SERVICE RULES AND REGULATIONS

SLASH PINE ELECTRIC MEMBERSHIP CORPORATION
Homerville, Georgia

Effective May 1, 2018

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100 ELECTRIC SERVICE AVAILABITY

101 APPLICATION FOR MEMBERSHIP

Any person, firm, association, corporation, or public body shall apply for membership and become effective upon complying with the following terms of the Cooperative:

A. Made and signed a written application for membership therein;

B. Agreed to purchase electric energy from the Cooperative and pay any prior debt owed the Cooperative as hereinafter specified;

C. Agreed to comply with and be bound by the Articles of Incorporation and Bylaws of the Cooperative and any rules and regulations adopted by the Board of Directors;

D. Paid the $5.00 Membership fee together with a $25.00 non-refundable account establishment fee at the time of application; and

E. Upon being requested, execute and deliver to the Cooperative without charge easements of right-of-way over, on and under such lands owned or leased by or mortgaged to the applicant, and in accordance with such reasonable terms and conditions as the Cooperative shall require for the furnishing of electric service to him/her or other Members or for the construction, operation, maintenance or relocation of the Cooperative's electric facilities.

A consumer may have any number of service connections but only one membership. Membership of a husband and wife shall be considered a joint membership. The cooperative reserves the right to request any additional information to deems necessary to verify the identity of the application for service or existing members.

In the event of a divorce, whereas one party wishes to be taken off of a joint membership, converting to an individual membership, both parties must provide agreement to this request by presenting a notarized request signed by both parties, or proof of ID from the party wanting to retain the membership, in person, at the office of the cooperative, or a copy of the divorce decree. The party retaining membership will be required to complete an application for individual membership.

Upon the withdrawal, death, cessation of existence or expulsion of a Member, the membership of such Member shall thereupon terminate. Termination of membership in any manner shall not release a Member or his/her estate from any debts due the Cooperative. No service may remain in a deceased person's name.

In case of withdrawal or termination of membership in any manner, the Cooperative shall repay to the Member the amount of his/her Membership fee without interest; provided, however, that the Cooperative shall deduct from the amount of the Membership fee the amount of any debts or obligations owed by the Member to the Cooperative. Joint memberships may be transferred to surviving spouse upon the death husband or wife without additional charge.

The Cooperative shall not be required to furnish electric service to an applicant who, at the time of such application, is indebted to the Cooperative for service previously furnished applicant.

The Cooperative will not refuse or disconnect electric service to a member because of a delinquency in or failure to make payments for service by a previous member at a location, UNLESS the member or a former member desiring service occupied the premises at the time the delinquency occurred and the previous member continues to occupy the premises.

Each member shall, as soon as electric energy shall be available, purchase from the Cooperative all metered electric energy used on the premises specified in his/her application for Membership, and shall pay therefore at rates, which shall from time to time be fixed by the Board. It is expressly understood that amounts paid for electric energy in excess of the cost of service is capital and each member shall be credited with the capital so furnished as provided in the Bylaws. Each member shall pay to the Cooperative such minimum amount regardless of the amount of electric energy consumed, as shall be fixed by the Board from time to time. Each member shall also pay all amounts owed by him/her to the Cooperative as and when the same shall become due and payable.

102 SECURITY DEPOSITS

Residential Deposits

A service security deposit shall be collected in advance of connecting any service if the Cooperative determines that such deposit is needed to assure payment of the power bill. Prepaid Electric Service Program accounts do not require a security deposit.

Deposits will be determined by the results of a credit check using the following credit rating:

Low Score	$ 500.00
Medium Score	$ 300.00
High Score	$ 100.00

However, such deposits shall not ordinarily be more than the consumer's estimated power bill for three month's services, except when service is being furnished on

the basis of a written contract or when the Cooperative determines that a higher amount is necessary due to some unusual circumstance.

Deposits shall be refunded without interest as provided for in written service contracts or upon service termination, less any amounts member may then owe the Cooperative.

Commercial/Industrial Deposit

A commercial business or industry shall be required to pay a deposit amount based on the projected electrical usage of the building.

The cash deposit shall be refunded upon termination of service, less any debt amount owed.

103 PREPAID ELECTRIC SERVICE

Members choosing to participate in the Prepaid Electric Service Program are subject to all other requirements of the Cooperative's Rules and Regulations and will be held accountable for compliance under the terms of Service Rule and Regulation 103.

Prepaid electric service is available to all single phase, 120/240 volt, self-contained, non-demand residential accounts with a maximum rated capacity of 200 amps.

New members opting to into prepaid electric service at the time of establishing a new electric service shall be required to establish a $50.00 minimum initial credit balance for daily usage, in addition to the membership fee of $5.00 and account origination fee of $25.00.

Existing members with an existing residential postpaid account that are opting to convert their existing account to prepaid service shall have their current security deposit amounts applied their account. All pre-existing fees and unbilled energy charges, including unpaid levelized billing charges must be paid in full before an account can be converted to prepaid service. Reconnect fees will be waived when electric service amounts are converted from postpaid to prepaid service. The new prepaid account must a minimum balance of $50.00.

Prepaid account charges are calculated on a daily basis and charges deducted from the member's prepaid account daily. The account is reconciled at the end of the month according the cooperative's retail rate schedule.

Prepaid account will not receive monthly paper statements. Daily prepaid account history will be available on the Cooperative's internet pay portal, smart phone app, or by telephone.

Payments on prepaid accounts may be accepted at the cooperative's office during normal office hours or can be accepted 24 hours a day by credit or debit card and e-check through the Cooperative's internet pay portal, smart phone app, or by telephone.

Notification and alert messages will be provided by automated messages from the cooperative through various methods. The member is sole responsible for managing and updating notification methods and the Cooperative WILL NOT BE RESPONSIBLE for the member's failure to receive notifications that electric will be disconnected.

Disconnection of prepaid accounts will be made when a member's account does not have adequate credit. Prepaid accounts may be disconnected regardless of weather restrictions or medical conditions. When the member's prepaid account has exhausted their credit balance, electric power will be disconnected by automated mechanical method.
In order to restore electric service after disconnection, the member must make a payment sufficient to pay the balance due plus a minimum credit balance of $30.00.

Prepaid accounts are not eligible for payment arrangements.

Levelized billing is not eligible for prepaid accounts.

Payment by bank draft is not available for prepaid accounts.

Conversion to postpaid accounts from prepaid accounts may be performed at any time. All payment balances and security deposit must be made at time of conversion.

A member may terminate service and receive a final bill if their account is disconnected and does not become active after 7 calendar days. At the member's request, service will be terminated and a final bill shall be mailed to their address on file. Any refund of credit will be returned after all debt is satisfied.

104 DEBT MANAGEMENT

Existing members with account balances that are postpaid accounts may utilize the debt management program. Enrollment in this program requires payment of 25% of debt to be paid monthly until the debt balance is paid in full. Both the debt management monthly payment and the energy charges occurred during a billing cycle must be paid in full each month or electric service will be disconnected.

200 GENERAL EXTENSION POLICIES

201 GENERAL PROVISIONS

1. The Cooperative will design and install an electric distribution system with good engineering practices to all eligible unserved entities within its service territory that desire electric service and meet all reasonable requirements established by the Cooperative as a condition of service and in accordance with the Cooperative's Service Rules and Regulations Section 200.

2. The Cooperative shall extend electric service to all facilities deemed permanent, non-seasonal and in use full-time, providing such service does not disproportionate burden on the membership of the Cooperative.

3. The Cooperative shall extend its single phase electric facilities up to 2500 feet when constructed along the right of way of any state, county, or city owned road without additional charge; and shall extend its electric service up to 480 feet from any state, county, or city owned road on to a member's property without additional charge. Should such electric facility extensions exceed the above lengths or the Cooperative's preferred method of service is not acceptable to the Member; additional charges will apply as outlined in the Cooperative's Service Rules & Regulations and Cooperative's Fee Schedule and must be paid in advance of any construction activities.

202 OVERHEAD LINE EXTENSION

1. Permanent Residential Service

   The Cooperative shall extend single-phase, 120/240 volt, overhead electric service facilities to all permanent residences in the area served by the Cooperative in accordance with the Cooperative's Service Rules and Regulations Section 201-1. A permanent residence is defined as one, which will be the member's principal dwelling and occupied the majority of the year. Necessary right-of- way easements must be secured at no cost to the Cooperative.

   A mobile home shall be considered a permanent residence provided that it has a separate, individually utilized water and septic system and is the member's principal dwelling and occupied the majority of the year. A mobile home utilizing public or community water and septic systems shall qualify as a permanent residence provided that it is the member's principal dwelling and occupied the majority of the year.

2. Commercial, Industrial, and Public Buildings

   Single-phase, 120/240 volt, overhead electric service facilities shall be extended to commercial/industrial or public buildings. The member's general or electrical contractor and/or architect shall be required to install the electrical service entrance as specified by SPEMC's engineering staff and in accordance with the

Cooperative's Service Rules and Regulations Sections 200 and 300. Necessary right-of-way easements must be secured at no cost to the Cooperative.

3. Seasonal and Other General Service Installations
   Single phase, 120/240 volt, overhead electric service shall be extended to all other installations not included in Section 202-1 or 202-2. Necessary right-of-way easements must be secured at no cost to the Cooperative.

4. Irrigation Service [Single-Phase Only]
   Single-phase, 120/240 volt, overhead electric service facilities shall be extended to irrigation load locations in accordance with the Cooperative's Service Rules and Regulations Section 306. The Cooperative shall extend its single-phase electric service facilities up to 400 feet from any existing cooperative primary voltage electric facilities to a member's desired load location without charge. Should such electric facility extensions exceed the above lengths or the Cooperative's preferred method of service is not acceptable to the Member; additional charges will apply as outlined in the Cooperative's Service Rules & Regulations and must be paid in advance of any construction activities.

5. Residential Developments [Overhead]
   Single phase, 120/240 volt, overhead electric service shall be extended to residential developments in the area served by the Cooperative in accordance with the Cooperative's Service Rules and Regulations. The member's general or electrical contractor and/or architect shall be required to install the electrical service entrance and its location as specified by SPEMC's engineering staff. A recorded utility easement is required prior to construction of any facilities.

6. Outdoor Lighting
   Outdoor lighting will be installed on existing poles subject to payment of the Outdoor Lighting Fixture Installation Fee as specified in the Cooperative's Fee Schedule. In cases where a wooden pole must be installed to mount the light, a contribution in aid of construction shall be required as specified by the Outdoor Lighting Pole Installation Fee in the Cooperative's Fee Schedule. If the member requests installation of special types of poles not addressed in the Cooperative's Fee Schedule, the member shall be responsible for the full cost of such special poles. Should the member request relocation of outdoor lighting fixtures and/or poles, the Security Light Relocation Fees in the Cooperative's Fee Schedule will be applied. The Security Light Relocation Fees will also be applied for the installation of a new light if the member has requested the removal of outdoor lighting at the same general location in the previous twelve months. Primary line extensions shall not be built to serve outdoor lighting without a contribution in aid of construction for the full cost of the extension.

203 UNDERGROUND LINE EXTENSIONS

1. Permanent Residential Services

   The Cooperative shall extend single-phase, 120/240 volt, underground electric service facilities to all permanent residences in the area served by the Cooperative in accordance with the Cooperative's Service Rules and Regulations Section. A permanent residence is defined as one, which will be the member's principal dwelling and occupied the majority of the year. Necessary right-of- way easements must be secured at no cost to the Cooperative.

   A mobile home shall be considered a permanent residence provided that it has a separate, individually utilized water and septic system and is the member's principal dwelling and occupied the majority of the year. A mobile home utilizing public or community water and septic systems shall qualify as a permanent residence provided that it is the member's principal dwelling and occupied the majority of the year.

   Underground service lateral fees as specified in the Cooperative's Fee Schedule shall be paid prior to any construction activities. If deemed necessary by the Cooperative, the member or the member's electrical contractor shall be required to install conduit from point of source to member's meter base as specified by SPEMC.

2. Commercial, Industrial, and Public Buildings

   Single-phase, 120/240 volt, underground electric service facilities shall be extended to commercial/industrial or public buildings. The member's general or electrical contractor and/or architect shall be required to install conduit from point of source to member's meter base as specified by SPEMC's engineering staff and in accordance with the Cooperative's Service Rules and Regulations Sections 200 and 300. Necessary right-of-way easements must be secured at no cost to the Cooperative.

3. Seasonal and Other General Service Installations

   Single-phase, 120/240 Volt underground electric service facilities shall be extended to all other installations not included in Section 203-1 and 203-2 of this policy as follows. Where no primary construction is required, the Cooperative will extend Single-phase, 120/240 Volt underground electric service facilities to these installations at the regularly established rates upon payment of Underground Service Lateral Fees as specified in Cooperative's Fee Schedule. The member or the member's electrical contractor shall be required to install conduit from point of source to member's meter base as specified by SPEMC.

4. Irrigation Service [Single-Phase Only]

   Single-phase, 120/240 volt, underground electric service facilities shall be extended to irrigation load locations in accordance with the Cooperative's Service Rules and Regulations. Where no primary construction is required, the

Cooperative will extend Single-phase, 120/240 Volt underground electric service facilities to these installations at the regularly established rates upon payment of Underground Service Lateral Fees as specified in the Cooperative's Fee Schedule. The member or the member's electrical contractor shall be required to install conduit from point of source to member's meter base as specified by SPEMC.

In addition to the above, extensions that require underground primary construction shall require a contribution in aid of construction, computed, case by case, based on and in accordance with the Cooperative's Service Rules and Regulations. If deemed necessary by the Cooperative, the member or the member's contractor shall be required to install conduit for the primary conductor to the Cooperative's specifications.

5. Residential Developments [Underground]

For new residential developments requiring underground electrical service, the developer shall be required to install a total conduit system. The SPEMC engineering department shall design the conduit system, and the developer's contractor shall install the conduit system in accordance with SPEMC's design and specifications. A recorded utility easement will be required. The developer shall be responsible for obtaining the compliance with any required National Pollutant Discharge Elimination System ("NPDES") permits.

The developer shall be required to pay in advance of construction, a non-refundable contribution in aid of construction in accordance with the Cooperative's Service Rules and Regulations. Underground service lateral fees and temporary service fees will be required as appropriate for each service within the development.

6. Outdoor Lighting

Underground service to outdoor lighting will be installed at the Cooperative's discretion. If the lighting is to be installed on an existing overhead pole deemed by the Cooperative to be in a suitable location, the lighting will be installed upon payment of the Outdoor Lighting Fixture Installation Fee specified in the Cooperative's Fee Schedule. In cases where a pole must be installed to mount the light, a contribution in aid of construction shall be required as specified by the Outdoor Lighting Pole Installation Fee in the Appendix of the Cooperative's Service Rules and Regulations. In instances where the member requests the installation of outdoor lighting at a location other than immediately adjacent to Cooperative equipment to supply the light, a contribution in aid of construction shall be required as specified by the Outdoor Lighting Underground Service Fee in the Cooperative's Fee Schedule.

The member or the member's contractor shall be required to install conduit for the underground service conductor to the Cooperative's specifications. If the member requests installation of special types of poles not addressed in the Cooperative's Fee Schedule, the member shall be responsible for the full cost of such special

poles. Should the member request relocation of outdoor lighting fixtures and/or poles, the Security Light Relocation Fees in the Cooperative's Fee Schedule will be applied. The Security Light Relocation Fees will also be applied for the installation of a new light if the member has requested the removal of outdoor lighting at the same general location in the previous twelve months.

Primary line extensions shall not be built to serve outdoor lighting without a contribution in aid of construction for the full cost of the extension.

7. Conversion of Overheard to Underground Facilities

Members requesting conversion of existing overhead electric facilities to underground distribution facilities shall be responsible for all costs associated with the conversion, including cost of removal for the overhead facilities and the cost of construction for the new underground facilities.

204 THREE PHASE SERVICE

The Cooperative will not normally extend three-phase service to installations that can be adequately served by single-phase service. Exceptions may be made where the installation is in close proximity to existing multi-phase lines. In such cases where no primary construction is required, the Cooperative will make available three phase service facilities at the regularly established rates upon payment of the appropriate Overhead or Underground Service Lateral Fee.

For overhead three phase service 400 Amp or less, this fee includes the service conductor. For overhead three phase service in excess of 400 Amp, a feasibility study will be performed by the Cooperative to determine the amount of the Three Phase Overhead Lateral Fee.

For 200 amperes, three phase underground service, the Three Phase Service Lateral Fee includes the service conductor, with the member providing and installing the service conduit to Cooperative specifications. For three phase underground services in excess of 200 ampere, the member shall provide, install, and maintain the service conduit and conductor to Cooperative specifications.

For installations requiring three phase services at a distance from multi-phase lines, a feasibility study will be done by the Cooperative to determine the amount of contribution in aid of construction required.

If the proposed construction is consistent with long range system planning, the required contribution may be mitigated.

205 IRRIGATION SERVICE [Multi-Phase, 20 HP and Greater]

Multi-phase, 240 or 480 volts, overhead or underground, electric service facilities shall be extended to irrigation load locations in accordance with the Cooperative's Service Rules and Regulations and the following conditions:

1. The cost of construction and/or re-phasing, including lines, poles, transformers, metering equipment, and etc., to serve three phase irrigation loads at the member's desired location computed on a case by case basis, shall be borne by the member requesting service as a one-time contribution in aid of construction.

2. The total cost of construction, less a one-time $150 credit per horsepower and any other applicable credits, shall be paid by the member prior to beginning of construction.

3. No member shall receive a credit greater than the amount in cost of construction.

4. Necessary right-of-way easements must be secured at no cost to the Cooperative.

5. Before electric service can be connected, the member must provide proof motor equipment follows the requirements as stated in the Cooperative's Service Rules and Regulations, Section 304.

206 TEMPORARY SERVICE

1. Overhead Temporary of Construction

   Temporary service of 120/240 volts, single-phase, will be furnished for construction upon payment of the Temporary Service Fee as specified in the Appendix of the Cooperative's Service Rules and Regulations, provided that permanent service is to be furnished by the Cooperative. In addition to the above, extensions that require primary construction shall require a contribution in aid of construction. The member applying for temporary service shall be required to furnish and install temporary service equipment conforming to the Cooperative's wiring standards and shall be installed at a location approved by the Cooperative.

2. Underground Temporary for Construction

   Temporary service of 120/240 volts, single-phase, will be furnished for construction in areas where the Cooperative has underground facilities in place or the permanent service will be underground. Such installation shall require payment of the Temporary Service Fee specified in the Cooperative's Fee Schedule, provided that permanent service is to be furnished by the Cooperative. In addition to the above, extensions that require primary construction, a contribution in aid of construction shall be

required. The temporary service equipment must be located immediately adjacent to the pad-mount transformer or secondary junction box provided by the Cooperative. Temporary service equipment shall conform to the Cooperative's wiring standards and shall be installed at a location approved by the Cooperative.

3. Service to Temporary Loads

Service will be extended to temporary loads upon receipt of a contribution in aid of construction equal to twice the estimated construction cost to provide the service.

4. Contributions In Aid Of Construction

Any required contribution in aid of construction shall be paid prior to construction of facilities. If determined to be in the best interest of the Cooperative, contributions in aid of construction may be modified or waived upon approval of the Cooperative's General Manager or his designee.

207 FACILITIES EXTENSION OWNERSHIP

All line extensions, service wire and connections, no matter who pays or contributes toward paying the cost thereof, are to be property of the Cooperative and remain the property of the Cooperative. The Cooperative shall not be required to serve any consumer over a line built, owned, operated, or maintained by the member or a third party.

All property of the Cooperative placed in or upon the member's premises, used in supplying service to the member, is placed there under the member's protection. The cost for any loss or damage to such property, normal wear and tear excepted, shall be payable by the member.

The Cooperative shall have access to such property at all reasonable times. The member shall not commit or cause or permit any act that will or may result in damage to or loss of such property or in the loss of life or injury to any person, or the loss of or damage to any property, in relation to such property.

208 RETIREMENT OF IDLE SERVICES

Idle services are defined where electric service has not been active at a location for twelve (12) consecutive months and when it is obvious that the dwelling, pump, or other location to which it is attached is no longer habitable or useful. Such retirements shall be accomplished in a manner which will keep labor and transportation cost at a minimum. No service shall be retired when there is a possibility that such retirement will have an adverse effect on the territorial integrity of the Cooperative.

209 SERVICE INTERRUPTIONS

The Cooperative does not guarantee continuous and uninterrupted electric service and will not be liable for loss or damage to any Member's equipment caused by any failure to supply electricity or by any interruption or reversal of the supply of electricity if due to any cause beyond the reasonable control of the Cooperative.

The customer must protect his/her equipment from the following distribution system disturbances: lightning, over voltage, under voltage, excessive amperage and single phasing. The Member shall notify the Cooperative promptly of any defect in service or of any trouble or irregularity in the electric supply.

210 STANDBY ELECTRIC POWER

No electric power sold by the Cooperative shall be used as reserve or standby service or in any way in conjunction with any other source of power without the Cooperative's prior written consent.

211 RESALE OF ELECTRIC POWER

Members shall not directly resell electric energy for any purpose. Members shall not divert electric energy to other premises or use it for purposes other than those permitted by the Bylaws, Service Rules and Regulations of the Cooperative, and by state or local laws, rules and codes.

212 SERVICES FOR MEMBER'S CONVENIENCE

A service charge of **$75.00** will apply for service at Member's convenience, which necessitates employees working outside specified working hours.

213 TRANSFERS OF ACTIVE SERVICE

A transfer fee of **$25.00** will apply for transfers of service from one location to another in which a service technician must be sent to the field. Transfers of service established as of the last metering reading will not be charged a transfer fee.

Transfers of service in which both the existing location and the new location must remain active for a period of time at the Member's request will be handled through the normal new account process and will be charged an account establishment fee of **$25.00**.

300 SERVICE CONNECTIONS AND WIRING REQUIREMENTS

301 SERVICE CONNECTIONS

The Cooperative will furnish and install only one service drop to a metered point. The Member must furnish a point of attachment for the Cooperative's service facilities that meets the *National Electric Safety Code* and the Cooperative's requirements. Meter poles may be supplied by the Cooperative for residential and

farm installations only. The member is responsible for installing meter base and disconnect equipment.

The point of attachment furnished by the Member must be located at a point where the Cooperative facilities can be constructed at reasonable cost, and in accordance with sound engineering practices.

The Cooperative's responsibility for installation and/or maintenance of service facilities shall not extend beyond the Member's point of attachment.

The Cooperative will furnish and install a current transformer metering point only if it is in the Cooperative's best interest to do so. Member's facilities cannot be attached to the Cooperative's pole.

A Member may have any number of service connections under one Membership.

There shall be a non-refundable account establishment fee of **$25.00** for each additional service request.

Deposits of **$25.00** are required on any or all additional accounts or services.

No more than one residence, mobile home, or separate business may be served through one meter. Should the Member request, the Cooperative may install facilities in excess of those provided for in these Service Rules and Regulations. The service facilities will then be furnished on a direct cost plus appropriate overhead charges. Service facilities and equipment constructed and installed by the Cooperative shall remain the sole property of the Cooperative and shall not become part of the property or premises to which said facilities are attached or on which said facilities are constructed.

302 SEASONAL SERVICE

Seasonal accounts will be required to pay an impact fee of **$75.00** if the service is disconnected within six (6) months of the connect date. This fee will be added to the final bill.

303 GENEAL WIRING REQUIREMENTS

Each Member shall cause all premises receiving electric service pursuant to his/her Membership to become and to remain wired in accordance with the specifications of the latest addition of the *National Electric Code*, the *Georgia Electrical Code*, the Cooperative, and in accordance with the limitations of municipal and/or county authorities having jurisdiction.

Each Member shall be responsible for and shall indemnify the Cooperative and any other person against injury, loss or damage resulting from any defect in or improper use or maintenance of, such premises and all wiring and apparatus

connected thereto or used thereon. In no event shall the responsibility of the Cooperative extend beyond the point at which its service wires are attached to the meter loop provided for measuring electricity used on such premises.

304 MOTOR EQUIPMENT

The Cooperative should always be consulted on motor installations. The maximum permissible size depends upon the member's location on the distribution system and the capacity of the circuit.

It is the characteristic of most electric motors to draw a heavy momentary current when starting, resulting in many cases in variation of the voltage supplied to the other members who receive service from the same circuits or transformer. It is therefore necessary that the Cooperative limit the amount of starting current which may be drawn by a motor.

All motors should be provided with devices that will protect the motor against overload or short circuit. All three-phase motors shall have overload devices on each of the three-phase wires to ensure proper protection for the motor. Motors that cannot be safely subjected to full voltage at starting should be provided with a device to ensure that, on the failure of the supply voltage, the motor will be disconnected from the line.

The direction of phase rotation and the continuity of all three-phase current are guarded with great care, but the Cooperative cannot guarantee against accidental or temporary change of phase; therefore, motors or other apparatus requiring unchanged phase rotation and continuity or three-phase supply shall be equipped with suitable protection against such reversal or phase failure.

305 GENERATORS

Where auxiliary service is installed by the Member to provide emergency power, parallel operation of the Member's generating equipment with the Cooperative's system will not be allowed. A double-throw switch must be used to prevent possible injury to the Cooperative workers by making it impossible for power to be fed back into the main line from the generating equipment.

306 OTHER

Members desiring to operate electric welders or other devices with high inrush or fluctuating currents must supply the Cooperative with information regarding the electrical characteristics of the equipment. Service will not be allowed to equipment that adversely affects the Cooperative's equipment or the service to other Members. The Cooperative must be consulted before the purchase or installation of the equipment.

All protective devices required by these regulations shall be provided by the Member and at the Member's sole expense.

307 POWER FACTOR CORRECTIONS

The maintenance of high power factor is of primary importance in the economic operation and maintenance of the distribution system. Under-loaded motors contribute largely to the creation of low power factor unfavorable to both the Cooperative and the Member.

Where the average power factor of the Member's load is less than 90% lagging, the Cooperative may require the Member to install, at his/her own expense, equipment to correct the power factor, or the Member may be billed with a demand factor adjusted upward from the registered demand in proportion to the difference between the average power factor and 90%. The Cooperative reserves the right to measure the power factor at any time.

400 CONSUMER CLASSIFICATIONS

401 RESIDENTIAL AND FARM SERVICE

Applicable to residential (including apartments) and farm consumers for use in the home and on the farm. Buildings and/or facilities incidental to residential or farm use may be billed from a single meter or from individual at the option of the consumer.

Each residential unit or facility must be individually metered and no more than one family unit may be served from one meter with the exception of apartments and mobile home parks as set forth in Section 301 above.

When a consumer has his/her residence and a business on the same meter, the consumer will be classified under the Residential Rate or the General Service Rate determined by which is responsible for the major portion (over 50%) of the load. The Cooperative reserves the right to observe and measure the load involved in determining which rate should apply.

402 SMALL GENERAL SERVICE

Applicable to community buildings, government buildings, hunting or fishing camps, and temporary or other services with general load installations of 50 kVa or less for all uses including lighting, heating and power.

All services under this classification, which is in excess of 50 KVA of installed transformer capacity or which requires a special minimum bill, shall be provide under written contract with the consumer.

403 SMALL COMMERCIAL SERVICE

Applicable to all commercial establishments whose monthly non-coincidental demand is 10 kW and is less than 50 kW. The capacity of individual motors shall not exceed 7 ½ horsepower without consent of the Cooperative.

404 MEDIUM COMMERCIAL SERVICE

Applicable to all commercial establishments whose annual non-coincidental demand is 50 kW or greater, but less than 300 kW, at one standard voltage.

405 LARGE COMMERCIAL SERVICE

Applicable to all commercial establishments whose annual non-coincidental demand is 300 kW or greater at one standard voltage.

406 INDUSTRIAL SERVICE

This schedule is applicable only for industrial power service requiring 900 KVA or above of installed capacity and which is used in the manufacture of a product, the extraction, fabrication or processing of a raw material, or the transportation or preservation of a raw material or a finished product.

407 IRRIGATION SERVICE

Applicable to consumers only for use of irrigation pumps requiring one service voltage and delivered at one location.

408 UN-METERED SERVICE

Applicable only to photo or mechanically controlled service, for cable tv regulators, wired telephone regulators, and outdoor signs.

409 SEASONAL SERVICE

Applicable to seasonal agri-business consumers, permanently connected with 90% or more of the consumer's annual kWh has a recurring seasonal pattern.

410 PUBLIC AND PRIVATE SCHOOL SERVICE

Applicable to all public and private schools, including state, county, and city, offering standard course studies in elementary, high school, and college curriculum.

411 PREPAID METERING SERVICE

Applicable at the Cooperative's discretion as an alternative to residential rates for consumers who voluntarily elect to participate in the Cooperative's Prepaid Metering Program with the installation of a remote meter/switch combination.

412 OUTDOOR LIGHTING SERVICE

This schedule is applicable only to outdoor lighting lamp fixtures and poles conforming to the seller's specifications for dusk to dawn lighting. Service will

be rendered only at locations that, solely in the opinion of the seller, are readily accessible for maintenance

Service under this schedule shall be for a minimum of one year, and thereafter until termination by either party on thirty day written notice.

413 RATE SCHEDULE AVAILABLITY

When two or more rates are available for certain classes of service, the conditions under which each is applicable to the requirements for the individual consumer are plainly set forth in the above consumer rate classifications and in the Cooperative's published rate schedules. The choice of such rates lies with the consumer.

The Cooperative will advise upon request a consumer as to the rate best adapted to existing or anticipated service requirements as defined by the consumer. But the Cooperative does not assume responsibility for the section of such a rate or for the continuance of the lower annual cost under the rate selected should the volume ort character of the service change.

A consumer having selected a rate adapted to his/her service may not change to another rate within a 12-month period unless there is a substantial change in the charter or conditions of his/her service.

414 FILING OF RATE SCHEDULES

A copy of the Cooperative's applicable retail rates shall be on file at the Georgia Public Service Commission, at the Cooperative's Headquarters located at 794 West Dame Avenue - Homerville, Georgia and will be provided upon request.

500 METERING

501 ELECTRIC METER AND METER BASE

All meter bases should be installed on an exterior surface at **5 feet and 6** inches above finished grade level. The Cooperative reserves the right to designate the location of the point where attachments and meter will be located. **Accessibility for purposes of meter reading and maintenance shall be a basic requirement.**

Meter bases for premise-mounted, permanent-type installations not requiring an associated disconnect are furnished by the Cooperative. Meters shall be placed on the source side of all Member-owner switches.

For large single-phase installations of over **320** amps capacity for three phase and underground installations, the Cooperative shall specify the type of metering equipment required before installation.

502 METER READING

All meters will be read on a regular cycle.

503 INCORRECT METER READING AND METER FAILURE

Corrections shall be made whenever meters are incorrectly read. The correct reading shall be ascertained whenever possible and the bill will be recalculated as nearly as possible to reflect the correct usage.

If a meter fails to register correctly, the Member will be billed on an estimated consumption based on the previous use of the Member, consumption in similar periods of other years, comparative uses and size of connected loads, and other relevant facts.

Meters found to be over-registering or under-registering by more than two percent shall make the Member's account subject to adjustment from the time of the inaccurate registration, if the time can be clearly determined by the Cooperative. When the time cannot be clearly determined, the adjustment will be made for the three billings preceding the time the meter was removed for testing.

504 METER READS AND METER CALIBRATION TEST REQUESTED BY THE MEMBER

Generally, requests for meter calibration tests are the results of higher than expected power consumption by a Member's account. Although the Cooperative will honor a request for a meter calibration test, the Cooperative recommends that the Member investigate and exhaust other potential reasons for high power consumption before removing the meter for test.

A **$25.00 service fee** will be collected prior to removal of the meter. If the meter, upon testing, is found to be more than two percent (plus or minus) in error, the service fee shall be refunded to the consumer, and the bill will be adjusted for not more than (12) twelve months immediately preceding the test. If the meter is found to be less than two percent (plus or minus) in error, the service fee will not be refunded.

600 <u>BILLNG</u>

601 BILLING PERIOD AND BILL PAYMENT

It shall be the policy of the Cooperative that meters are to be read on such a schedule as will allow a cycle billing basis to be followed. The billing statement will show a bill date. If the amount due is not paid within 15 days after the bill date, the account will be considered past due. Any balance remaining on an account after

the past due date shall place the account in a delinquent status, whereby it is subject to be disconnected without further notice.

The Cooperative offers security and convenience to consumers for bill payment through a variety of bill payment options. The following are the bill payment services the Cooperative offers:

A. Consumer's Bank Account Bank drafts and debit card payment

B. Credit Card Credit card drafts and credit card payments; the Cooperative accepts MasterCard or Visa, and E-Check

C. Cooperative's office accepts cash, money orders, personal checks, credit/debit cards, and E-check.

The Cooperative offers Levelized Billing to qualified consumers that desire to have a fixed monthly electrical services bill. This system does not produce a bill of exactly the same amount each month, but the amount from month to month should vary only slightly when compared to the normal seasonal fluctuations.

Qualifications for Levelized Billing:

A. Available to residential accounts only; Prepay account are not eligible for this program.

B. Account must have a zero balance.

C. Account must have a 12-month history on the same rate.

D. Member's payment history must show no returned checks and less than two delinquents within the last 12 months. Non-payment of monthly bill will result in removal from program.

602 Returned Payment Items

To compensate for a portion of the administrative expense for processing payments received by the Cooperative not honored by the banking institution for any reason, not the fault of the Cooperative or a verified bank error, the following shall apply:

A. Fee of **$30.00** shall be charged.

B. **Non-Delinquent accounts:** When a payment is returned that has been received in payment of a customer's non-delinquent account, the Cooperative will notify the customer by phone if possible or a letter of notice will be sent. Five working days will be allowed for payment in either instance. If the Member cannot be contacted to arrange payment, the amount may be field

collected. However, meter will be subject to disconnection once the account becomes past due.

C. **Delinquent accounts:** When a payment is returned that has been received in payment of a customer's delinquent account, the Cooperative will attempt to notify the Member by phone or mail. If the Member cannot be contacted, payment amount may be field collected after 5 days.

D. **Field collection charge**: If field collection is performed by 4:00 p.m., a charge of **$30.00** will be assessed. Each trip to collect in the field shall result in a field collection charge being assessed to the Member**.**

E. **Cash only payments:** When two payments are returned within a 12-month period the Member may be placed on a cash or money order only payment status.

603 Adjustment of Bills

If a meter is found to be plus or minus 2 percent in error of meter standards, the Cooperative will adjust the member's bill based upon all known pertinent facts. The Cooperative will only consider the previous 12 months of billing history for determining any additional charges or refunds.

604 Disconnect for Failure to Pay Bill and Reconnection Fee

When an account has been disconnected because of a delinquent balance, it will be necessary for the Member to pay in full the amount delinquent plus a **$45.00** reconnection charge before the service may be restored. An additional **$25.00** security deposit may be charged to the account. If the Cooperative is not notified for the reconnection by **4:00 p.m.**, a reconnection charge of **$75.00** plus the amount due shall be paid before service may be restored. Service disconnects for non-payment will not be reconnected between the hours of **8:00 p.m. and 8:00 a.m**. The Cooperative must be notified by **7:00 p.m.** or the account cannot be reconnected until the following day.

Personal checks are accepted for reconnection unless the account has been disconnected for a returned payment or if Section 501.1E of these Service Rules and Regulations are in effect for the account disconnected.

605 Disconnect for Theft of Service/Tampering/Current Diversion

When sufficient evidence exists that a Member's meter has been tampered with, or meter seals have been removed indicating that the meter has been taken in and out of the meter base to prevent the proper registration of all kilowatt-hours used, or that unauthorized connections have been made, the following is required:

A. The service to the property will be disconnected and remain disconnected until all charges are paid in full.

B. The Member or occupant shall immediately pay for all kilowatt-hours used to date as determined by the Cooperative.

C. A service charge of **$300.00** shall be assessed against the account for the first incidence and **$300.00** for any additional incidence, plus legal action.

D. If Cooperative property has been damaged, expenses incurred for replacement, repair and/or calibration shall be paid.

E. A security deposit based on the estimated additional risk to the Cooperative may be required.

F. Refusal to pay the amounts stipulated may result in the Cooperative pursuing other legal means to protect its interest.

606 Other Reasons for Disconnection

Service may be disconnected immediately without notice for the following reasons:

A. **Use of power for unlawful reasons:** At the lawful request of any federal, state or local law enforcement agency.

B. **Discovery of hazardous condition:** Any electric service disconnected for a hazardous condition will be reconnected if the Member has corrected the hazardous condition.

C. **Code violation:** For violation of any applicable national, state, or local regulations and codes pertaining to electric service.

D. **Other:** For non-compliance with Bylaws and the Service Rules and Regulations of the Cooperative. Electric service disconnected with notice will be reconnected upon correction of infraction under same conditions as if member had requested disconnection.

607 Extension of Credit

The Cooperative may waive or part thereof its policy on cut-offs for delinquent bills only in accordance with the following standards:

A. When it is determined that enforcement of the policy will constitute an undue hardship, and whereas a payment arrangement may be implemented for equal payments of not less than 25% of outstanding bill in addition to current

future billing; both of which must be paid in full each month.

B. When the Member and the Cooperative determines a mistake was made by the Cooperative in billing for the current month.

C. When the Member experiences a loss of home or farm due to fire.

D. When disconnecting service may cause immediate danger to the Member or other persons in the household due to extreme weather conditions, illness or directly affected by death of immediate family.

E. Consumer cannot have more than one (1) broken arrangement within any six (6) month period.

700 Right of Way Easements

701 Member to Grant Easements to Cooperative if Required

Each Member shall, upon being requested to do so by the Cooperative, execute and deliver to the Cooperative grants of easements or rights-of-way over, on, and under such lands owned by the Member, and in accordance with such reasonable terms and conditions, as the Cooperative shall require for the furnishing of electric service to him/her or other Members or for the construction, operation, maintenance or relocation of the Cooperative's electric facilities.

702 Right of Access

Cooperative's employees or contractors shall have the right of access to Member's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, maintaining or exchanging any or all equipment and facilities which the property of the Cooperative are.

800 Miscellaneous

801 Notice of Service Disconnection

Any Member desiring termination of electric service shall give the Cooperative proper notice in order that the disconnect can be made on a mutually agreeable date. Members failing to give proper notice will be held liable for service used until a final meter reading acceptable to the Cooperative is obtained.

802 Requests for Identification

Satisfactory identification of person/s proposing to transact business with the Cooperative is required. Employees may request identification from applicants for electric service and Members to ensure accurate credits and charges. Photo identification and social security number is required for all new applicants for electric service. Failure to provide proper identification shall be grounds for withholding the service requested or completing the business transaction.