



**MERCED
IRRIGATION
DISTRICT**

WATER & POWER

ELECTRIC SERVICE RULES

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ELECTRIC SERVICE RULE 1

GENERAL RULES AND DEFINITIONS

A. Availability of Electric Service

1. The Merced Irrigation District (DISTRICT) supplies electric service in portions of Merced County as generally delineated on the Electric Service Area Map where lines and capacity exist and service is designated as available by the DISTRICT. Service may be provided elsewhere only by specific written agreement of the DISTRICT.
2. Electric service availability at any particular location should be ascertained by inquiry at the DISTRICT'S Marketing Services Department, at the DISTRICT'S MAIN OFFICE, telephone (209) 722-5761.

B. The DISTRICT'S General Manager, Assistant General Manager, Engineering & Operations and Assistant General Manager, Business Development and Electric Resources, are authorized to adopt departmental regulations and forms to implement these Electric Service Rules.

C. All rates, charges and fees under these Electric Service Rules shall be fixed from time to time by resolution of the Board of Directors of the DISTRICT and shall be based upon such factors as the Board of Directors deems relevant.

D. Definitions

Applicant: A person or corporation who himself or through an authorized agent requests the DISTRICT to supply electric service.

Application: A written request the DISTRICT for electric service or other work to be performed by the DISTRICT.

Billing Date: The date bills are printed.

Check: A check, draft, or order upon any bank, depository, person, firm, or corporation, for the payment of money.

Closing Bills: Bills rendered to CUSTOMERS discontinuing service, vacating the PREMISES, or changing rate schedules.

Connected Load: The sum of the capacities of all of the CUSTOMER'S equipment that may be operated from the DISTRICT'S lines at the same time.

Curtailment: The temporary reduction or interruption of service to CUSTOMERS because of projected or actual supply or capacity constraints.

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Customer: The person, group of persons, firm, corporation, partnership, trust, company, municipality or other governmental entity, or other legal entity, in whose name service is rendered, as evidenced by the signature on the application, contract, or agreement for that service or, in the absence of a signed instrument, by the receipt and payment of bills regularly issued in that name, regardless of the identity of the actual user of the service. (A CUSTOMER must take final delivery of electric power, and not resell that power.)

Delinquent Bill: A bill which is not paid by the DUE DATE.

Delinquent Charge: The charge on the past due portion of the bill equal to 1.5% of the past due portion of the bill per month.

Delinquent Notice: Notification to the CUSTOMERS by the DISTRICT that a bill is delinquent.

Demand: The amount of energy drawn by a CUSTOMER at a specific time. Typically expressed in kilowatts (kW).

Demand Charge: One component of a CUSTOMER'S bill. This charge recovers some of the costs the DISTRICT incurs in providing sufficient operating capacity to meet CUSTOMER'S maximum demand. The demand charge is based on the highest level of kW required by the CUSTOMER during a billing period.

Distribution Services: The delivery of electrical supply and related services by the DISTRICT to a CUSTOMER over the DISTRICT'S Distribution System.

Distribution System: The transmission and distribution facilities owned, controlled and operated by the DISTRICT that are used to provide Distribution Service under these rules.

Disconnect Date: A date after which the DISTRICT will disconnect electric service to the CUSTOMER without further notice.

DISTRICT: The Merced Irrigation District.

District's Main Office: The District's main office is located at 744 West 20th Street, Merced, Merced County, California. The mailing address is P.O. Box 2288, Merced, CA 95344. The telephone number is (209) 722-5761.

Due Date: The date designated on the bill which is approximately 20 calendar days after the Billing Date.

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Final Disconnect Notice: Notification to the CUSTOMER of past due amounts and DISTRICT'S intent to disconnect service without further notice after the Disconnect Date shown.

Generation Customer: Any DISTRICT electric CUSTOMER with electric generation facilities (including back-up generation in parallel with the DISTRICT) on the CUSTOMER'S side of the interconnection point.

Kilowatt: 1,000 watts; a watt is a unit of electrical power equal to a current of one ampere under one volt of pressure.

Kilowatt-Hour: one (1) kilowatt of electricity used for one hour.

Meter: The instrument that is used for measuring the electricity delivered to the CUSTOMER.

Normal Business Hours: The normal business hours of the DISTRICT are 8:00 A.M. to 5:00 P.M. of each Normal Working Day.

Normal Working Day: Monday through Friday, DISTRICT holidays excepted.

Power Factor: The percent of total power delivery (kVA) which does useful work. For billing purposes, average power factor is calculated from a trigonometric function of the ratio of reactive kilovolt-ampere-hours to the kilowatt-hours consumed during the billing month.

Premises: All of the real property and apparatus employed in a single enterprise on an integral parcel of land undivided, excepting in the case of industrial, agricultural, or resort enterprises, and public or quasi-public institutions, by a dedicated street, highway, or public throughfare or railway. Automobile parking lots constituting a part of and adjacent to a single enterprise may be separated by an alley from the remainder of the PREMISES served.

Project Boundaries: Geographic boundaries, as determined by the DISTRICT, within which the CUSTOMER/APPLICANT is responsible for installation of sub-structures.

Residential Customer: A class of CUSTOMERS taking electric service for residential use at dwellings which are single-family units, multi-family units, mobile homes or other similar living establishments.

Kilovolt-Amp: 1000 volt amperes. Volt-ampere is the amount of power in an alternating current (AC) circuit equal to a peak current flow of one ampere at a peak electromotive force of one volt.

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Residential Dwelling Unit: A room or group of rooms, such as a house, a flat, or an apartment, which provides complete family living facilities in which the occupant(s) normally cooks meals, eats, sleeps, and carries on the household operations incidental to domestic life.

Special Facilities: The DISTRICT normally installs only those standard facilities which it deems are necessary to provide regular service in accordance with its Electric Service Rules. Where the APPLICANT requests the DISTRICT to install special facilities, and the DISTRICT agrees to make such an installation, the additional costs thereof shall be borne by the APPLICANT, including such continuing ownership costs as may be applicable.

Totalized Meters: Totalized electric metering refers to the combining of two or more separate meters for a single business on one PREMISES to function as a single meter/account.

Utility: The Merced Irrigation District

(End)

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Service Conditions

A. Frequency

1. Alternating current electric service at a nominal 60 cycles per second frequency will be supplied.
2. The DISTRICT will endeavor to maintain its frequency within reasonable limits, as defined by standard utility practice, but does not guarantee same.

B. Voltage

1. The following nominal voltages will be supplied:

Single Phase: 120V, 2-Wire (See 3.E.1), 120/240V, 3-Wire and 120/208V 3-Wire (See 3.E.1)

Three Phase: 120/208V, 4-Wire, 120/240V, 3-Wire or 4-Wire (See 3.E.2.A), and 277/480V, 4-Wire.

Primary: 12,000V and 21,000V (See E.2.b).

2. Voltage supplied to CUSTOMER shall be determined by the DISTRICT.
3. The DISTRICT shall endeavor to deviate no more than 5% RMS voltage variation above or below the standard voltage at the point of service. This voltage limit does not apply to temporary service.
4. CUSTOMER shall provide, at customer's expense, any special or additional equipment where the CUSTOMER desires additional voltage control.

C. Service Continuity

1. The DISTRICT will endeavor to maintain reasonable continuity of electric service, but does not guarantee the same. The DISTRICT complies with, and the CUSTOMER is subject to, potential electric interruptions imposed by the California Independent System Operator ("ISO") due to emergency electric system conditions.
2. CUSTOMER shall provide, at customer's expense, any special or additional equipment where the CUSTOMER desires uninterruptible service, or unusually high service continuity.
3. CUSTOMERS who have unusually high service continuity needs due to medical requirements should make provisions for onsite backup power and familiarize themselves with the equipment. See 3.K.1 for additional requirements.

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D. Connected Load

1. The connected load will be the sum of the capacities of all of the CUSTOMER'S equipment that may be operated from the DISTRICT'S lines at the same time. Such capacities will be determined by equipment nameplate. Where nameplate is inaccurate or missing, test data will be used.

E. General Load Limitations

Unless otherwise approved by DISTRICT engineering staff;

1. Single-phase service

UNMETERED STREETLIGHT SERVICE LIMITS*

Phase	Voltage	Type	Limits
1-phase	120V	2-wire	Limited to 15Amp Service
1-phase	240V	2-wire	Limited to 15Amp Service

METERED SERVICE LIMITS**

Phase	Voltage	Type	Limits
1-phase	120/240V	3-wire	0-7.5kVA (Largest Single Motor)
1-phase	120/240V	3-wire	100kVA Max (Aggregate Load)
1-phase	120/208V	3-wire	Up to a 200A panel (Where available)

* Unmetered service will not include outlet receptacles.

** Metered services include, but are not limited to: irrigation controllers, electric gates or other intermittent loads.

2. Three Phase service

a. Under 2,000 volts

- i. THE DISTRICT reserves the right to use banks of single-phase or three-phase transformers or single three-phase transformers.
- ii. Three-phase service will be supplied on request for installations aggregating less than the minimums listed, but not less than 5 kVA, three-phase, only where existing transformer capacity is available. If three-phase service is not readily available, or for service to loads less than 5 kVA, service shall be provided as a "Special Facility", and is subject to DISTRICT discretion.

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Service Conditions

- iii. Three-phase metering for one service voltage supplied to installations on one premise at one delivery location normally is limited to a maximum of a 4,000 ampere service rating. Metering for larger installations, or installations having two or more service switches with a combined rating in excess of 4,000 amperes, or service for loads in excess of the maximum demand load permitted, may be installed provided approval of the DISTRICT has been first obtained as to the number, size and location of switches, circuits, transformers and related facilities. Service supplied to such approved installations in excess of 4,000 ampere switch or breaker at one service delivery point may be totalized for billing purposes.

Nominal Voltage	Minimum Load Requirements	Maximum Demand Load Permitted
120/208Y	60kVA, 3-phase connected	1,000 kVA
240	5kVA, 3-phase connected	300 kVA
120/240	5kVA, 3-phase connected	300 kVA
277/480Y	30kVA, 3-phase connected	3,000 kVA

- iv. Existing three-phase, three-wire, 480 volt DISTRICT services will be maintained where existing, when it is practical for the DISTRICT to do so, and when no significant changes to the CUSTOMER'S service facilities take place. CUSTOMERS may replace their three-phase, three-wire, 480 volt service at no charge if no new facilities are served with the same service, if the DISTRICT'S service capacity remains adequate, and if the CUSTOMER'S load and service entrance capacity rating does not increase. This section does not apply to new CUSTOMERS/installations.

- v. All electrical services will be installed to DISTRICT, local authority and any other applicable codes (NEC, etc.).

b. Over 2,000 volts;

- i. The following are standard primary voltages, one of which may be available without transformation from existing primary distribution lines in the area:

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Service Conditions

Nominal Voltage	Minimum Size Connected Load	Special Facilities Threshold*
12,000	1,000 kVA	12,000 kVA
21,000	1,000 kVA	20,000 kVA

* Loads that exceed the amount shown are considered SPECIAL FACILITIES

- ii. APPLICANTS with minimum demand loads of 4,000 kVA may elect to take delivery at the available transmission voltage and provide their own substation facilities. The availability of transmission voltages shall be determined by the DISTRICT. Where a substation on an APPLICANT'S property is supplied from a transmission voltage source, the metering may be installed, at the DISTRICT's option, on the secondary side of the transformers and may be subject to a transformer loss adjustment.
- iii. The DISTRICT reserves the right to change its primary or transmission voltage to another standard service voltage when, in its judgment, it is necessary or advisable for economic reasons or for proper service to its customers. Where a CUSTOMER is receiving service at the voltage being changed, the CUSTOMER then has one of three options;
 - (a) Accept service at the new voltage.
 - (b) Accept service at the secondary side of an additional stage of transformation to be supplied by the DISTRICT at a location on the CUSTOMER'S PREMISES in accordance with the DISTRICT'S requirements.
 - (c) Contract with the DISTRICT for an additional stage of transformation to be installed as "Special Facilities". Metering not relocated to the primary side of the additional stage of transformation will be subject to a transformer loss adjustment.

F. Power Factor

- 1. CUSTOMERS whose loads consist of devices having low power factors may be required to provide power factor corrective equipment at their own expense to increase the power factor of any such devices to not less than 85 percent lagging.

G. Welders

ELECTRIC SERVICE RULE 3

Service Conditions

1. The DISTRICT will serve welding equipment provided that service to such welders is not detrimental to the DISTRICT or to the service of other DISTRICT CUSTOMERS.
2. Welders will be rated in horsepower at one kilovolt ampere per horsepower in determining rate schedule service charges.

H. Three-Phase Equipment

1. All motor installations shall have protective apparatus or construction within the motor, provided and installed by the CUSTOMER, to accomplish the following equivalent protection:
 - a. Loss of voltage protection shall be provided on all motors that cannot be safely subjected to full-rated voltage at starting, to insure disconnection from their source of power upon loss of voltage.
 - b. Suitable overload and over-current running protection shall be provided on all motors to insure disconnection from their source of power to protect against damage caused by overheating.
 - c. Phase reversal and open-phase protection is CUSTOMER'S responsibility and is recommended on all three-phase motor installations to insure disconnection from their source of power to protect against damage caused by phase reversal or the opening of one phase.

I. Motor Starting Limitations

1. Motors shall be installed and controlled by the CUSTOMER to prevent causing voltage fluctuations that are detrimental to the operation of the DISTRICT'S distribution and transmission system, or to the service of any DISTRICT CUSTOMER.
2. MOTOR STARTING CURRENT is defined as the steady state current which would be drawn from the supply line if the rotor(s) of the motor(s) were locked, including the effects of any current reducing devices, with rated voltage and frequency applied.
3. Motor starting current limitations are as follows:
 - a. Single-phase
 - i. Automatically-controlled, single-phase motorized equipment (except as provided below) shall be equipped with motors having starting currents not in excess of the following:

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- (a) 50 amperes at 120 volts
- (b) 80 amperes at 208 volts
- (c) 100 amperes at 240 volts

- ii. Manually-controlled, single-phase motorized equipment shall be equipped with motors having starting currents not in excess of the following:

- (a) 100 amperes at 120 volts
- (b) 160 amperes at 208 volts
- (c) 200 amperes at 240 volts

This section will govern unitary air-conditioners and heat pumps, because of their long operating cycles and infrequent starts, whether or not they are automatically controlled.

b. Three-phase

- i. Automatically-controlled, three-phase motors shall comply with all applicable NEMA standards and shall have starting currents not in excess of the following:

- (a) 830 amperes at 208 volts
- (b) 722 amperes at 240 volts
- (c) 361 amperes at 480 volts

The values listed permit, in general, the installation of a single 50 horsepower NEMA standard motor without use of starting current reduction devices.

- ii. Manually-controlled three-phase motors shall comply with all applicable NEMA standards and shall have starting currents not in excess of the following:

- (a) 1660 amperes at 208 volts
- (b) 1444 amperes at 240 volts
- (c) 722 amperes at 480 volts

The values listed permit, in general, the installation of a NEMA 100 horsepower standard without starting current reduction devices.

- 4. Three-phase motors to be used where large loads or special conditions exist, may have starting currents in excess of the values listed in this rule. Such installations shall be approved in writing by the DISTRICT Engineering staff.

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5. Where multiple motors are installed, the aggregate coincident starting currents must meet the above listed limitations, or the motors must only be started non-simultaneously, with adequate time delay between starts.
6. Motors with voltage ratings in excess of 480 volts shall require written approval by the DISTRICT Engineering staff prior to installation.
7. The DISTRICT is not responsible for voltage drops caused by customer motor starting currents that exceed values listed in Electric Service Rule 3.
8. Notwithstanding the foregoing, the DISTRICT will not serve, or continue to serve, motors with starting currents which are detrimental to the DISTRICT, or to the service of other DISTRICT CUSTOMERS, and may limit the maximum size and type of any motor that may be operated at any specific location on its system to that which, in the opinion of the DISTRICT, is acceptable.
9. In addition to the requirements for motor starting, other operation of motorized devices, including stalling and jamming, must be controlled by the CUSTOMER to prevent currents in excess of those listed above, or which are detrimental to the DISTRICT, or to the service of other DISTRICT CUSTOMERS.

J. Non-Sinusoidal or Harmful Wave Form

1. Where the DISTRICT determines that a CUSTOMER'S load causes a non-sinusoidal or harmful current or voltage waveform that is detrimental to DISTRICT or CUSTOMER facilities or operations, the DISTRICT may require such CUSTOMER load be modified or disconnected by and at the expense of the CUSTOMER. A CUSTOMER may be billed for damages as a result of CUSTOMER creation of a harmful current or voltage waveform. CUSTOMERS who refuse to comply with the requirements of this section will be subject to discontinuation of service in accordance with Electric Service Rule 11.

ELECTRIC SERVICE RULE 3

Service Conditions

K. Customer Emergency or Back-Up Generation

1. The CUSTOMER is required to notify the DISTRICT before installation of CUSTOMER generating facilities. Any emergency standby or other generation equipment that can be operated to supply power to facilities that are also designed to be supplied from the DISTRICT'S system, shall be controlled with suitable protective devices provided and installed by the CUSTOMER to prevent parallel operation with the DISTRICT'S system in a fail-safe manner, such as the use of a double-throw switch to disconnect all conductors. DISTRICT Engineering staff shall review customer submittals, including single-line diagrams and equipment specification "cut-sheets", for protective devices and schemes. Approval by DISTRICT Engineering staff is required before connection to the DISTRICT'S Facilities.
2. The DISTRICT shall inspect all CUSTOMERS' generating facilities for rule compliance.

L. Customer Generation for Their Customer-Owned Facilities

1. The CUSTOMER must contact the DISTRICT for standards and requirements. Such installations shall be subject to approval by DISTRICT Engineering staff.

M. Totalized Metering

1. The DISTRICT will provide TOTALIZED METERING in accordance with the following conditions:
 - a. The CUSTOMER shall request TOTALIZED METERING in writing.
 - b. The existing meters must service a single entity and/or business and be located on a single parcel of land, or contiguous parcels.
 - c. All individual accounts/meters to be totalized must be eligible for the same DISTRICT electric rate schedule prior to totalizing.
 - d. Individual accounts/meters to be totalized must have an average maximum demand for the preceding 12 months of greater than 250 kilowatts.
 - e. The distance between meters to be totalized must not exceed 500 circuit feet, as determined by the DISTRICT.
 - f. The TOTALIZED METERING installation must be technically feasible, and must not cause the inefficient use of DISTRICT equipment and labor.

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Service Conditions

- g. The CUSTOMER shall furnish and install all necessary conduit and pay facility charges for equipping and installing the totalizing hardware as determined by the DISTRICT.
- h. The provisions of Electric Service Rule 16 shall apply to the totalizing hardware, and all individual meters and associated equipment owned by the DISTRICT.
- i. The DISTRICT in accordance with Electric Service Contracts Rule 5 may require a contract.
- j. The totalized metering will result in a single account and bill. This single bill will be subject to all Electric Service Rules, including those rules regarding collection and payments, delinquency and deposits. Full payment of the totalized bill each month will be the responsibility of the CUSTOMER. The DISTRICT will not be obligated to provide segmented accounting on totalized accounts/meters.

(End)

ELECTRIC SERVICE RULE 4

Application for Service

A. Application for Service

1. The DISTRICT requires each APPLICANT when applying for service to sign a service application and to furnish the following information:
 - a. Location of PREMISES.
 - b. Date CUSTOMER will be ready for service.
 - c. Purpose for which service is to be used, with description of the amount, type, and use of the electrical equipment installed upon the premises to be supplied with electric energy by the DISTRICT.
 - d. Address to which bills are to be mailed or delivered.
 - e. Whether CUSTOMER is owner or tenant of PREMISES.
 - f. Whether APPLICANT is CUSTOMER or agent of CUSTOMER.
 - g. Phone number of CUSTOMER.
 - h. Such other information as the DISTRICT may require including, but not limited to, drawings, CAD files, and other documents that are deemed necessary to complete the engineering and design

NOTE: The Application for Service is not considered complete until all the information requested from the CUSTOMER has been submitted.

2. The APPLICANT is required to establish credit pursuant to Electric Service Rule 6.
3. The APPLICATION is a request for service, and is non-binding until the DISTRICT accepts the APPLICATION. The DISTRICT will provide service as described in these Service Rules under reasonable conditions, and the CUSTOMER must take service for a minimum period, if any, as required by the Electric Service Contract.
4. If at the time of the application for service, there is no service to the PREMISES because the service has been discontinued pursuant to Electric Service Rule 11, Section A, the APPLICANT may be required to pay all prior unpaid bills and charges for the PREMISES if:
 - a. The APPLICANT is a tenant or an agent of a tenant of the PREMISES and the PREMISES' landlord states that there has not been a change in tenants since the service was discontinued by the DISTRICT; or

ELECTRIC SERVICE RULE 4

Application for Service

- b. The APPLICANT is an owner of the PREMISES and there has not been a legal change in ownership of the PREMISES since the service was discontinued by the DISTRICT; or
- c. Notwithstanding "a" and "b" above, the DISTRICT has reasonable cause to believe that the APPLICANT was an actual user of the electric service to the PREMISES at the time the service was discontinued by the DISTRICT.

In any of the above circumstances, the APPLICANT is deemed not to be a new CUSTOMER at the PREMISES in question. If "a," "b" or "c" applies, the APPLICANT may also be required to pay all applicable reconnection charges (under Electric Service Rule 11, Section C).

B. Application for Connection

1. APPLICANTS requesting an electric service connection shall come to the DISTRICT'S MAIN OFFICE to sign a service application for each electric service, establish their credit as defined in Electric Service Rule 6, and furnish all necessary information pertaining to the installation. All necessary inspections required by public agencies shall be obtained and those agencies must place a final inspection tag on the new service panel or meter base before the DISTRICT will install an electric meter and/or energize service.

C. Activation of Existing Meters

1. Except as provided below, the DISTRICT will energize electric services, including the transfer of billing payment responsibility of active electric meters, only during Normal Business Hours.
2. Requests to energize electric services will be handled in the following manner:
 - a. If the APPLICANT has satisfied all of the applicable Electric Service Rules, then the DISTRICT will normally energize the electric service on the next Normal Working Day.

D. Individual Liability for Joint Service

1. In any case where two or more parties join in one application for electric service, such parties shall be jointly and severably liable hereunder, and only one bill will be rendered to the designated party for electric service supplied in accordance therewith.

ELECTRIC SERVICE RULE 4

Application for Service

E. Change of Customer's Electrical Equipment

1. The CUSTOMER shall give written notice to the DISTRICT in the event the CUSTOMER intends to make any material change in the amount, type or use of the electrical equipment installed upon his PREMISES, prior to installation of any material change.
2. The DISTRICT will not be responsible for increased capacity or voltage due to increases in CUSTOMER loads of which the DISTRICT has not been notified.

F. Conditions of Service

1. By applying for or accepting service from the DISTRICT, a CUSTOMER agrees to abide by all of the electric service requirements, rate schedules, and the rules and regulations of the DISTRICT concerning such service, to provide any rights-of-way across his own property that the DISTRICT may deem necessary to supply such service and to cooperate with the DISTRICT in its construction and maintenance of the facilities needed for such service. The CUSTOMER shall be responsible for any additional costs caused by the CUSTOMER'S failure to comply with the provisions of this rule.
2. Facilities used or installed to provide electric service shall be constructed in accordance with the DISTRICT construction standards and the Electric Service Rules.

(End)

ELECTRIC SERVICE RULE 5

Written Contracts

A. A written contract may be required for the following:

1. As may be required by conditions set forth in the electric service rate schedule adopted by the DISTRICT.
2. In the case of electric service of a temporary or speculative nature, a contract may be required for a period not to exceed three years. Temporary construction power will also require a contract with a connection fee and removal fee to be paid by CUSTOMER.
3. Where the CUSTOMER'S power requirements are to be in excess of 2 MVA, a written contract may be required for a period and with terms that may include, without limitation, non-refundable fees paid in advance, which is commensurate with the size of the power system required.
4. Where the CUSTOMER desires and the DISTRICT agrees to connect to a CUSTOMER-owned generation facility.
5. Where the CUSTOMER desires and the DISTRICT agrees to install load management equipment, a contract may be required for a period, which, in the DISTRICT'S judgment, is commensurate with the cost of the load management equipment involved.
6. In such other cases where the DISTRICT determines that it is in the DISTRICT'S best interests for the CUSTOMER to sign a written contract.
7. As required in Electric Service Rules 15 and 16.

B. Upon approval of the DISTRICT'S Board of Directors, written contracts prepared pursuant to this Electric Service Rule, as stated therein, may supersede or preempt any other Electric Service Rules applying to that contract.

(End)

ELECTRIC SERVICE RULE 6

Credit

A. Applicant

1. An APPLICANT shall be required to establish credit before service will be provided.
2. Credit is established by making a deposit in the amount prescribed in Electric Service Rule 7 for that purpose and by paying all prior unpaid bills. The deposit may be waived at the option of the DISTRICT as follows:
 - a. RESIDENTIAL: A letter of credit from the previous utility indicating APPLICANT'S good credit and payment history with no more than two (2) DELINQUENT NOTICES and no FINAL DISCONNECT NOTICES or disconnections for non-payment within the past 12 months will be accepted in lieu of a deposit, at the option of the DISTRICT.
 - b. NON-RESIDENTIAL: A letter of credit from the previous utility indicating APPLICANT'S good credit and payment history with no more than two (2) DELINQUENT NOTICES and no FINAL DISCONNECT NOTICES or disconnections for non-payment within the past 24 months will be accepted in lieu of a deposit, at the option of the DISTRICT.
3. If the APPLICANT refuses or fails to establish credit, the DISTRICT will refuse electric service.

B. Customer

1. A CUSTOMER shall be required to reestablish credit when any of the following events occur:
 - a. The CUSTOMER'S service has been discontinued by the DISTRICT under Electric Service Rule 11;; or
 - b. A CUSTOMER has received a Final Disconnect Notice; or
 - c. The conditions of service or basis on which credit was originally established have, in the opinion of the DISTRICT, materially changed.
2. Credit is reestablished by making a deposit in the amount prescribed in Electric Service Rule 7 for that purpose and by paying all prior unpaid bills.
3. If the CUSTOMER refuses or fails to reestablish credit, the DISTRICT will discontinue electric service.

(End)

ELECTRIC SERVICE RULE 7

Billing Deposits

A. When Required

1. A deposit shall be required as security for the payment of bills where an APPLICANT or a CUSTOMER for electric service does not satisfactorily establish or maintain credit in accordance with Electric Service Rule 6.

B. Amount of Deposit

1. RESIDENTIAL CUSTOMER AND/OR APPLICANT. An initial deposit equal to the minimum amount stated in the then current Fee Schedule will be required. Upon receipt of one Final Disconnect Notice, the deposit will be reviewed and will increase to an amount equal to two (2) times the average monthly bill based on the CUSTOMER'S last twelve (12) months of billing. If the length of service is less than twelve (12) months, then the deposit shall equal two (2) times the average of all available months. The deposit shall not be less than the minimum deposit specified in the then current Fee Schedule and will be rounded to the nearest five (5) dollars.
2. NON-RESIDENTIAL CUSTOMER AND/OR APPLICANT. A deposit equal to two (2) times the average monthly bill based on the CUSTOMER'S last twelve (12) months of billing, or for APPLICANT, based on the previous CUSTOMER'S last twelve (12) months of billing at the same PREMISES. If the length of service was less than twelve (12) months, the deposit shall equal two (2) times the average of all available months. If billing history is unavailable, the APPLICANT'S deposit may be estimated by the DISTRICT using data from a similar existing customer. The deposit shall not be less than the minimum deposit specified in the then current Fee Schedule and will be rounded to the nearest five (5) dollars.
3. The amount of the deposit established under Electric Service Rule 7.B.1 or 7.B.2 may be increased by the DISTRICT from time to time based upon a recalculation of that amount under Electric Service Rule 7.B.1 or 7.B.2 respectively.
4. Under paragraphs B.1. and B.2. above, if the prior electric service provider was an entity other than the DISTRICT, the deposit may be calculated on the basis of energy usage and demand applied to DISTRICT'S (as opposed to other service providers) applicable rates.

C. Form of Deposit

1. A deposit shall be made by cash, personal check, cashiers check money order, credit card, debit card or by furnishing the DISTRICT with a time certificate of deposit under Electric Service Rule 7.C.2.

ELECTRIC SERVICE RULE 7

Billing Deposits

2. Time Certificates of Deposit.

- a. A time certificate of deposit ("TCD") will be accepted as a deposit by the DISTRICT if the TCD meets all of the following requirements:
- b. The TCD is purchased from a bank or savings and loan association located within the DISTRICT and the TCD is approved by the DISTRICT.
- c. The TCD shall be in the DISTRICT'S name but the APPLICANT or CUSTOMER shall be entitled to receive any interest paid by the bank or savings and loan on the TCD. The DISTRICT shall not be responsible in any way to pay or collect any interest earned on the TCD, reinvest the TCD upon its maturity, arrange for APPLICANT or CUSTOMER to receive such interest payments, or for any early withdrawal penalty if DISTRICT is required to use the TCD for the purpose for which it was provided prior to maturity.
- d. The TCD shall be held by the DISTRICT and shall be payable on demand to the DISTRICT.

D. Deposit Refund

1. Upon discontinuance of service, the CUSTOMER'S deposit will be applied to the final bill. Any deposit balance in excess of the unpaid bill for service will be refunded by the DISTRICT.
2. After a residential CUSTOMER has paid bills for residential service for twelve (12) consecutive months without receiving a Final Disconnect Notice the DISTRICT will refund the residential CUSTOMER'S deposit to their account.
3. After a non-residential CUSTOMER has paid bills for non-residential service for twenty-four (24) consecutive months without receiving a Final Disconnect Notice the DISTRICT will refund the non-residential CUSTOMER'S deposit to their account.
4. Deposits are reviewed and processed periodically for the purposes of refunding or adjusting deposit amounts.

E. Interest

1. No interest will be paid on deposits held by the DISTRICT except as provided in Electric Services Rule 7.C.2.

(End)

ELECTRIC SERVICE RULE 8

Notices and Communications

A. DISTRICT to Customer

1. Any billing, notice, refund of deposit, or other communication the DISTRICT may give to any CUSTOMER pursuant to the rates, rules, or regulations of the DISTRICT, may be given by written notice.

B. Customer to DISTRICT

1. Except where notice is specifically required by law or by the rates, rules, or regulations of the DISTRICT to be in writing, any notice from any CUSTOMER to the DISTRICT pursuant to the rates, rules, or regulations of the DISTRICT may be given to the DISTRICT by the CUSTOMER either (a) in person or by telephone to the DISTRICT'S MAIN OFFICE and the CUSTOMER must give his or her name, account number, mailing address, address of PREMISES where service is delivered, telephone number (if any), and must specifically state the required notice to the proper DISTRICT employee, or (b) by written notice delivered to the DISTRICT'S MAIN OFFICE.

(End)

ELECTRIC SERVICE RULE 9 Rendering and Payment of Electrical Service Bills

A. Billing

1. Bills will normally be rendered for scheduled billing periods of approximately one month, but may be rendered more or less frequently at the option of the DISTRICT.
2. Except for service supplied under flat rate schedules, bills will be based on meter registration.
3. Where metering equipment fails or an accurate meter reading is not obtained, the DISTRICT may estimate demand or energy, or both, for the period of service involved and use such estimate in computing a bill, in accordance with Electric Service Rule 17.
4. Meter readings of two or more meters will not be combined for billing purposes unless the convenience of the DISTRICT is served thereby.
5. Except as hereinafter provided, opening and closing bills rendered for periods of less than 30 days will be computed in accordance with the rate schedule applicable to that service.
6. The non-return of bills, properly prepared and delivered pursuant to Electric Service Rule 8, will be regarded as proof of delivery and receipt of bills.

B. Payment

1. Bills are payable upon presentation. Payment shall be made during normal business hours, at the DISTRICT'S main office, 744 West 20th Street, in Merced or by mailing directly to PO Box 2288, Merced, CA 95344.
2. Payment for bills must be received by the DISTRICT by the Due Date, which is 20 days after the Billing Date.
3. Bills become delinquent if not paid by the Due Date and may be subject to 1.5% interest charge on the balance.
4. The DISTRICT may discontinue electric service to a CUSTOMER as a result of a Delinquent Bill.
5. A CUSTOMER will be notified by the DISTRICT of a Delinquent Bill through the mailing of a Delinquent Notice.

ELECTRIC SERVICE RULE 9 Rendering and Payment of Electrical Service Bills

6. If the total amount due remains unpaid approximately seven (7) days after date of mailing the Delinquent Notice, the CUSTOMER will receive a Final Disconnect Notice by mail or door hanger.
7. If the total amount due remains unpaid at 5:00 P.M. on the Disconnect Date stated on the Final Disconnect Notice, the CUSTOMER will be placed on the disconnect list and a disconnection fee will be charged in accordance with DISTRICT's then current Fee Schedule. After disconnection, a service reconnection fee shall be assessed before service will be restored, in accordance with Electric Service Rule 11.
8. Closing Bills are due and payable upon presentation.
9. Electric service may be refused or disconnected pursuant to Electric Service Rule 11 until all unpaid bills, including delinquent charges for electric service to a CUSTOMER at all locations, disconnection and service restoration fees, and any required billing deposits have been paid or have otherwise been discharged.
10. If a CUSTOMER is receiving electric service from the DISTRICT at more than one electric service location, unpaid Closing Bills of one location may be transferred to other electric service accounts of the CUSTOMER. This section shall not apply to credit balances resulting from excess generation under a net metering agreement.
11. The DISTRICT will not accept second party checks as payment for bills.
12. Checks returned dishonored will be considered nonpayment.

C. Other Charges

1. Checks received as payments for electric bills, deposits, or other charges that are subsequently returned dishonored, will be assessed the dishonored check charge* in accordance with DISTRICT'S then current Fee Schedule, in addition to the amount owing upon that check. If the DISTRICT exercises its rights under Civil Code Section 1719 or any other statute or law authorizing the imposition of damages in addition to the amount owing on the check, the DISTRICT shall be entitled to such additional damages in lieu of the dishonored check charge.
2. If two (2) returned checks are received on an account within 24 months, the CUSTOMER will be notified that they must pay by cash or cash

* Please refer to the DISTRICT's then current Fee Schedule.
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ELECTRIC SERVICE RULE 9 Rendering and Payment of Electrical Service Bills

equivalent such as money order or cashier's check for the next 24 months to avoid disconnection of service.

D. Budget Billing

1. Eligibility

- a. The account must be on the Electric Service Schedule RES-2, where the CUSTOMER has had electric service with the DISTRICT at the same location for at least twelve (12) consecutive months.
- b. The CUSTOMER will not be eligible for budget billing if, during the last twelve (12) months:
 - i. The DISTRICT under Electric Service Rule 11 has discontinued the CUSTOMER'S service.
 - ii. The CUSTOMER has tendered a check that was returned dishonored.
- c. CUSTOMERS will be removed from budget billing if the CUSTOMER does not continue to meet the eligibility requirements in 1.b or the CUSTOMER receives a Final Disconnect Notice. The CUSTOMER will not be allowed to reapply for one year.

2. Billing

- a. The budget billing payment will be calculated based on the average kilowatt-hours used during the last twelve (12) months and will be rounded to the nearest one dollar.
- b. The meter will be read and billed monthly.
- c. The amount of the budget billing payment shall be stated on the monthly electric bill. CUSTOMERS will be expected to pay the budget billing amount shown.
- d. The budget billing payment will be reviewed in March and September each year and adjusted as necessary to appropriately reflect the CUSTOMER'S energy use while minimizing payment fluctuations. The CUSTOMER will be notified of the new payment amount.

ELECTRIC SERVICE RULE 9 Rendering and Payment of Electrical Service Bills

- e. The account will not be assessed a Delinquent Charge while it remains on budget billing, provided the budget billing amount of each bill is paid on or before Due Date.
- f. The CUSTOMER may cancel budget billing at any time.
- g. Accounts removed from budget billing will immediately be under the current DISTRICT Rules and Regulations governing the monthly billing cycle.
- h. Any account closed will automatically be removed from budget billing. The total amount of the account will be due and payable at the time the account is closed.

E. Public Assistance Programs

- 1. The DISTRICT receives funds for payment on electric accounts from organizations and agencies for low-income customers. These payments shall be processed within five (5) days of receipt.
- 2. Each agency is responsible for establishing eligibility and processing applications. Funds received from an agency will be applied according to the rules of that agency. At the CUSTOMER'S request, the DISTRICT will provide a list of organizations and agencies offering financial assistance to residential customers who are unable to pay their bill.
- 3. When a payment creates a credit balance on a closed account as a result of a payment from an organization or agency, the credit amount is returned to the agency as required.

(End)

A. Billing Complaints and Requests for Investigation

1. If a CUSTOMER questions or disputes a bill, the CUSTOMER must initiate a complaint or request for investigation of the questioned or disputed bill within five (5) calendar days of receiving the bill. A complaint or request for investigation is initiated by giving such to the DISTRICT'S Billing Department, located at 744 W. 20th Street. The request must state the specific reasons for the complaint or the request for investigation and such additional information as required under B.1. of Rule 8. The review by the Manager of Customer Service shall include consideration of whether the CUSTOMER, if a RESIDENTIAL CUSTOMER, should be permitted to amortize the unpaid balance of the account over a reasonable period of time, not to exceed twelve months, under Section B below.
2. In investigating the disputed bill, the DISTRICT may make estimates by means of tests, analysis or inquiry if necessary information is not subject to exact determination.

B. Billing Adjustments

1. A bill that does not reflect the correct charges for electric service actually rendered to the CUSTOMER in accordance with these Rules and the applicable DISTRICT rate schedules shall be adjusted to a correct basis as determined by the DISTRICT'S investigation and review.
2. Billing adjustments will cover the entire period of the error but not beyond twelve months prior to the date error is brought to the attention of the DISTRICT.
3. Adjustments for meter error shall be made in accordance with Rule 17.
4. After the adjustments are reviewed, and when the CUSTOMER and the DISTRICT agree on the amount of the bill, the Manager of Customer Service will determine and advise the CUSTOMER of the date the unpaid balance of his account must be paid.

C. Billing Dispute Appeal Process

If, after review by the Assistant General Manager, Business Development and Electric Resources, and the Manager of Customer Service, it is determined that the bill is correct then the CUSTOMER may appeal as follows:

ELECTRIC SERVICE RULE 10

Disputed Bills

1. The CUSTOMER may appeal the initial determination to the DISTRICT'S General Manager, within five (5) days of such initial determination upon (1) filing of a statement setting forth the basis for the dispute of the amount billed, and (2) payment of the deposit (if any) required to be made under Section 2, below.
2. The CUSTOMER may be required by the DISTRICT to deposit the full amount of the disputed bill with the DISTRICT.
3. Upon receipt of a properly filed appeal, the DISTRICT'S General Manager will review the basis of the billed amount, advise the CUSTOMER and the Customer Service Department of its findings and disburse any deposit in accordance with those findings.
4. Service will not be discontinued for nonpayment of the disputed bill when a deposit has been made in accordance with Section 2, above pending the outcome of the General Manager's review.
5. Failure of the CUSTOMER to appeal the initial determination to the General Manager in accordance with Sections 1 and 2, above, and failure to pay such additional bills by their Due Dates will warrant discontinuance of the CUSTOMER'S service in accordance with Rule 11.
6. If, before completion of the General Manager's review, additional bills become due which the CUSTOMER also wishes to dispute, CUSTOMER should follow the procedures set forth in Sections A, B, and if desired C, above with regard to the additional amounts claimed by the DISTRICT to be due. Failure to follow such procedures and failure to pay such additional bills by their Due Dates will warrant discontinuance of the CUSTOMER'S service in accordance with Rule 11.
7. Subsequent bills not in dispute, rendered prior to the settlement of the disputed bill, will be due and payable in accordance with Rules 9 and 11.
8. The CUSTOMER may appeal the decision of the General Manager to the DISTRICT'S Board of Directors within five (5) days of the decision of the General Manager.
9. The DISTRICT'S Board of Directors will review the dispute and provide an appeal determination within 30 days of receipt of appeal.

D. Requests for Extension of Bill Payment Period by RESIDENTIAL CUSTOMER.

1. A RESIDENTIAL CUSTOMER who wishes to extend the payment period of a bill on the grounds that the bill is beyond the means of the RESIDENTIAL CUSTOMER to pay in full during the normal period for payment must initiate such request with the DISTRICT'S Manager of Customer Service not later than six (6) days following the mailing of a discontinuance of service notice under Section A.1 of Rule 11. Such a request is initiated by giving the DISTRICT'S Manager of Customer Service notice of the request and such additional information as required under Section B.1 of Rule 8.
2. The review of the request shall include consideration of whether the RESIDENTIAL CUSTOMER shall be permitted to amortize the unpaid balance of the account over a reasonable period of time, not to exceed twelve (12) months, at a reasonable rate of interest.
3. After review by the DISTRICT'S Manager of Customer Service, when the RESIDENTIAL CUSTOMER and the Manager of Customer Service fail to agree as to whether the RESIDENTIAL CUSTOMER should be allowed to extend the payment period of the bill or the manner or method of amortizing the bill, the Manager of Customer Service will explain to the RESIDENTIAL CUSTOMER his/her determination.
4. No termination of service shall be effected for any RESIDENTIAL CUSTOMER complying with an amortization agreement, if the RESIDENTIAL CUSTOMER also keeps the amount current as charges accrue in each subsequent billing period.

(End)

ELECTRIC SERVICE RULE 11

Discontinuance and Restoration of Service

A. Discontinuance of Service by DISTRICT

1. The DISTRICT may, after seven (7) days' notice, discontinue or refuse to establish or restore electric service for any of the following reasons.
 - a. The CUSTOMER has not paid bills for electric service in accordance with Electric Service Rules 9 and 10.
 - b. The CUSTOMER has not paid reconnection charges* in accordance with this Electric Service Rule.
 - c. The CUSTOMER has not paid line extension charges* in accordance with Electric Service Rule 16.
 - d. The CUSTOMER has not established or reestablished credit in accordance with Electric Service Rule 6.
 - e. The CUSTOMER does not provide permanent accessibility to the CUSTOMER'S PREMISES for purposes related to the furnishing of electric service in accordance with Electric Service Rule 16.
 - f. The CUSTOMER is not complying with the electric service requirements, rate schedules or rules and regulations of the DISTRICT.
 - g. The operation of the CUSTOMER'S electrical equipment is, or will be, detrimental to the service of other CUSTOMERS.
 - h. The CUSTOMER'S electrical equipment, or use thereof, is either unsafe or in violation of standards of the authority having jurisdiction.
 - i. The CUSTOMER has not made a deposit* in accordance with Electric Service Rule 7.
 - j. The CUSTOMER pays the DISTRICT with a CHECK that is subsequently dishonored.
2. The DISTRICT may, after placing a Final Disconnect Notice on the CUSTOMER'S door, discontinue or refuse to establish or restore electric service when a bill, delivered pursuant to Electric Service Rule 8, is returned as being undeliverable by the United States Post Office.
3. The DISTRICT may, after placing a Final Disconnect Notice on the CUSTOMER'S door, discontinue or refuse to establish or restore electric

* Please refer to the DISTRICT'S then current Fee schedule.
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ELECTRIC SERVICE RULE 11

Discontinuance and Restoration of Service

service when a CUSTOMER has not contacted the DISTRICT to have the electric service transferred into a new CUSTOMER'S name at those PREMISES.

4. The DISTRICT may, without notice, discontinue or refuse to establish or restore electric service for any of the following reasons:
 - a. The operation of the CUSTOMER'S electrical equipment constitutes a dangerous condition.
 - b. The actions of the CUSTOMER or any other person or persons occupying the same PREMISES as the CUSTOMER or their agent, or the condition of the CUSTOMER'S electrical equipment at the PREMISES or the DISTRICT'S electrical equipment on or serving the PREMISES, or any other evidence reasonably indicates an intent to defraud the DISTRICT.
 - c. The CUSTOMER refuses or fails to establish or reestablish credit in accordance with Electric Rule 6.
 - d. The CUSTOMER refuses or fails to comply with the terms of a payment arrangement with the DISTRICT.
5. The notice required under Section A.1 above, when given to a RESIDENTIAL CUSTOMER under Section A.1.a, b, i, or j shall include all of the following information:
 - a. The name and address of the RESIDENTIAL CUSTOMER whose account is delinquent.
 - b. The amount of the delinquency.
 - c. The date by which payment or arrangements for payment is required in order to avoid termination.
 - d. The telephone number of a representative of the DISTRICT who can provide additional information or institute arrangements for payment.
6. Medical Baseline and Life-Support Program Customers
 - a. Service will not be discontinued for Medical Baseline and Life-Support Program CUSTOMERS for nonpayment where a licensed physician or surgeon certifies that discontinuance of service to a RESIDENTIAL CUSTOMER will be life threatening to the RESIDENTIAL CUSTOMER and

ELECTRIC SERVICE RULE 11

Discontinuance and Restoration of Service

- the RESIDENTIAL CUSTOMER demonstrates that he or she is financially unable to pay for service within the normal payment period and is willing to enter into a payment arrangement with the DISTRICT with respect to all charges which the RESIDENTIAL CUSTOMER is unable to pay prior to delinquency. Any RESIDENTIAL CUSTOMER meeting the above requirements shall, upon request, be permitted to amortize, over a period not to exceed twelve (12) months, the unpaid balance of any bill asserted to be beyond the means of the RESIDENTIAL CUSTOMER to pay within the normal period for payment. No termination of service shall be effected for any RESIDENTIAL CUSTOMER complying with an amortization agreement, if the RESIDENTIAL CUSTOMER also keeps the account current as charges accrue in each subsequent billing period.
- b. The purpose of this program is solely to reduce the cost of electric service provided by the DISTRICT and in no way guarantees continuous service. It is the CUSTOMER'S responsibility to keep their bill current to prevent any interruption of electric service due to non-payment.
 - c. The RESIDENTIAL CUSTOMER is responsible for backup power to operate any life support device(s) in the event of a power outage or disconnection due to non-payment. The DISTRICT cannot guarantee continuous service at any time.
7. Termination of Service for Non-Payment – weekends or holidays. Service will not be terminated for non-payment of bills or credit deposit requests on Saturdays, Sundays, or legal holidays or on days when the offices of the DISTRICT are closed to the public.
- B. Discontinuance of Service at Customer's Request
1. CUSTOMERS shall notify the DISTRICT not less than three days in advance as to when they desire to terminate their responsibility for service.
 2. CUSTOMER'S notification to the DISTRICT shall state the date on which they wish the termination of responsibility for service to become effective.
 3. CUSTOMERS may be held responsible for all service furnished at their PREMISES until the date of termination specified in their notification, or a date three working days beyond the date of the notification, whichever date is later.

ELECTRIC SERVICE RULE 11

Discontinuance and Restoration of Service

C. Restoration of Service: Reconnection Charges

1. The DISTRICT shall require the CUSTOMER to pay a disconnection fee*, and a service restoration fee* in accordance with DISTRICT'S then current Fee Schedule before restoring electric service that has been discontinued for non-payment of bills or failure otherwise to comply with the electric service requirements, rate schedules or rules and regulations of the DISTRICT. These fees shall be paid, during Normal Business Hours**, at the DISTRICT'S Main Office.
2. In addition to any other charges* authorized by Electric Service Rule 11, the DISTRICT may require the CUSTOMER to pay any extraordinary costs incurred by the DISTRICT for discontinuance or restoration of service which costs were caused by the CUSTOMER'S or CUSTOMER'S employee's or agent's intentional act or negligence.
3. The DISTRICT will not guarantee restoration of service on the same day of discontinuance of service.

D. Electrical Equipment Tampering Charge

1. In addition to any other charges authorized by the DISTRICT'S Electric Service Rules, and any statutory damages allowed by California law, the DISTRICT may collect from the CUSTOMER all costs incurred by the DISTRICT (a) to repair or replace any DISTRICT-owned electrical equipment that has been altered, tampered with, bypassed or damaged so as to improperly monitor the amount of the electricity furnished the CUSTOMER, and (b) to remove from the CUSTOMER'S PREMISES any instrument, appliance, apparatus, device, wire, line, or cable used to obtain electricity without incurring proper charges therefor.

(End)

* Please refer to the DISTRICT's current fee schedule.

** Must be paid no later than 3:00 pm for same day reconnect.

ELECTRIC SERVICE RULE 12

Application of Rate Schedules

A. Application

1. Whenever the DISTRICT adopts new Electric Service Rate Schedules, the DISTRICT will take such measures as may be practicable to inform all affected CUSTOMERS of the new schedules. Copies of all current rate schedules are available for public inspection in the DISTRICT'S Main Office, and on the DISTRICT'S website.
2. Bills for electric service will be computed in accordance with the rate schedules adopted by the DISTRICT and applicable to the class of service supplied to the CUSTOMER. When the DISTRICT adopts new rates between meter reading dates, the DISTRICT will prorate the bills for the period between the meter reading dates based upon average daily consumption in the monthly reading cycle. Days of consumption will be determined for both old and new rates and the CUSTOMER will be billed accordingly.
3. All rate schedules of the DISTRICT apply to service supplied entirely by the DISTRICT without interconnection of the CUSTOMER'S facilities with any other source of supply, unless CUSTOMER has DISTRICT'S consent for a net metering installation.
4. If the APPLICANT or CUSTOMER refuses to state the purpose for which the electric service is to be used or is being used, or refuses or fails to allow DISTRICT employees to inspect the APPLICANT/CUSTOMER'S PREMISES to determine the amount, type or use of the electrical equipment installed therein, the DISTRICT shall have the right to do any one of the following:
 - a. Apply an appropriate Rate Schedule to the electric service; or
 - b. Refuse electric service to the APPLICANT; or
 - c. Discontinue electric service pursuant to Electric Service Rule 11, Section A.1.f.
5. If a CUSTOMER is being provided service pursuant to a specific written contract with the DISTRICT which provides for particular rates or all rates to remain fixed for any term, or which provides for rates to be set other than by generally applicable rate schedules adopted by DISTRICT, the terms of such contract will control.
6. When a different rate schedule is applied to an existing electric service between meter reading dates, the new rate schedule will apply to bills issued to the CUSTOMER after the new rate schedule is applied, without proration for the period between reading dates.

(End)

ELECTRIC SERVICE RULE 13

Temporary Service

APPLICABILITY: Facilities installed for temporary service or for operations of speculative character or questionable permanency shall be made in accordance with the fundamental installation and ownership provisions of this rule.

A. Establishment of Temporary Service

1. The DISTRICT may, if no undue hardship to its existing CUSTOMERS will result there from, furnish temporary service under the following conditions;
 - a. The APPLICANT shall pay, in advance or otherwise as required by the DISTRICT, the estimated cost of installation plus the estimated cost of removal, less the estimated salvage value of the facilities necessary for furnishing service.
 - b. The APPLICANT shall establish credit as required in Electric Service Rule 6.
 - c. All construction is required to be installed and inspected per current DISTRICT engineering standards.
 - d. Nothing in this rule shall limit the right of the DISTRICT to require the temporary service CUSTOMER, as a condition precedent to the continuation of such service, to provide additional sums of money to cover costs which may result from such temporary service furnished hereunder, or to refuse service if such service would, in the DISTRICT'S judgment, prove an undue hardship to the DISTRICT or to its CUSTOMERS.

B. Change to Permanent Status. In addition to the above charges, contractors' service for construction power, where the temporary service can be easily relocated to the permanent service, requires a non-refundable advance payment of the temporary service charge in accordance with DISTRICT'S current policy, to cover the cost of temporary service and the subsequent relocation of the service to the permanent service entrance. Contractors' service, whereby the contractor installs the service entrance in a permanent location, thus not requiring the DISTRICT to subsequently relocate the service, will not require said advance payment.

1. When a CUSTOMER served under this Rule has operated CUSTOMER'S electrical equipment originally installed by CUSTOMER or electrical equipment of the same power requirements for a period of 36 consecutive months from the date service is first delivered under this Rule, and has proved the permanency of his business to the DISTRICT'S satisfaction, the CUSTOMER will be classified as permanent. The amount of

ELECTRIC SERVICE RULE 13

Temporary Service

refund (if any) of the payment made under Section A.1 above upon reclassification of a CUSTOMER from temporary to permanent will be made on the basis of the line extension Rule in effect under Electric Service Rule 15 at the time temporary service was converted to permanent. Total refund shall not exceed the amount paid under Section A.1 and no interest shall be paid on the amount advanced.

(End)

ELECTRIC SERVICE RULE 14

Shortage of Supply & Interruption of Delivery

A. Shortage of Supply

1. The DISTRICT will attempt to furnish and deliver a continuous and sufficient supply of electric energy to its CUSTOMERS but does not guarantee the continuity or sufficiency of the supply of electric energy. The DISTRICT complies with and the customer is subject to potential electric interruptions imposed by the California Independent System Operator ("ISO") due to emergency electric system conditions.
2. The DISTRICT shall not be liable for shortage or insufficiency of supply, or any loss or damage of any kind or character occasioned thereby.
3. In case of shortage of supply and during the period of such shortage, the DISTRICT will apportion its available supply of energy among all customers in the most reasonable manner possible in DISTRICT'S sole discretion.

B. Interruption of Delivery

1. Whenever the DISTRICT deems it necessary to make repairs or improvements to the system, it will have the right to temporarily suspend the delivery of electric energy. As much prior notice will be given as circumstances permit. Repairs or improvement will be made as rapidly as practicable and, if practicable, they will be made at such times as will produce the least inconvenience to the CUSTOMERS.
2. The DISTRICT shall not be liable for the interruption of supply of electric energy, or any loss or damage of any kind or character occasioned thereby.

(End)

ELECTRIC SERVICE RULE 15

Line Extensions

APPLICABILITY: This rule is applicable to extension of electric Distribution Lines at the DISTRICT'S standard voltages necessary to furnish electric service to Applicants:

A. General

1. Distribution Line Extension Basis

- a. DESIGN. The DISTRICT will be responsible for planning, designing, and engineering Distribution Line Extensions using the DISTRICT's standards for material, design, and construction.
- b. OWNERSHIP. The Distribution Line Extension facilities installed under the provisions of this rule, shall be owned, operated, and maintained by the DISTRICT.
- c. PERMITS and EASEMENTS. All permits and easements within Project Boundaries shall be obtained by APPLICANT at no cost to the DISTRICT.

2. Distribution Line Extension Locations

- a. RIGHTS OF WAY. The District will own, operate and maintain Distribution Line Extension facilities only:
 - i. along public streets, alleys, roads, highways and other publicly dedicated ways and places which the DISTRICT has the legal right to occupy, and
 - ii. on public lands and private property across which rights of way and permits satisfactory to the DISTRICT have been obtained without cost to or condemnation by the DISTRICT.
- b. NORMAL ROUTE OF LINE. The length and normal route of a Distribution Line Extension will be determined by the DISTRICT.

3. Underground Distribution Line Extensions

- a. UNDERGROUND REQUIRED. Underground Distribution Line Extensions shall be installed where required to comply with applicable laws and ordinances or similar requirements of governmental authorities having jurisdiction and where the DISTRICT maintains or desires to maintain underground distribution facilities.
- b. UNDERGROUND OPTIONAL. When requested by an APPLICANT and agreed by the DISTRICT, underground Distribution Line extensions may

ELECTRIC SERVICE RULE 15

Line Extensions

- be installed in areas where it is not required, as provided in Section A.3.a.
4. OVERHEAD DISTRIBUTION LINE EXTENSIONS. Overhead extensions may be installed only where underground Distribution Line Extensions are not required as provided in Section A.3.a., above.
 5. SPECIAL OR ADDED FACILITIES. Any special or added facilities the DISTRICT agrees to install at the request of Applicant will be installed at Applicant's expense, in accordance with Electric Service Rule 1.
 6. SERVICES. Service facilities connected to the Distribution Lines to serve an APPLICANT'S PREMISES will be installed, owned and maintained as provided in Electric Service Rule 16.

B. Installation Responsibilities

1. Underground Distribution Line Extensions
 - a. APPLICANT RESPONSIBILITY. In accordance with the DISTRICT'S design, specifications, and requirements, APPLICANT is responsible for the following (within the Project Boundaries):
 - i. EXCAVATION. All necessary trenching, backfilling, and other digging as required.
 - ii. SUBSTRUCTURE AND CONDUITS. Furnishing, installing, and upon acceptance by the DISTRICT, conveying to the DISTRICT ownership of all necessary installed substructures and conduits and related substructures required to extend to and within subdivisions and developments.
 - iii. PROTECTIVE STRUCTURES. Furnishing, installing, and upon acceptance by the DISTRICT, conveying to the DISTRICT ownership of all necessary protective structures.
 - b. DISTRICT RESPONSIBILITY. The DISTRICT is responsible for furnishing and installing cables, switches, and other distribution facilities required to complete the distribution line extension.
2. OVERHEAD DISTRIBUTION LINE EXTENSIONS. The District is responsible for furnishing and installing all facilities required for the distribution pole line Extension.

ELECTRIC SERVICE RULE 15

Line Extensions

C. DISTRIBUTION LINE EXTENSION ALLOWANCES

1. Upon agreement by the APPLICANT to take electric service from the DISTRICT for a minimum of five years, the DISTRICT will grant an extension allowance to the APPLICANT in accordance with the DISTRICT'S current fee schedule, which will be applied against the cost to the APPLICANT of the line extension. This will allow the DISTRICT adequate time to recoup the extension allowance from revenue provided by the CUSTOMER. Should electric service be discontinued before the end of the fifth year, the CUSTOMER will be responsible for paying the DISTRICT the installation and removal costs of the extension less any extension costs already paid by CUSTOMER, before the DISTRICT will discontinue service.

D. OVERHEAD DISTRIBUTION LINE EXTENSIONS FOR SUBDIVISIONS OR DEVELOPMENTS

1. Overhead extensions may be constructed in residential subdivisions or developments only where the following are found to exist:
 - a. The minimum parcel size within the new Residential Subdivision or real estate development, identifiable by a map filed with the local government authority, is three acres and Applicant for the Distribution Line Extension shows that all of the following conditions exist:
 - i. Local ordinances do not require underground construction.
 - ii. Local ordinances or land use policies do not permit further division of the parcels involved such that parcel sizes less than three acres could be formed.
 - iii. Local ordinances or deed restrictions do not allow more than one single-family dwelling or accommodation on a parcel of less than three acres, or any portion of a parcel of less than three acres.
 - iv. Exceptional circumstances do not exist which, in the DISTRICT'S opinion, warrant the installation of underground distribution facilities.
 - v. The DISTRICT does not elect to install the distribution line extension underground for its operating convenience.

- E. The APPLICANT must pay the total amount of the applicable DISTRICT charges of the APPLICANT'S project before the DISTRICT shall schedule construction of any electric service facilities.

ELECTRIC SERVICE RULE 15

Line Extensions

- F. Line extensions shall be either single phase or three phase as determined by the DISTRICT.
- G. The charges and Electric Service Rules in effect on the date of completed APPLICATION for a line extension shall apply to that line extension.
- H. Cancellation of Application for Service
1. The APPLICANT is responsible for all work performed by the DISTRICT and the costs incurred for all the applications for service including fees and permits. The DISTRICT may cancel the application for service if the APPLICANT does not proceed with the project and it becomes inactive for a period of time specified on the application.
 2. If the project is cancelled by either party, the APPLICANT shall reimburse the DISTRICT for all work and costs incurred by the DISTRICT. The DISTRICT'S costs may include, but are not limited to, labor, materials and supplies, transportation and other direct costs which the DISTRICT charges to such work.
 3. Upon cancellation of the project by either party, the costs incurred by the DISTRICT shall first be deducted from any payments made by APPLICANT for that application. Any residual customer payments shall be refunded to the APPLICANT.

(End)

ELECTRIC SERVICE RULE 16 Service Connections & Facilities on Applicant/Customer's Premises

APPLICABILITY: This rule is applicable to the DISTRICT'S service facilities that extend from the DISTRICT'S distribution line facilities to the service delivery point.

A. General

1. DESIGN. The DISTRICT will be responsible for planning, designing, and engineering its service extensions using DISTRICT standards for design, materials and construction.
2. SERVICE FACILITIES. The DISTRICT'S service facilities shall consist of (a) primary or secondary underground or overhead service conductors, (b) poles to support overhead service conductors, (c) service transformers, (d) THE DISTRICT-owned metering equipment, and (e) other DISTRICT-owned service related structures and/or equipment.
3. PRIVATE LINES. The DISTRICT shall not be required to connect service facilities to or service any APPLICANT from electric facilities that are not owned, operated and maintained by the DISTRICT.
4. SPECIAL OR ADDED FACILITIES. Any special or added facilities the DISTRICT installs at the request of APPLICANT will be installed at APPLICANT'S expense in accordance with Rule 1.
5. CONTRACTS. Each APPLICANT requesting service may be required to execute a written contract prior to the DISTRICT performing its work to establish service.
6. RIGHTS-OF-WAY. Rights-of-way or easements may be required by the DISTRICT to install service facilities on APPLICANT'S property to serve APPLICANT.
 - a. SERVICE FACILITIES. If the service facilities must cross property owned by a third party to service APPLICANT, the DISTRICT may, at its option, install such service facilities after appropriate rights-of-way or easements satisfactory to the DISTRICT are obtained without cost to the DISTRICT.
 - b. CLEARANCES. Any necessary rights-of-way or easements for the DISTRICT's facilities shall have provisions to maintain legal clearances from adjacent structures.
7. ACCESS TO APPLICANT'S/CUSTOMER'S PREMISES. The DISTRICT shall at all times have the right to enter and leave APPLICANT'S/CUSTOMER'S PREMISES for any purpose connected with the furnishing of electric service

ELECTRIC SERVICE RULE 16 Service Connections & Facilities on Applicant/Customer's Premises

(meter reading, inspection, testing, routine repairs, replacement, maintenance, emergency work, etc.) and the exercise of any and all rights secured to it by law, or under the DISTRICT's Electric Service Rules. These rights include, but are not limited to;

- a. The use of a DISTRICT-approved locking device, if APPLICANT/CUSTOMER desires to prevent unauthorized access to the DISTRICT'S facilities.
- b. Safe and ready access for the DISTRICT personnel free from unrestrained animals;
- c. Unobstructed ready access for the DISTRICT's vehicles and equipment to install, remove, repair or maintain its facilities; and
- d. Removal of any and all of its property installed on a CUSTOMER'S PREMISES after the termination of service.
- e. The DISTRICT may refuse or discontinue service pursuant to Electric Service Rule 11 if the APPLICANT/CUSTOMER does not provide permanent right of access.
- f. The APPLICANT shall obtain in DISTRICT'S name, and provide the DISTRICT with all necessary Right of Access easements.

B. Unmetered Services

1. Unmetered streetlight services shall be allowed, and shall be billed in accordance with the DISTRICT'S Electric Service Schedule LSC or LSC-1 as appropriate.
2. Unmetered loads of 1,600 watts or less may be allowed subject to approval by the DISTRICT'S Electric Engineer, and shall be billed in accordance with the DISTRICT'S Electric Service Schedule MEF.

C. Metering Facilities

1. General

- a. **METER ALL USAGE.** Delivery of all electric power and energy will be metered, unless otherwise provided for in DISTRICT's Electric Service Rules or other applicable laws.

ELECTRIC SERVICE RULE 16 Service Connections & Facilities on Applicant/Customer's Premises

- b. METER LOCATION. All meters and associated metering equipment shall be located at some protected location on APPLICANT'S PREMISES as approved by the DISTRICT.
 - c. All meters shall be installed by the DISTRICT upon the APPLICANT'S/CUSTOMER'S PREMISES in a customer panel or service entrance which conforms to DISTRICT specifications and in a location approved by the DISTRICT.
 - d. The DISTRICT may require CUSTOMER to provide a new meter location at CUSTOMER'S expense if an existing meter location becomes inaccessible.
 - e. APPLICANT/CUSTOMER shall furnish a suitable means for the DISTRICT to place its seal on meters, covers of service cans, service troughs and instrument transformer enclosures, which contain un-metered service conductors.
 - f. All metering installations shall be sealed by the DISTRICT and no such seal shall be broken or tampered with except by a representative of the DISTRICT authorized to do so.
 - g. Where meter transformers are furnished by the DISTRICT as part of the meter installation, the DISTRICT will also furnish the means of safe testing; but where such transformers are not used and the means for safe testing are required, the CUSTOMER may be required to provide a type of service switch incorporating the same. The DISTRICT upon request will furnish detailed information.
2. NUMBER OF METERS. Normally only one meter will be installed for a single-family residence or a single non-residential enterprise on a single PREMISES except;
- a. When otherwise required or allowed under the DISTRICT's Electric Service Rules.
 - b. At the option of and as determined by the DISTRICT, for its operating convenience, consistent with its engineering design; or
 - c. When required by law or local ordinance; or
 - d. When additional services are granted by the DISTRICT.

ELECTRIC SERVICE RULE 16 Service Connections & Facilities on Applicant/Customer's Premises

- i. A single meter is required for each single enterprise operating in one building or group of buildings or other development on a single PREMISES such as, but not limited to, a commercial business, school campus or industrial manufacturer, unless otherwise approved by the DISTRICT.
3. MULTIPLE OCCUPANCY. In a building with two or more tenants, or where more than one meter is used on the same PREMISES, the meters normally shall be grouped at one central location, or as otherwise specified by the DISTRICT, and each meter position or socket shall be clearly and permanently marked by APPLICANT, CUSTOMER, or owner of the PREMISES to indicate the particular unit, occupancy, or load supplied by it.

D. Ownership of Facilities

1. OWNERSHIP OF FACILITIES. Service facilities installed under the provisions of this rule shall be owned, operated and maintained by the DISTRICT if they are (a) located in the street, road, or Project Boundary (b) installed by the DISTRICT on APPLICANT'S/CUSTOMER'S PREMISES for the purpose of the delivery of electric energy to CUSTOMER, or (c) installed by APPLICANT/CUSTOMER under the provisions of this rule, and conveyed to the DISTRICT.
2. Ownership of electric service facilities constructed or installed by an APPLICANT/CUSTOMER is automatically transferred to the DISTRICT upon final acceptance of the facilities by the DISTRICT. Risk of loss or damage to APPLICANT/CUSTOMER-constructed or installed facilities remains with the APPLICANT/CUSTOMER until final acceptance by the DISTRICT.
3. The APPLICANT/CUSTOMER shall not charge the DISTRICT rent or any other charge or fee for DISTRICT-owned facilities on the APPLICANT'S/CUSTOMER'S PREMISES.

E. Customer Responsibility for Facilities

1. The CUSTOMER shall not tamper or interfere with, damage or destroy any electric service facilities installed on CUSTOMER'S PREMISES and the CUSTOMER shall exercise reasonable care to prevent the tampering or interference with, damage or destruction of any such electric service facilities. The CUSTOMER shall promptly notify the DISTRICT if the CUSTOMER discovers any tampering, interference, damage or destruction of electric service facilities.

ELECTRIC SERVICE RULE 16 Service Connections & Facilities on Applicant/Customer's Premises

2. The CUSTOMER shall, at his sole risk and expense, furnish, install, inspect and keep in good and safe condition all electrical equipment required for receiving electric energy from the lines of the DISTRICT, regardless of the location of the transformers, meters, or other equipment of the DISTRICT, and for utilizing such energy, including all necessary protective devices and suitable housing therefore, and the CUSTOMER shall be solely responsible for the transmission and delivery of all electric energy over or through the CUSTOMER'S electrical equipment, and the DISTRICT shall not be responsible for any loss or damage occasioned thereby.
3. All service switches, cutouts, and similar devices required in connection with a service and meter installation on CUSTOMER'S PREMISES shall be furnished, installed and maintained by the CUSTOMER in accordance with DISTRICT specifications.
4. All electrical equipment installed by the CUSTOMER shall conform to the standards of governing agencies having jurisdiction.
5. All CUSTOMERS with demands exceeding 300 KW shall, at their own expense, provide and maintain a direct phone line at the point of metering. A tap off an existing line satisfies this requirement.

F. Transformer Installations on APPLICANT'S PREMISES

1. APPLICANTS shall furnish space on their PREMISES for either a transformer pole structure, pad-mounted transformer or an outdoor transformer station enclosure where service to a CUSTOMER cannot properly be accommodated on a DISTRICT easement or right-of-way.
2. APPLICANTS shall furnish rights-of-way and easements for the DISTRICT'S facilities as are needed to maintain legal clearances from adjacent structures and which will provide for adequate continuing access to the DISTRICT'S facilities.
3. APPLICANTS shall furnish any necessary concrete pads, substructures, or enclosures to accommodate the DISTRICT'S facilities. The DISTRICT upon request will furnish detailed information.

G. Services

1. General

ELECTRIC SERVICE RULE 16 Service Connections & Facilities on Applicant/Customer's Premises

- a. The DISTRICT will connect only one service to any one building except where the convenience of the DISTRICT is served thereby or where the CUSTOMER is required by law to install more than one service.
- b. Only personnel duly authorized by the DISTRICT are allowed to connect or disconnect service conductors to or from the DISTRICT'S Distribution System, remove the DISTRICT-owned service facilities and equipment, or perform any work upon the DISTRICT-owned existing facilities.

2. Overhead Service from Overhead Facilities

- a. In areas supplied by the DISTRICT'S overhead facilities, the DISTRICT will furnish and install a service drop provided all CUSTOMER-installed facilities are approved by the DISTRICT.

3. Underground Service from Overhead Facilities

- a. In areas supplied by overhead facilities, underground service connections will be made in accordance with the terms and conditions of the DISTRICT'S underground installation agreement and Electric Service Rule 15.

4. Underground Service from Underground Facilities

- a. In areas supplied by the DISTRICT'S underground facilities, the DISTRICT will extend an underground service connection to the facilities provided by the CUSTOMER at a point designated and/or approved by the DISTRICT in accordance with the terms and conditions of the DISTRICT'S underground installation agreement and Electric Service Rule 15.

H. Cancellation of Application for Service

1. The APPLICANT is responsible for all work performed by the DISTRICT and the costs incurred for the application of service. The DISTRICT may cancel the application for service if the APPLICANT does not proceed with the project and it becomes inactive for the period of time specified on the application.
2. If the project is cancelled by either party, the APPLICANT shall reimburse the DISTRICT for all work and costs incurred by the DISTRICT. The DISTRICT'S costs may include, but are not limited to, labor, materials and supplies, transportation and other direct costs which the DISTRICT charges to such work.

ELECTRIC SERVICE RULE 16 Service Connections & Facilities on Applicant/Customer's Premises

3. Upon cancellation of the project by either party, the costs incurred by the DISTRICT shall first be deducted from any payments made by APPLICANT for that application. Any remaining APPLICANT funds held by DISTRICT shall be refunded to the APPLICANT.

(End)

ELECTRIC SERVICE RULE 17

Meter Tests and Adjustments of Bills

A. Additional definitions for use in Rule 17.

1. **METER ERROR:** The incorrect measurement of electricity by a meter, which is registering more than 2% fast or 2% slow under conditions of normal operation. This includes stuck meters and faulty demand registers.
2. **BILLING ERROR:** The incorrect billing of an account due to an error by the DISTRICT or the CUSTOMER, which results in incorrect charges to the CUSTOMER.
 - b. Billing error includes, but is not limited to, incorrect meter reads or clerical errors, wrong daily billing factor, incorrect voltage discount, wrong connected load information, crossed meters, an incorrect billing calculation, an incorrect meter multiplier or an inapplicable Rate.
 - c. Field error, including, but not limited to, installing the meter incorrectly and failure to close the meter potential or test switches, is also considered billing error.
3. **UNAUTHORIZED USE:** Unauthorized use includes, but is not limited to:
 - a. Un-metered use of electricity resulting from unauthorized connections, alterations, or modifications to electric supply lines and/or electric meters;
 - b. Placing conductive material in the meter socket to allow energy to flow from the line side of the service to the load side of the service without a meter (cut in flat), unless performed by an authorized DISTRICT employee;
 - c. Installing an unauthorized electric meter in place of the meter assigned to the account;
 - d. Inverting or otherwise repositioning the meter, thereby altering registration;
 - e. Damaging the meter to stop registration, thereby rendering it un-testable;
 - f. Using the DISTRICT'S electric service without compensation to the DISTRICT in violation of applicable Rates and/or DISTRICT rules.

ELECTRIC SERVICE RULE 17

Meter Tests and Adjustments of Bills

B. Meter Tests

1. Any CUSTOMER may, upon not less than five days' notice, require the DISTRICT to test his electric meter.
2. A CUSTOMER will receive one meter test at no charge. A meter test charge* will be collected on subsequent meter tests.
3. The meter test charge will be returned to the CUSTOMER if the meter is found, upon test, to register more than 2% fast or slow under conditions of normal operation.
4. A CUSTOMER shall have the right to require the DISTRICT to conduct the test in his presence or, if he so desires, in the presence of an expert or other representative appointed by him. A report giving the result of the test will be supplied to the CUSTOMER within a reasonable time after completion of the test.
5. No meter will be placed in service or allowed to remain in service that has an error in registration in excess of 2% under conditions of normal operation.

C. Adjustment of Bills for METER ERROR

1. Fast Meter

a. RESIDENTIAL AND NONRESIDENTIAL SERVICE:

When, as the result of any test, a meter is found to be more than 2% fast, the DISTRICT shall refund to the CUSTOMER the overcharge based on the corrected meter readings for the period in which the meter was in use, not exceeding twelve months, unless it can be shown that the error was due to some cause, the date of which can be fixed. In this case, the overcharge shall be computed back to such date but not beyond three years prior to the date the error is brought to the attention of the DISTRICT.

2. Slow Meter

a. RESIDENTIAL SERVICE:

If the meter for residential service, as the result of any test, is found not to register or to register more than 2% slow, the DISTRICT may bill the CUSTOMER for the amount of the undercharge. The billing may be

* Please refer to the DISTRICT's then current fee schedule.

ELECTRIC SERVICE RULE 17

Meter Tests and Adjustments of Bills

based on the CUSTOMER'S average bill, the corrected usage, or the DISTRICT'S calculated estimate of the energy usage for the entire period not covered by the bills previously rendered but not to exceed twelve months.

b. NONRESIDENTIAL SERVICE:

If a meter for nonresidential service, as the result of any test, is found not to register or to register more than 2% slow, the DISTRICT may bill the CUSTOMER for the amount of the undercharge based on the corrected usage or the DISTRICT'S calculated estimate of the energy usage for the entire period not covered by the bills previously rendered, but not beyond three years prior to the date the error is brought to the attention of the DISTRICT.

D. Adjustment of Bills for BILLING ERROR

1. Billing Error which does not entitle the CUSTOMER to a credit adjustment includes failure of the CUSTOMER to notify the DISTRICT of changes in the CUSTOMER'S energy use, connected load, equipment or operation, or failure of the CUSTOMER to take advantage of any noticed Rate option or condition of service for which the CUSTOMER becomes eligible subsequent to the date of application for service.
2. Where the DISTRICT overcharges or undercharges a CUSTOMER as the result of a billing error, the DISTRICT may render an adjusted bill to the CUSTOMER for the amount of any undercharge, without interest, and shall issue a refund or credit to the CUSTOMER for the amount of any overcharge, without interest, in accordance with the procedures and limitations set forth below.

a. BILLING ERROR Resulting in Overcharges to the CUSTOMER:

i. RESIDENTIAL AND NONRESIDENTIAL SERVICE

If either a residential or nonresidential service is found to have been overcharged due to billing error, the DISTRICT will calculate the amount of the overcharge, for refund or credit to the CUSTOMER, for the entire period of billing error, but only for a period of not to exceed three years.

b. BILLING ERRORS Resulting in Undercharges to the CUSTOMER

ELECTRIC SERVICE RULE 17

Meter Tests and Adjustments of Bills

i. RESIDENTIAL SERVICE

If a residential service is found to have been undercharged due to a billing error, the DISTRICT may bill the CUSTOMER for the calculated amount of the undercharge for the entire period of error, but not to exceed twelve months.

ii. NONRESIDENTIAL SERVICE

If a nonresidential service is found to have been undercharged due to a billing error, the DISTRICT may bill the CUSTOMER for the calculated amount of the undercharge for the entire period of error, but not to exceed three years.

E. Adjustment of Bills for UNAUTHORIZED USE

1. Where the DISTRICT determines there has been unauthorized use, the DISTRICT shall have the legal right to recover, from any CUSTOMER or other person who caused or benefited from such unauthorized use, the estimated undercharges for the full period of such unauthorized use. The estimated bill shall reflect unauthorized use for the most recent three years and, separately, for unauthorized use beyond the three-year period for collection as provided by law.
2. The DISTRICT may also recover the associated costs resulting from the unauthorized use including, but not limited to, investigative and equipment damage costs.

F. Special Notes

1. Nothing in this Rule shall be interpreted as limiting the DISTRICT'S rights under any provisions of any applicable civil or criminal law.
2. In accordance with the provisions of Electric Service Rule 11, where the DISTRICT determines unauthorized use is occurring, the DISTRICT may refuse or discontinue service without further notice.

G. Calculation of Bills

1. Actual Usage

If accurate meter readings are available for the energy used but not covered by bills previously rendered, they will be used for billing purposes.

2. Estimated Usage

If accurate meter readings are not available or the electric usage has not been accurately measured, the DISTRICT may estimate the energy usage for billing purposes.

Estimated bills may be determined by the DISTRICT based on one or more of the following, without limitation and for illustrative purposes only:

- a. Accurately-metered use from a remote check meter;
- b. The known percent of error in metering attributable to the unauthorized use condition as determined by the DISTRICT;
- c. Accurately-metered use prior to the onset of the billing problem;
- d. The equipment and hours of operation of the CUSTOMER or person being billed;
- e. Accurately-metered subsequent use of 30 days or more if available;
- f. Annual use profile of at least three CUSTOMERS with similar connected load, premises, load profiles, hours of energy use, etc. (percent of annual use); or
- g. Other reasonable and supportable billing methodology when none of the aforementioned billing techniques is appropriate under the individual circumstances.

(End)

ELECTRIC SERVICE RULE 18

Service to Premises and Use of Electricity

A. General

1. In order to render electric service to all CUSTOMERS at uniform rates and under equitable and nondiscriminatory service conditions, the DISTRICT will not permit CUSTOMERS to resell electricity supplied by the DISTRICT or install multiple meters to the same PREMISES for the purpose of rate reduction. The DISTRICT will serve the following PREMISES in the indicated manner:

a. RESIDENTIAL

- i. SINGLE-FAMILY RESIDENCE. All such residences shall be metered individually and served directly.
- ii. MULTIPLE-FAMILY RESIDENCE. Each individual dwelling unit shall be served directly and metered separately from other dwelling units.
- iii. The DISTRICT may, in its discretion, furnish separately metered service to electric equipment used in common by residential tenants or owners

b. COMMERCIAL/INDUSTRIAL

- i. Commercial/Industrial - All such premises shall be metered individually except where the CUSTOMER demonstrates that the central space conditioning, water heating or similar service is directly wired to a separate metered panel. In such cases, where allowed by the authority having jurisdiction, the CUSTOMER shall be allowed to install common equipment on a separate meter, but will not be permitted to directly charge tenants for electricity consumed.
2. CUSTOMERS shall not use electricity received from the DISTRICT for purposes other than those specified in their application for service.

a. Sub-metering of Electricity

- i. CUSTOMERS may not retain sub-metering equipment as a means of retroactively adjusting tenant (ultimate consumer) rental charges for energy consumption. The DISTRICT does not permit sub-metering for re-sale or re-distribution of electricity under any circumstances.

ELECTRIC SERVICE RULE 18

Service to Premises and Use of Electricity

B. Enforcement

1. CUSTOMERS who are receiving service in conflict with this Rule and who fail to bring themselves into conformity within a reasonable time after receiving written notice from the DISTRICT shall have their service discontinued.

(End)

ELECTRIC SERVICE RULE 19

Facility Changes

A. General

1. A written contract prepared under the provisions of Electric Service Rule 5, may supersede all or part of this Electric Service Rule 19.
2. The DISTRICT, at its convenience, may make changes to existing DISTRICT facilities as requested by APPLICANT/CUSTOMER provided that the changes have no adverse effects to the DISTRICT or to any other DISTRICT CUSTOMER, and do not violate or require action under any existing interconnect agreement to which the DISTRICT is a party.
3. The facility change APPLICANT/CUSTOMER shall compensate the DISTRICT fully for the requested facility change.
4. All payments made to the DISTRICT by an APPLICANT/CUSTOMER pursuant to this Rule shall be payable prior to the DISTRICT starting construction.

B. Relocation or Overhead to Underground Conversion

1. When project improvements affect DISTRICT electric facilities, the DISTRICT will be compensated for relocation costs and will bill the developer for these costs. It is immaterial whether the request to the DISTRICT is initiated by a public entity or the developer.
2. When a project is funded by a public entity and relocation of DISTRICT facilities within the public right-of-way is required, the DISTRICT will normally relocate its facilities at its own cost except when: a) the area required for the project improvements includes private property in which the DISTRICT has an enforceable easement, or b) the public right-of-way is one in which the DISTRICT has a prior right. In such cases, the DISTRICT must be compensated for relocation costs.

C. Cancellation of APPLICATION

1. The APPLICANT is responsible for all work performed by the DISTRICT and the costs incurred by DISTRICT in proceeding with the APPLICATION. The DISTRICT may cancel the APPLICATION if the APPLICANT does not proceed with the project and it becomes inactive for the period of time specified on the APPLICATION.

ELECTRIC SERVICE RULE 19

Facility Changes

2. If the project is cancelled by either party, the APPLICANT shall reimburse the DISTRICT for all work and costs incurred by the DISTRICT. The DISTRICT'S costs may include, but are not limited to, labor, materials and supplies, transportation and other direct costs which the DISTRICT charges to such work.
 3. Upon cancellation of the project by either party, the costs incurred by the DISTRICT shall first be deducted from any payments made by APPLICANT for that application. Any remaining APPLICANT funds held by DISTRICT shall be refunded to the APPLICANT.
- D. SPECIAL OR ADDED FACILITIES. Any special or added facilities the DISTRICT agrees to install at the request of APPLICANT will be installed at APPLICANT'S expense, in accordance with Electric Service Rule 1.

(End)

ELECTRIC SERVICE RULE 20

Medical Baseline Quantities

A. General

1. If you are a residential customer, you are assigned a Baseline quantity. This quantity is the number of kilowatt-hours (kWh) of electricity you may purchase at the DISTRICT'S lowest residential rate.
2. If you or a full-time resident in your home has a medical disability, you may qualify for a Standard Medical Baseline Quantity in addition to your regular Baseline quantity. The Standard Medical Baseline Quantity is 500 kWh per month year-round. In other words, you may be able to purchase an additional 500 kWh of electricity per month at a lower rate.
3. If the extra 500 kWh per month does not meet your medical needs, you may apply for Additional Medical Baseline Quantities, as explained in Part E. below.
4. The purpose of this rate program is solely to reduce the cost of electric service provided by the DISTRICT and in no way guarantees continuous service. It is the CUSOMER'S responsibility to keep their bill current to prevent any interruption of electric service due to non-payment

B. Program Eligibility and Requirements

1. To qualify for a Standard Medical Baseline Quantity, you must certify in writing that you or a full-time resident in your home is:
 - a. Dependent on a life-support device (as defined in Part C below) used in the home or
 - b. A paraplegic, hemiplegic, or quadriplegic person, or a multiple sclerosis patient with special heating and/or cooling needs or
 - c. A person being treated for a life-threatening illness, or a person with a compromised immune system with special heating and/or cooling needs to sustain the life of the person or prevent deterioration of the person's medical condition or
 - d. A scleroderma patient with special heating needs.
 - e. Medical conditions other than multiple sclerosis, scleroderma, paraplegia, hemiplegia, quadriplegia, a life-threatening illness, or having a compromised immune system may also qualify customers for medical quantities for heating or air conditioning. Any such situations will be reviewed on an individual basis.

ELECTRIC SERVICE RULE 20

Medical Baseline Quantities

2. Program Requirements

- a. If you believe that you qualify, please contact your local M.I.D. office and request a copy of "Declaration of Eligibility for a Standard Medical Baseline Quantity".
- b. The DISTRICT will also require you to have a physician or surgeon licensed in the State of California or a person licensed in the State of California in accordance with the Osteopathic Initiative Act fill out the last page of the form to certify that you qualify for a Medical Baseline Quantity.
- c. This declaration is valid for two years starting on the date that the Physician's Certification is approved.

C. Life Support Devices

1. A life-support device is any medical device necessary to sustain life or relied upon mobility. To qualify under this rule, the device must be used in the home and must run on electricity supplied by the DISTRICT.
2. The term "life-support device" includes, but is not limited to, respirators, iron lungs, hem dialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, IPPB machines, and motorized wheelchairs.
3. The RESIDENTIAL CUSTOMER is responsible for backup power to operate any life support device(s) in the event of a power outage or disconnection due to non-payment. The DISTRICT cannot guarantee continuous service at any time.

D. Heating and Air Conditioning

1. Special heating and/or air-conditioning needs will qualify you for a Standard Medical Baseline Quantity under this rule only if your main source of energy for heating or air conditioning is electricity supplied by the DISTRICT.

E. Additional Medical Baseline Quantities

1. If you believe that more than the Standard Medical Baseline Quantity of 500 kWh per month is needed to operate the life-support device(s) in your home or maintain the temperature required by the qualifying medical condition, you may apply for additional medical quantities. Please contact the DISTRICT'S MAIN OFFICE and request a copy of "Application for Additional Medical Baseline Quantities".
2. From the information you provide on this form, the DISTRICT will calculate the total kWh needed each month to operate the life-support device(s) and/or heating/air-conditioning equipment. If the DISTRICT finds that you need more than the standard 500 kWh per month, it will increase your Medical Baseline Quantity.

(End)

ELECTRIC SERVICE RULE 20.1 California Alternate Rates for Energy for Individual Customers

A. General

1. The Low-Income Ratepayer Assistance (LIRA) Program was established by the California Public Utilities Commission in Decisions 89-07-062 and 89-09-044. The program was revised in Decision 94-12-049 and the name changed to California Alternate Rates for Energy (CARE). The DISTRICT'S Board of Directors has adopted the CARE program. The purpose of the CARE program is to provide qualifying residential APPLICANTS with reduced energy charges. Application for the rate may be made by individually metered CUSTOMERS.
2. Qualifying APPLICANTS for CARE shall be placed on the CARE rate starting with the next regular meter reading date following receipt of such application by the DISTRICT.
3. A Nonprofit Group-Living Facility or a Qualified Agricultural Employee Housing Facility may qualify for CARE, if it meets the eligibility criteria.

B. Eligibility

1. To be eligible to receive CARE the APPLICANT must qualify under the eligibility criteria set forth in Sections 2 and 3, below, and meet the certification requirements thereof to the satisfaction of the DISTRICT. Individually metered APPLICANTS/CUSTOMERS may qualify for CARE at their primary residence only.
2. The completed application must be submitted to the DISTRICT. The DISTRICT will randomly verify the eligibility of APPLICANTS following enrollment.
3. The total gross annual income for all persons in the APPLICANT(S)' household may not exceed the annual income amounts listed in the DISTRICT fee schedule.

C. Certification

1. Individually metered CUSTOMERS, and other qualifying APPLICANTS in individually metered residential dwelling units may become certified.
2. All APPLICANTS for certification must fill out the form required and provide it to the DISTRICT.

ELECTRIC SERVICE RULE 20.1 California Alternate Rates for Energy for Individual Customers

3. Self-certification:

Self-certification will be used to determine income eligibility for the CARE program. CUSTOMERS must sign a statement upon application indicating that the DISTRICT may verify the CUSTOMER'S eligibility at any time. If verification establishes that the CUSTOMER is ineligible, the CUSTOMER will be removed from the program and the DISTRICT may render corrective billings.

D. Re-certification Requirement

1. Certification of individually-metered DISTRICT CUSTOMERS is valid for a period of two years, except as provided in Section E.
2. APPLICANTS either suspected of or proven to have provided incorrect information in their application for CARE may be required to re-certify at any time. Further, the DISTRICT reserves the right to conduct random audits to determine APPLICANTS' eligibility. Failure by any party, when asked to provide proper proof of eligibility to do so will result in disqualification of APPLICANT'S eligibility to receive the CARE rate. The DISTRICT may re-bill CUSTOMERS removed from the program for previous discounts received for which the participant did not qualify.
3. Upon the DISTRICT'S request that the APPLICANT re-certify eligibility following the regular expiration date of APPLICANTS' eligibility, the APPLICANT will have 60 days to re-certify, after which APPLICANTS not re-certified will lose their eligibility under the CARE program.
4. It is the responsibility of the APPLICANT to immediately notify the DISTRICT when they are no longer eligible for the CARE program.

E. Misapplication of CARE

1. Certification for eligibility for the CARE program that is made based upon incorrect information provided by the APPLICANT shall constitute misapplication of CARE for the period under which the APPLICANT received CARE. The DISTRICT may re-bill the account at the CUSTOMER'S/APPLICANT'S otherwise-applicable rate schedule for misapplication of CARE. Such billing shall be for a period up to the most recent three years. However, nothing in Rule 20.1 shall be interpreted as limiting the DISTRICT's rights under any provisions of any applicable law or tariff.

(End)