

Changes to MU's Operation RoundUp® Program

In Tennessee's 111th General Assembly Session, House Bill 377 was passed. This bill revised provisions governing utility Roundup Programs and other similar programs for charitable donations through utility bills. Governor Bill Lee signed the bill on June 3, 2019, enacting State of TN Public Chapter 508. Since 2003, MU has participated in Operation RoundUp®, this program rounds up customers' bills to the next even dollar, those funds are then allocated to a special fund used for community assistance, economic development, and charitable purposes. Participation in this program is voluntary and available to all customers, however, it has operated on an opt-out basis.

How it works:

1. Funds originate from rounding up your monthly bill to the next whole dollar. If your bill is \$67.83, it is rounded up to \$68.00 even. The roundup amount is shown on your bill.
2. That additional .37 cents is placed into the Operation RoundUp® Trust, which is administered by our Board of Commissioners.
3. Funds are used only for charitable purposes, such as, payment relief for customers in need, advances in education, community assistance, and economic development.

By giving an average of just \$6.00/year, our customers can help make a tremendous impact on our community. All funds generated by Operation RoundUp® goes directly back into our community. With the enacting of TN Public chapter 508, if you are currently enrolled in the Operation RoundUp® Program, you have the right to opt-out from participating. If you are not sure if you are enrolled in the program, you can look at your bill, which will show the roundup amount, or call our customer service line.

How to Opt – Out of Operation RoundUp®:

- In person at Administrative Office, located at 433 West First North Street.
- By phone at 423-586-4121, Monday – Friday 8am – 5pm.
- Email at customerservice@musfiber.net

For more information, you can visit our website at www.musfiber.net and search for Operation RoundUp®.

The following are some frequently asked questions concerning Operation RoundUp® and Morristown Utilities Commission

What is a RoundUp® program? A RoundUp® program collects and distributes voluntary payments from municipal utility customers for community assistance and economic development purposes.

How does the RoundUp program work? Morristown Utilities Commission collects RoundUp funds by rounding up the customers' bill to the next even dollar. These funds are then allocated to a special fund that will only be used for community assistance, economic development, and charitable purposes.

Are RoundUp programs new to TN? No. Last year, the General Assembly authorized Tennessee's electric cooperatives to accept voluntary contributions from their members and to distribute these funds for charitable purposes.

Will customers be required to participate? No. State Law states that the RoundUp program must be voluntary. It is the responsibility of the municipal systems governing body to implement the program in a way that meets the statutory requirement.

Will late payment charges apply to RoundUp payment? No, because the payment is voluntary, late charges will not apply.

How can the RoundUp funds be used? These funds can be used for community assistance, economic development and charitable purposes.

Who will decide how to distribute the RoundUp money? The utility's governing body will establish a mechanism for distributing the funds.

Are Operation RoundUp® donations tax exempt? Yes and MU will notify each customer on both January and February bills of their total contributions for the preceding year.

What is the average annual contribution of a customer to Operation RoundUp®? The average contribution is six dollars (\$6) per year, per customer.