existing account, the deposit will be made up of the average of the past twelve months bills, times two.

Future Deposits: Any customer whose account has been finalized will be required to pay a deposit, or an additional deposit, as specified in the above paragraphs, prior to reconnection of service.

Refunding of Deposits

A deposit will be refunded monthly when service is voluntarily discontinued and all bills are paid. All outstanding amounts on the final bill will be deducted from the deposit amount.

The deposit will not be refunded if the customer has another account with a past due balance. The remaining credit on the account will be transferred to another account with a balance.

Refunds will only be issued in the name of the account holder.

Rate Schedules

BPW offers several rate schedules for residential, commercial, and industrial services. Complete rate schedules are available at www.gbpw.com.

Establishing Rates: The Board reviews and establishes rates periodically in order to meet the revenue requirements of each utility for cost recovery, debt service, and capital replacement. Rates are set by the Board and are designed to be fair, reasonable, just, uniform, and non-discriminatory. Setting rates locally offers rate regulation responsive to the customers of the system.

New Customers: New and potential business customers are encouraged to provide the BPW with the load characteristics of their facility. BPW may require special conditions and contracts for utility service based upon necessary investment in the infrastructure needed to meet the demands of the customer.

Competitive Rates: BPW's goal is to provide the best possible electric, water, and sewer service to all customers at a rate which is competitive with other providers.

Taxes

Billings of BPW will include all applicable taxes.

Billing Cycle Information

BPW has 22 billing cycles. Once a billing cycle is read, the readings are imported into the billing system to calculate bills for each customer. Meters are read and billed at approximately the same time each month. Efforts are made to bill for between 28-32 days each month.

Bills are sent out within a few business days of reading the meter.

Regardless of the bill date, the due date for a cycle is always the same day each month.

An account is past due if not paid by 11:59 p.m. on the due date and is subject to disconnection. Customers with past due balances will be notified by a courtesy phone call and will be assessed a penalty of 5% on the unpaid balance, with a minimum penalty of \$5.00 (residential accounts) and \$50 (business accounts).

Balances that remain unpaid after seven days will be disconnected. (See Section 4)

Discontinuing Service

A fee will be charged to all customers who are scheduled for disconnection of service. The

Service Interruption Fee must be paid along with any past due balance prior to services being reconnected.

A charge as outlined in BPW's fee schedule will be imposed against any customer who reconnects the customer's own meter.

Customers who think their bill is in error or otherwise have reason to protest termination of utility service may contact the Customer Service Supervisor for an explanation at BPW between 7:00 a.m. and 5:00 p.m., Monday through Thursday except on holidays at (864) 488-8800.

Billing Adjustments

If BPW has overcharged or undercharged a customer for utility service(s), BPW will correct this error subject to the following procedures:

If BPW has overcharged a customer for utility service(s), BPW will, at its option, refund to the customer or credit the customer's account, without interest, the excess amount, subject to the following limitations.

If the time period over which the mistake occurred can be determined, BPW should credit or refund the excess amount charged the account for that entire interval.

If the time frame of the problem cannot be determined, BPW should refund the excess amount charged during the previous twelve months.

If the exact amount of excess charge cannot be determined, BPW should estimate the amount due. If an overcharged customer owes a past due balance to BPW, BPW may deduct that past due amount from any refund or credit due to the customer. If an overcharged customer owes BPW on another account, BPW will apply the credit to that past due account.

If BPW has undercharged a customer for utility service(s), it may review the error and, at its discretion, collect the unbilled charges from the customer for a period of up to one year.

BPW's Response to Insufficient Funds or Credit

BPW will only accept cash, certified check, card, or money order from any customer having two insufficient funds or closed accounts, in connection with (bad) checks, automatic drafts, or declined credit card within prior 12-month period.

Upon receipt of the first returned check or other insufficient funds notice, the customer will be advised that all bills must be paid with cash.

No returned check will be held more than 72 hours from the time it is received by BPW.

Notice to the customer of a returned check, insufficient funds, declined credit card, or closed account will be provided by placing a door hanger on the customer's door on the day the notice is received.

To the extent permitted by South Carolina law, a charge is added to the customer's bill because of each returned check, closed account or other insufficient funds or credit notice.

The customer's account will be charged for returned checks and will be subject to regular collection policies for delinquent accounts.

SECTION 3 PAYMENT OPTIONS

Difficulty in Paying Bill

To locate a list of organizations that may be able to offer assistance to customers who are having difficulty paying their bill visit www.gbpu.com/payment-assistance.

We encourage each customer to seek assistance with paying their utility bill prior to disconnection.

Options in Billing Payments

To serve the needs of customers, BPW offers many options to make bill payments.

They are described in the following pages.

- Budget Billing
- Bank Draft
- Online Payment
- SmartHub App
- Phone payment
- Drive Thru Window and Office Lobby
- Mail
- Kiosk

* BPW accepts check, cash, electronic funds transfer, Visa, MasterCard, and Discover.

Budget Billing

The purpose of this plan is to spread the cost of utility service as evenly as possible on a monthly basis over an annual period and to assist customers with home budgeting. Billing under this plan will not result in any greater or lesser payments to the utility than would be the case with customary monthly billings. Payment amounts will be the same for 11 months, so there aren't any surprises when the temperature or consumption is extreme.

To Qualify for Budget Billing:

The customer must have residential service for a minimum of one year.

The account must have a zero balance prior to plan enrollment.

Customer must agree to pay the calculated bill assigned by our staff, which is based on the average of the previous year's bill divided by 11 months, and may take into account any known increases in rates or supply costs.

Payments cannot be skipped even if customer has a credit balance.

Account must be settled at the end of each twelve-month period following enrollment.

Late payments will be subject to penalty as applied to all other customers.

Late Payments: If a customer is late in paying the customer's monthly bill, the customer may be removed from the equal payment plan and are subject to disconnection.

Termination of Equal Payment Plan: The agreement remains in effect until the customer or BPW decides to end the payment option.

BPW reserves the right to request a payment adjustment conference with the customer between anniversary dates if it appears that the amount billed and the amount paid will vary by a substantial amount.

Bank Drafts Plan

Customers may choose to enroll in automatic payments using a bank account or recurring credit card payment. Automatic payments provide a convenient way to avoid late or missed payments and eliminate the need to mail or deliver payments to BPW.

Automatic payments are processed on the due date printed on the customer's bill, allowing sufficient time to review the bill and contact BPW with any questions before payment is drafted.

Customers may enroll in automatic bank draft or recurring credit card payments by:

Completing an authorization form and providing a voided check (for bank drafts), or

Enrolling through SmartHub, where customers can securely set up or manage automatic payments using a bank account or credit/debit card.

Customers are responsible for maintaining current payment information. If a bank account or credit/debit card number changes, expires, or is closed, the customer must update their payment information through SmartHub or notify BPW before the next scheduled draft.

Any automatic payment returned because of insufficient funds, a closed account, an expired card, or other payment failure will be treated as a returned payment. The customer may be removed from the automatic payment program. To the extent permitted by South Carolina law, the customer shall reimburse BPW for any fees or charges incurred by BPW as a result of the returned payment.

Acceptance of Credit Cards

BPW will accept the following bank credit or debit cards for bill payments, deposits, or fees:

- Master Card
- Visa
- Discover

BPW will accept a card for payment in person, online, or via automated phone system, and will verify each charge or debit account with the issuing bank. Any credit card or debit card payment request rejected for insufficient credit or a closed account will be treated as a returned check, and the customer will be released from the credit or debit card program. To the extent permitted by South Carolina law, the customer shall reimburse BPW for all charges or fees, if any, imposed on BPW by the bank because of insufficient credit or a closed account of the customer.

Online Account Access and Payment

BPW offers customers the convenience of accessing and paying their account online. Customers can visit www.gbpw.com to login to their account.

SmartHub is an online resource and also as an app to access various account information, including bills, usage history, notifications, and to make payments.

SECTION 4 DISCONTINUING SERVICE

Transfer of Service

Customers may transfer service from one location to another as long as all outstanding bills owed are paid in full. Contact Customer Service or visit www.gbpw.com to transfer services. A transfer fee may apply.

Previous deposits will be transferred to the new account. An additional deposit may be required for some commercial establishments.

Closing a Utility Account

After an account has been closed for any reason including those outlined below, all funds (including deposits, refunds, and overcharge credits) will be applied first against amounts owed BPW on the closed account. Remaining funds will then be used against any delinquent amounts owed on any other accounts the customer may have with BPW. When those accounts have been cleared, a check for the remaining money will be issued to the customer for any net credit.

Forced Closing of a Utility Account

Within one week after termination of utility service, the account will be closed. All fees and credits are then applied to the balance and a "final" bill will be issued to the customer. Any balance owed to BPW will remain open until the balance is paid.

All legal means of collection for an account in arrears will be taken, including utilization of the SC Setoff Debt Program.

South Carolina Setoff Debt Collection Act

The South Carolina Setoff Debt Collection Act ("Act") provides an administrative procedure for BPW to collect amounts due for utility service from the state refunds of its residential customers.

The Setoff Debt Collection Act allows the South Carolina Department of Revenue to collect delinquent accounts or debts owed to certain public bodies. The Department of Revenue deducts the amount of the debt from the debtor's state income tax refund.

As a Participant in the Municipal Association of South Carolina's (MASC) Setoff Debt Collection Program, BPW submits claims to MASC. MASC then forwards them to the Department of Revenue in December of each year. All claims submitted must include the debtor's Social Security number (SSN).

The Department of Revenue matches (by SSN) the claims list with the refunds due taxpayers. If there is a match, the Department of Revenue sets off the debt, notifies the taxpayer of the setoff, and forwards the amount collected (minus an administrative fee) to the Participant making the claim. The Department of Revenue also collects \$25.00 from the debtor for every successful setoff. The Department of Revenue fee is in addition to the original debt amount.

BPW must notify debtors in writing both before submitting the information to the Department of Revenue and after a debtor's income tax refund is setoff. If the debtor wishes to contest the setoff, he must file a written protest within thirty days of the date of the initial notification letter.

If, after an informal hearing, the appointed hearing officer decides the setoff amount was in error, BPW must refund the appropriate amount to the taxpayer.

Voluntary Termination of Service

Requesting Discontinuance of Service: Any customer requesting discontinuance of service should inform BPW of the service location, date service is to be disconnected and the forwarding mailing address for the final bill.

Disconnection Scheduling: Disconnection from the BPW's utility system will be performed the same day if the request is received prior to 4:30 p.m. A request received after 4:30 p.m. will be fulfilled the next working day.

Final Bill: A customer's final bill will be mailed in a timely manner to encourage collection and customer understanding.

Disconnection of Service for Nonpayment:

The Utility will generate a list each day of all customers eligible for disconnection on that day.

Utility staff members will review each account in the morning to see if the customer has made a payment to prevent the disconnection. Staff will also check to see if the customer is a Special Needs Customer and/or if the customer participates in the BPW Customer Care (Third-Party Notification) Program.

Customers eligible for disconnection are added to the disconnection list.

The Customer Service Supervisor will check the weather to determine whether a disconnection is appropriate for that day.

Depending on the type of electrical meter at the customer's location, the electric service is either disconnected remotely by way of a Remote Disconnect Meter or a Service Technician will make the disconnection. Water disconnections will be performed by a Service Technician. The Utility ensures that all disconnections are completed by approximately 4:00 p.m. to enable the customer to pay before the end of the business day at 5:00 p.m.

If the customer pays the entire outstanding balance, including the Service Interruption Fee prior to 4:30 p.m. during normal operating hours, the Utility will use reasonable efforts to reconnect service as soon as possible that day. Electric service that has been disconnected by way of a Remote Disconnect Meter will have the service restored automatically when payment is made. Service that requires manual reconnection will not be restored after 5:00 p.m. and will only be reconnected on weekends or holidays after payment of an After-Hours Fee. Otherwise, the service will be reconnected the following day between the hours of 8:00 a.m.-5:00 p.m.

Standards for Determining Weather Conditions

The Utility will not disconnect any electric service when at 7:00 a.m. the high temperature for the day is forecast to be 95 degrees Fahrenheit or higher during cooling months or 32 degrees Fahrenheit or lower in heating months. These guidelines shall reflect actual temperature forecasts and not the projected heat indexes or wind chill temperatures. The temperature forecasts reported by www.noaa.gov, www.weather.com, or www.accuweather.com will be used to determine weather forecasts. If any of the three on-line resources show a forecast high temperature outside the disconnect threshold (above 95 or below 32), the Utility will not disconnect service on that day.

Customer Care Program

BPW offers a Customer Care Program that allows customers to designate a trusted third party to receive payment-related notifications for their utility account. This program is designed to provide an extra reminder to help customers stay informed about their account status.

Customers who wish to participate should contact BPW and complete the required Customer Care Program (Third-Party Notification) Form found on our web site. The completed form will be kept on file by BPW.

To participate, both the customer and the designated third party must be enrolled in SmartHub.

The designated third party will receive the same payment-related notifications that are sent to the customer. These notifications serve as reminders only and are intended to help the customer avoid missed or late payments.

Participation in this program does not make the designated third party financially responsible for the customer's utility account or any outstanding balance.

Recognition of Special Needs Customers

The Utility is committed to meeting the requirements of our special needs customers and will keep on file a master list of Special Needs Customers.

To be recognized as a Special Needs Customer, the customer and a South Carolina licensed healthcare provider are required to complete the Medical Certification Form certifying the customer or a member of the customer's household suffers from a health condition which would be especially dangerous to the patient's health if the electric service is disconnected for nonpayment. The Form, documenting a qualifying condition, must be faxed or emailed from the office of the licensed healthcare provider. The certifying healthcare provider must be licensed in South Carolina as a medical doctor, physician's assistant, nurse practitioner or advanced-practice registered nurse.

The Form must be resubmitted by the customer annually by December 31 to continue participation in the program.

A Special Needs Customer will be encouraged to participate in the Customer Care (Third-Party Notification) Program.

A Special Needs Customer will be given the same privileges as other customers to participate in a payment plan. If a Special Needs Customer is subject to disconnection and has not taken advantage of a payment plan, the Utility will observe the following schedule for disconnection of service for nonpayment:

- The Utility will notify the special needs customer and the authorized third-party (if the special needs customer is participating in the Third-Party Notification Program) on the day the service is scheduled for disconnection. That notification will communicate the payment terms required to avoid service disconnection. The Utility will personally contact the Special Needs Customer, or the Utility will call the telephone numbers for the customer listed on the Special Needs Customer

Medical Certification Form. The Utility will call the telephone numbers for the third-party listed on the Third-Party Notification Form.

- If the Utility cannot contact the customer or their Third-Party Notification appointee, a notice will be left on the front door of the Special Needs Customer. The notification will state that the service is scheduled for disconnection the following day and informs the customer to contact BPW.

- After disconnection, if the customer pays in full, the Utility will use reasonable efforts to reconnect service as soon as possible, provided the customer pays the Service Interruption Fee (and any applicable after-hours reconnection fee).

Special Needs Customers are in no way released from their obligation to pay their monthly bills according to the terms as noted on the monthly bill.

SECTION 5 UTILITY EQUIPMENT

Service Interruptions

BPW will make a good faith effort to provide continuous and uninterrupted electric service but cannot be liable for loss or damage (direct, indirect, special, incidental, consequential, or otherwise) caused by any failure to supply electricity or by an interruption.

If the customer notifies BPW of an outage condition, BPW's employees will make a good faith effort to restore power.

Prolonged service interruptions due to maintenance and construction may sometimes be necessary. In some instances, where safety is a concern, the customer may be required to have premises inspected by local authorities.

Note: It is recommended that whenever service is to be interrupted for installation or maintenance of equipment, BPW should attempt to notify the customer in advance.

Customer-Owned Equipment

Electric Motors: BPW should always be consulted on motor installations. The maximum permissible size depends upon the customer's location on the distribution system and the capacity of the circuit. All motors should be installed with devices which protect against overload or short circuit.

Emergency Generators: Where auxiliary or standby emergency generator service is installed by the customer, and approved (by BPW), a double throw switch must be used to prevent possible feedback into the main power line as referenced in the National Electrical Safety Code. Parallel operation of the customer's generator will not be allowed except where expressly granted by written contract, and where approved suitable automatic protective equipment and appropriate metering devices are used.

Power Quality: Customers who intend to use equipment that may generate noise, harmonics, or surge transience on the BPW's distribution system must supply BPW with information regarding the electrical characteristics of the equipment. Customers who create noise, harmonics, or surge transience on BPW's distribution system will be responsible, at their expense, for the filtering and elimination of these problems under American National Standards Institute (ANSI) and Institute of Electrical and Electronics Engineers (IEEE) guidelines.

Protective Devices: All protective devices will be installed at the customer's expense.

Power Factor Corrections: Of interest mostly to business customers, the maintenance of a high power factor is of primary importance to the economic operation and maintenance of the distribution system. Under-loaded motors contribute largely to the creation of low power factors unfavorable to BPW and the customer. Where the overall power factor of the customer's load is less than 85 percent lagging, BPW will require the customer to install, at customer expense, equipment to correct the power factor. BPW reserves the right to measure power factor at any time. BPW engineers can help a customer identify power factor correction solutions.

Property Owned by BPW

All meters and other equipment furnished by BPW will be and shall remain the sole property of the BPW. Damages to this equipment which arise from neglect on the part of the customer will be the financial responsibility of the customer.

For the safety of the employees who work on the electric poles no customer, citizen, person, or organization will install or attach any wire, sign, basketball goal, or other material to any BPW owned pole without express written consent of BPW.

BPW's Response to a Customer Cutting On/Off Utility Service

It is unlawful for anyone other than a BPW employee or its agent to cut on or off utility service (including electric and water).

If a meter seal is found to be broken or removed, BPW will investigate to determine if tampering has occurred and then reseal the meter. The customer should be notified of this process.

BPW's Response to Meter Tampering

Tampering with a meter or bypassing a meter is the same as stealing. The aggressive enforcement of this policy is required by the large majority of good paying customers who would be financially burdened with paying for the stolen services. BPW will call for the prosecution of cases of meter tampering, electric, or water theft and fraud to the fullest extent of the law.

A meter tampering charge shall be billed to the customer who benefited from the tampering.

SECTION 6 COMMUNICATION

Our Commitment to Communication

BPW is committed to providing clear, courteous, and timely communication with our customers. Whether you contact us by phone, email, online, or in person, we strive to provide accurate information and exceptional customer service.

We are dedicated to:

- Treating every customer with courtesy and respect.
- Providing clear and accurate information.
- Responding to questions and concerns in a timely manner.
- Keeping customers informed during planned and unplanned service interruptions.
- Offering multiple ways to communicate with us.

Our goal is to make it easy for you to access the information and assistance you need.

Response Times

We understand the importance of receiving prompt assistance.

During normal business hours, BPW strives to:

- Answer incoming telephone calls as quickly as possible.
- Respond to emails and online inquiries within one business day.
- Return voicemail messages by the next business day.
- Address service requests as promptly as possible.

Some requests may require additional research or coordination with other departments. If additional time is needed, we will keep you informed of the status of your request whenever possible.

Emergency situations, such as power outages, water leaks, or other service emergencies, receive immediate attention.

Ways to Contact Us

BPW offers several convenient ways for customers to communicate with us.

You may contact us by:

- Visiting our Customer Service Office during normal business hours.
- Calling our Customer Service Department.
- Sending us an email.
- Using the contact information available on our website.
- Managing your account through SmartHub.
- Following our official Facebook page for updates and announcements.

Customers are encouraged to enroll in SmartHub to:

- View account information
- Pay bills online
- Enroll in automatic bank draft
- Receive account and outage notifications
- Report power outages
- Monitor utility usage

Service Interruptions

While BPW works hard to provide reliable utility service, planned maintenance, severe weather, equipment failures, and emergencies may occasionally interrupt service.

When service interruptions occur, BPW will make every reasonable effort to keep affected customers informed through available communication channels, which may include:

- SmartHub notifications
- Automated phone, text, or email alerts
- The online outage map
- The BPW website
- BPW's official Facebook page
- Local media, when appropriate

For planned service interruptions, advance notice will be provided whenever practical.

For unplanned outages, restoration times are estimates and may change as crews assess conditions and complete repairs.

Customers are encouraged to report outages by calling 864.488.8800 or through SmartHub if they believe their service has been interrupted.

Social Media

BPW uses social media to share important information with our customers and community.

Our Facebook page provides updates on:

- Planned outages and emergency service interruptions
- Community events
- Utility projects
- Conservation tips
- Safety information
- Programs and services
- General announcements

While we monitor our social media pages regularly, they should not be used to report emergencies or power outages. Customers experiencing an emergency or service interruption should contact BPW directly or report outages through SmartHub.

Please remember that account-specific questions cannot be addressed publicly through social media to protect your privacy. Our Customer Service team will gladly assist you through secure communication channels.

Section 7 Recreational Facilities

Lake Whelchel

The Gaffney Board of Public Works (BPW) owns the property beneath Lake Whelchel (the "Reservoir"), as well as a buffer area of real property surrounding the Reservoir (the "Buffer Area").

BPW maintains an office (the "Lake Whelchel Office") at 151 Boat Landing Dr., Gaffney, SC. BPW has staff assigned to this location and visitors can obtain copies of the Lake Whelchel Policies and Procedures and other information. BPW also provides a picnic area, lake access, boat ramp, and fishing pier at this address known as the Roger D. Harris Recreation Facility. Lake Whelchel and associated recreational areas are generally open daily for the hours posted on www.gbpw.com.

General

All persons using Lake Whelchel, the Buffer Area, the Roger D. Harris Recreation Facility, or other property owned or governed by BPW (collectively, "BPW Property"), are subject to, and governed by, all applicable BPW policies and procedures. All persons shall use BPW Property in accordance with applicable law.

In the event of a dispute as to the location of the boundary line separating a Contiguous Landowner's property from that of BPW, we will provide any relevant survey information it may have to assist in locating the property line. If the Contiguous Landowner disagrees with the location depicted by the BPW survey information, such landowner may, at such landowner's expense, obtain additional information from a registered land surveyor in aid of resolving any discrepancies.

Any permit, license or agreement issued by BPW may be revoked if the permit holder willfully or continuously violates any of the conditions of the permit(s), agreement(s), policies, procedures, or restrictions governing the use of BPW Property, any applicable laws or regulations, or any contractual obligations. Contiguous landowners are responsible for any contractors conducting work on their behalf in their Buffer Access Area. No person shall pollute BPW Property or the waters of the Reservoir with any sewage, garbage, rubbish, tree limbs, stumps, debris, or waste of any kind. No person shall use gasoline, oil, lubricants, pesticides, herbicides, or any other toxic or hazardous substance that may cause pollution of the water supply. The use of gasoline and lubricants is permitted exclusively for the proper operation of permitted watercraft or home and lawn maintenance equipment. Under specific and limited circumstances, herbicides and pesticides are allowed with written approval by BPW for pest management, removal of poison ivy, poison

sumac, and/or poison oak or the removal of exotic species as identified by the South Carolina Department of Natural Resources ("SCDNR").

Commercial activity is not allowed on BPW Property other than permitted work for BPW.

No wading, bathing, or swimming is permitted. Except for designated picnic areas within the Roger D. Harris Recreation Area, no picnicking or cooking of foodstuffs is permitted on BPW Property. No camping is permitted on BPW Property.

Controlled substances are prohibited on BPW Property.

Persons showing evidence of intoxication will not be permitted to operate a vessel on the Reservoir or otherwise occupy BPW Property.

All watercrafts must be launched from the boat ramps at the Roger D. Harris Recreation Facility.

All pets on BPW Property must be on leashes or otherwise controlled in accordance with applicable Cherokee County ordinances.

Contiguous landowners shall not direct concentrated stormwater runoff into the Buffer Area or into the Reservoir. No septic tanks, septic tank drain lines or drain fields are allowed on BPW Property.

No phone service lines, cable television lines, gas lines, satellite dishes, or similar items can be installed on BPW Property.

No unpermitted items can be stored on BPW Property at the Reservoir.

No fences of any kind may be installed on BPW property. Any existing fence must be removed from BPW property at time of property transfer.

TO THE FULLEST EXTENT PROVIDED BY APPLICABLE LAW, BPW IS NOT RESPONSIBLE FOR LOSSES, DAMAGES, OR INJURIES OF ANY KIND THAT ARE SUSTAINED WHILE USING BPW PROPERTY

Lake Wardens

The Lake Wardens are the official custodians of BPW Property and are responsible for the enforcement of these policies and procedures. The Lake Wardens are authorized to revoke any permit and to deny access to persons (including Contiguous Landowners) who willfully or continuously violate BPW policies and procedures. Permit holders will comply with all conditions or restrictions of such permit; failure to do so may result in revocation.

The Lake Wardens have the authority to take necessary measures to ensure the safe and wholesome use of the Roger D. Harris Recreation Facility, the Reservoir and surrounding property and watershed and to remove anyone interfering with the peaceful and safe use of BPW Property or the Reservoir.

Boating

No boat, watercraft, or any other type of vessel can be placed on the Reservoir without a valid permit.

No boat, watercraft, or any other type of vessel shall be operated within 500 feet of a pump station, or water intake of the dam.

Hydroplanes, powered racing hulls, airboats, airplanes (including seaplanes), hovercraft, and houseboats are prohibited.

Operators of any boat, watercraft or any other type of vessel must have all required equipment as specified by SCDNR regulation including, without limitation, a U.S. Coast Guard-approved lifesaving device for each person aboard such vessel. Towing of any person or object behind a watercraft is prohibited on the Reservoir.

No person shall operate a boat, watercraft, or any other type of vessel at a speed that will produce a wake. No person shall operate a boat, watercraft, or any other type of vessel in such a manner as to endanger the passengers or the safety of other persons or property.

The operator is legally responsible for the wake of his or her boat, watercraft, or vessel. The entire lake is a NO WAKE ZONE. No boat may operate more than idle speed.

At no time shall any vessel carry more than the recommended weight specified by the manufacturer or carry so many persons that an unsafe or hazardous condition is created.

No boat, watercraft, or any other type of vessel shall operate, anchor, moor, or dock within 150 feet of the public fishing piers on the Reservoir.

At times when the Lake Wardens deem the Reservoir to be too congested with boat, watercraft, vessel, or vehicle traffic, the Lake Wardens, in the interest of safety, may close boat landings and otherwise restrict access to the Reservoir or park. South Carolina law prohibits the operation of any boat, watercraft, or any other type of vessel on the Reservoir between midnight and one hour before sunrise.

Kayaks, canoes, paddle boats, and all other non-motorized vessels are prohibited.

Fishing

A valid South Carolina Fishing License is required to fish in the Reservoir.

Bank fishing may only be conducted in the designated fishing areas that are posted in the Lake Whelchel Office.

Fishing is permitted for boaters on the Reservoir. All fishing is to be conducted in accordance with state law. Fishing is prohibited within any restricted or posted area.

Watercraft Permits

The permit sticker must be attached to the boat, watercraft, or vessel in a highly visible location on the starboard (right) side of the vessel.

BPW boat permits are valid from January 1 through December 31.

BPW staff may deny a permit to an owner of any boat, watercraft, or any other type of vessel which is deemed not to be lake worthy.

Permits may be denied or immediately revoked if alterations to the exhaust system on any motor result in excessive noise.

Roger D. Harris Recreation Facility Reservations

The Roger D. Harris Recreation Facility at Lake Whelchel is available for private reservations for family gatherings and approved organizational events. A reservation provides exclusive use of the covered picnic shelter and picnic tables within the designated picnic area.

All reservations and visitors are subject to the General Lake Whelchel Policies and Procedures contained in this document. The following rules are in addition to those general requirements.

The following amenities remain available for public use during all reservations:

- Restrooms
- Fishing Pier
- Sundeck
- Boat Landing
- Public Fishing Areas
- Adjacent Parking Areas

Reservation of the picnic facility does not grant exclusive access to any other portion of Lake Whelchel or BPW property.

Eligibility

Reservations are available to:

- Cherokee County families
- Religious organizations
- Social organizations
- Fraternal organizations
- Professional organizations

Political groups are not eligible to reserve the facility.

Reservation Procedures

Reservations may be made up to 120 days in advance.

Telephone inquiries do not guarantee a reservation.

A reservation is confirmed only after:

A completed reservation application has been submitted; and full payment has been received.

The Gaffney Board of Public Works reserves the right to cancel or reschedule reservations when necessary for official BPW business.

Hours of Operation

Please see www.gbpw.com for hours of operation.

All guests, vehicles, decorations, and personal belongings must be removed, and cleanup completed at least 30 minutes before closing.

Facility Rules

To ensure a safe and enjoyable experience for everyone, all guests must comply with the following:

- Children must always be supervised.
- The facility and surrounding property must be treated with respect.
- Guests must follow all instructions provided by BPW staff and Lake Wardens.

Noise Policy

Lake Whelchel is intended to provide a peaceful recreational environment for all visitors.

Disc jockeys (DJs) are not permitted.

Live bands and amplified entertainment are prohibited.

Public address systems are not permitted.

Personal speakers may be used only at a reasonable volume that does not disturb other visitors.

BPW staff and Lake Wardens may require music to be lowered or turned off if it becomes disruptive.

Prohibited Items and Activities

The following are prohibited at the Roger D. Harris Recreation Facility and on BPW property:

- Alcoholic beverages
- Firearms
- Fireworks or explosives
- Confetti

Facility Responsibilities

The individual reserving the facility is responsible for:

Supervising all guests.

Cleaning the picnic shelter and surrounding area after use.

Removing all decorations and personal property.

Placing trash in the proper receptacles.

Cleaning the grill, if used, with supplies provided by the Lake Warden.

Leaving the facility in the same condition in which it was found.

Picnic tables located outside the reserved shelter area remain available to the public on a first-come, first-served basis.

Fees

A non-refundable rental fee and security deposit is required.

Payments may be made by cash or credit/debit card.

The security deposit will be refunded following inspection of the facility, provided no damage has occurred and all cleanup requirements have been met.

For more information visit www.gbpu.com.

Enforcement

The Lake Wardens are responsible for enforcing all Gaffney Board of Public Works policies governing Lake Whelchel.

Failure to comply with these rules may result in:

- Immediate termination of the reservation.
- Removal from the property.
- Forfeiture of the security deposit.
- Denial of future reservations.

Liability

Use of the Roger D. Harris Recreation Facility is at the user's own risk. The Gaffney Board of Public Works is not responsible for injuries, accidents, damage to personal property, or lost or stolen items occurring during use of the facility. By reserving the facility, the responsible party agrees to comply with all Gaffney Board of Public Works Lake Whelchel Policies and Procedures.

BPW Gun Range Policy

The purpose of this policy is to establish the rules, procedures, and operating requirements for the safe and orderly use of the BPW Gun Range. These guidelines are intended to promote firearm safety, protect the public, and ensure that all visitors have a safe and enjoyable experience.

Facility Description

The BPW Gun Range includes designated areas for pistol, rifle, and skeet shooting.

Use of the pistol and rifle ranges is provided at no charge. Skeet shooting requires the purchase of skeet tickets, which may be purchased at our Gaffney or Blacksburg Offices, Monday through Thursday, from 7:00 a.m. until 5:00 p.m.

Eligibility

Use of the BPW Gun Range is limited to residents of Cherokee County, South Carolina.

All users must present a valid South Carolina driver's license or South Carolina identification card upon entry to verify residency.

Hours of Operation

The gun range is open Tuesday through Saturday according to the following seasonal schedule:

April through September

9:00 a.m. to 7:00 p.m.

October through March

9:00 a.m. to 5:00 p.m.

All firing must cease 15 minutes prior to the posted closing time to allow for a safe shutdown of range operations.

Location

BPW Gun Range
1421 Victory Trail Road
Gaffney, South Carolina 29340

Gun Range Rules

Ranges may only be used during open days and hours of operation.

Approved eye and ear protection **MUST** be used at **ALL** times by shooters and spectators.

Visitors may **NOT** be under the influence of or in possession of alcoholic beverages or other controlled substances. No alcoholic beverages, drugs, or any other controlled substances are allowed.

ALL FIREARMS ENTERING OR LEAVING THE RANGE MUST BE UNLOADED AND PROPERLY CASSED.

LOADING AND UNLOADING of the firearm may only be completed at the firing line with the muzzle pointed down range.

ALL FIREARMS MUST BE UNLOADED AND ACTIONS OPEN WHILE TARGETS ARE BEING HUNG OR CHECKED.

Persons under the age of 16 must be accompanied by an adult (age 21 or older) who is responsible for their actions. Persons under the age of 16 are not allowed to be on the firing line at the pistol range without direct supervision.

Only paper or cardboard targets may be used.

Incendiary or explosive targets are prohibited.

All targets must be located so that a bullet will strike between the base of and halfway up the backstop/berm so that no bullet strikes the ground in front of the backstop/berm.

All visitors must clean up their areas. All targets, litter, and spent ammunition cases must be removed by the shooter before leaving.

No shooter may fire from points other than designated firing points. Shooters may only shoot targets in their lane.

Food, drinks, and tobacco products are prohibited on the firing line at all times.

Climbing on berms or benches is prohibited.

Open toed shoes are prohibited on the firing line.

No firearm of a .50 caliber or greater may be used. Muzzle loaders above .50 caliber are allowed.

The following ammunition types are prohibited: tracer and/or incendiary ammunition, armor piercing or penetrator rounds.

The possession of a fully automatic weapon is prohibited.

Any activity that would be considered to present a safety hazard is prohibited.

Remember the Basics of Firearm Safety

- Treat all guns as if they are loaded
- Control your muzzle: Keep your firearm pointed down range at ALL times
- Be sure of your target and what is beyond.
- Keep your finger outside of the trigger guard until you are ready to shoot.