

Customer Service Policies & Procedures



(Last Revised May 2005)

EMERALD PEOPLE'S UTILITY DISTRICT
Customer Service Policies & Procedures

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PREFACE

Electric service is furnished within the boundaries established for Emerald People's Utility District under authority granted by the People of the State of Oregon and the Oregon Legislature, according to the constitution Article XI, Section 12.

The following policies and procedures apply to any person, firm, corporation or legal entity supplied with such utility service by the Emerald People's Utility District in accordance with the responsibility and authority set forth by the Oregon Law for People's Utility Districts.

It shall be the policy of the Emerald PUD Board that the utility needs of the customer will be reliably met without discrimination and in accordance with sound business principles; and that utility services pricing will be based on providing the lowest reasonable rate to all customers without special rate categories for selected social or economic classes of customers.

Further, it shall be the policy of the Board to consider the aesthetic and environmental effects of its activities in conjunction with full utilization of its resources while providing utility services to its customers.

Policies, maintenance, repair and installation procedures are founded on standards of safety, economy and efficiency. Emerald PUD will follow prudent utility and business practices and all work will be done in accordance with all state and federal rules and regulations. Some are a requirement for service, others are optional, and others are recommended. The use of such words as "shall," "may," etc., indicate the status for the policy or procedure. "Shall," is a requirement. "Should" is recommended. "May" is at the discretion of the District.

These Policies and Procedures are intended to provide instructional requirements to our customers to the broad electrical industry, and to the Emerald PUD staff to insure a high quality of electric service for all concerned.

Staff of the District are available for advice and consultation regarding service requirements and related problems in new, existing or reconstructed installations.

DEFINITIONS

These terms are defined as follows in Emerald PUD policies and procedures, rate schedules, or in the applications or contract for utility services, unless specifically indicated otherwise:

Billing Cycle: Customer accounts are proportionately and geographically divided into separate groups called cycles. Meters in each cycle are read and billed at approximately the same time each month throughout the year. Depending upon the number of workdays in any particular month, weekend days, and holidays falling between reading schedules, billing cycles may fluctuate between 27 and 34 consecutive days (see also Month).

Billing Period: Meters are read and their consumption billed to customers on a cyclic month basis, with the exception of the opening and closing reading and billing, which may be for a longer or shorter period than the customary 30-day month (see also Month).

Board: Emerald PUD Board of Directors or its authorized representative.

Commercial Use: An enterprise of either a profit or nonprofit nature, the purpose of which is to manufacture, sell or convey an idea, service or product (either tangible or intangible). This includes motels and living units with common-use facilities (see also General Service Use).

Conduit: A tubular material used for protecting electric conductors.

Connected Load: The sum of the rated capacities of all of the customer's equipment that can be connected to the District's lines at any one time.

Contractor: The party doing the utility work, whether it is the actual owner or a person, firm or corporation working for the owner.

Customer: Any individual, partnership, corporation, organization, firm or governmental agency supplied with utility service by the District at one location.

Demand: The maximum average kilowatt load used by the customer during the billing period.

District: Emerald PUD.

Electric Service: The availability of electric energy, at the point of delivery, for use by the customer, whether or not the energy is actually used.

Energy: The electric energy measured in kilowatt-hours.

General Service Use: A utility service to any structure, place or thing used for purposes not included under such classification as Residential, Industrial, Seasonal, Street Lighting, Private Property Lighting, etc. Usually, the General Service rate will include all Commercial uses of a profit or nonprofit nature designed to manufacture, sell or convey an idea, service or product (tangible or intangible); also includes public buildings, political subdivisions, churches, and multi-residential structures served through a master meter or as an integral part of a commercial venture.

Industrial Use: Customers served and metered at the Primary Voltage that register a demand of 1000 kW or more in any 12-month period.

Kilowatt (kW): A unit of power equal to 1,000 watts or 1.341 horsepower.

Kilowatt-Hour (kWh): The amount of energy delivered in one hour when delivery is at a constant rate of one kilowatt (3421.8 BTUs).

Landlord Agreement: A customer-signed authorization for billing of services to the property owner during vacant or non-signed periods.

Large Industrial Use – Customers served at the primary voltage that use 10 average megawatts (aMW) or more in any consecutive 12-month period, served under a separate contract for electric service.

Living Unit: A self-contained area that is regularly used for residential purposes and which includes kitchen, bathroom, and sleeping facilities. Each unit must be individually metered to qualify for utility service on the Residential Rate Schedule; otherwise, any combination of two or more living units will be served under the General Service Rate Schedule (see also Residential Use).

Load: The power requirement, usually measured in kilowatts, of a system or piece of equipment at a given instant, or the average rate of energy used during any designated period of time.

Load Factor: The ratio of average kilowatt load to the kilowatt demand during any designated period, expressed in percent.

Master Metering: See Residential Use.

Meter: An instrument used for measuring the electric energy delivered to the customer.

Month: An interval of approximately 30 days between meter reading dates, not necessarily a calendar month (see also Billing Cycle).

Multi-Family Residential Use: See Residential Use.

N.E.C.: The National Electrical Code, current edition at the time of reference without regard to the date these Policies and Procedures were published.

N.E.S.C.: The National Electrical Safety Code, current edition at the time of reference, without regard to the date these Policies and Procedures were published.

Nominal Voltage: The approximate voltage between conductors in a circuit or system or a given class, assigned for convenient designation.

Permanent Service: The long-term electric service to a structure that is designed to remain in one place and is of sufficient structural strength to support the utility service and associated equipment. Permanent or temporary service classification shall be at the discretion of the District.

Point of Delivery: Unless otherwise designated, the point of delivery shall be the point of attachment of the District's electric conductor to the customer's conductor without regard to the location of the District's metering equipment.

Point of Service Lateral Connection: The designated point of connection of the service lateral conductors to the District's electric distribution facilities.

Power: The rate of generating, transferring, transforming or using of energy measured in kilowatts or horsepower.

Power Factor: The ratio of useful power (kW) to total power (kVA).

Primary Metered Customer: A customer who is metered at the primary voltage and owns all electrical infrastructure beyond the point of metering. All Primary Metered customers shall receive the applicable primary meter discount as determined during each rate period.

Primary Voltage: Any voltage above 600 volts, phase to phase.

Prorated Billing: The District prorates monthly customer charges when the number of billing days is 20 or less. The chosen method is to multiply the monthly customer charge by 12, divide by 365 days and multiply the average daily customer charge rate by the number of days in the current billing period.

Rate Schedule: A formal statement of the charges and conditions for a particular class or type of service in a given area or location.

Readily Accessible: That which is normally and easily reached during regular daytime service hours; not subject to being under private "lock and key," "fenced in," with a "dog run" area, or obscured by vegetation.

Residential Use: Utility service to any structure used primarily for residential purposes and which is not an integral part of a commercial venture.

For rate assignment purposes, residential use is further defined as follows:

A. Single-Family Use (Residential Rate):

Any living unit that is individually metered and is primarily used for living purposes. Residences with "sleeping room" facilities without accompanying separate kitchens or bathrooms shall be designated as single-family use; provided, however, that the structure is not obviously designed for multi-family use, such as "quads," sororities, fraternities, apartment complexes, motels, etc., served through a master meter. The Residential Rate Schedule does not apply to rooming or boarding houses where five or more rooms are used as sleeping or living quarters for persons not members of the customer's immediate family.

Any multi-family use facility can qualify for the Residential Rate Schedule if each living unit therein is individually metered. According to ORS 456.763, "each individual dwelling unit in a multi-family residential building constructed after October 4, 1977, shall have installed a separate, individual electric meter for each such dwelling unit except where a building inspector determines that the installation of a single, central electrical meter for all the dwelling units in such building would facilitate an overall reduction in electrical consumption by such units." Common-use facilities associated

with such individually metered multi-family occupancies shall be metered under the General Service Rate Schedule.

B. Multi-Family Use (General Service Rate):

Any two or more separated living units, duplexes, triplexes, fourplexes, “quads,” apartment houses, motels, etc., served through a master meter as an integral part of a commercial venture.

C. Business Combined with Residence:

Where the major portion of the electric service or capacity provided for a dwelling is used regularly for the conduct of business, or for any non-residential purpose, the electricity consumed in the portion so used will be separately metered and billed under the appropriate schedule. If the customer does not provide separate metering, the entire premises may be classified as non-residential and billed accordingly.

Secondary Distribution System: An alternating current system connecting the secondaries of distribution transformers to the service drop or service lateral.

Secondary Voltage: Any voltage of 600 volts or less, phase to phase.

Service Drop: The overhead service conductors from the last pole or other aerial support, including the splices, if any, which connect to the service entrance conductors at the building or other structure.

Service Entrance: The conductors and conduit/cable between the terminals of the service equipment (see National Electrical Code requirements) and the point of attachment of the service drop or service lateral.

Service Lateral: The underground service conductors (and raceway, if used) between the secondary distribution system (including any risers at a pole or other structures or from transformers, junction box or underground vault) and the first point of connection to the service entrance conductors.

Short-term: A lease, rental, use or occupancy arrangement lasting 12 months or less. “Transient” has the same meaning and both terms shall apply to temporary service policies for all utility services.

Single-Family Residential Use: See Residential Use.

Temporary Service: A utility service of a short-term or transient nature which may or may not be to support a structure designed for permanence, including but not restricted to, residential and commercial construction, activities, fairs and the like, roadside-type stands, certain mobile homes not in a commercial mobile home park, billboard signs, irrigation pumps, and any service that does not meet the requirements for a permanent service.

Weatherhead: The termination at the end of the conduit through which the customer's conductors pass for attachment to an aerial service drop.

A. RATE ADJUSTMENT, REVISION OF POLICIES AND PROCEDURES

The District reserves the right to change any or all of its Rate Schedules or these Policies and Procedures, as it deems necessary.

Where applicable, these Policies and Procedures cancel and supersede all previous regulations issued by Emerald PUD.

B. CONFLICT

In case of conflict between any provisions of any rate schedule and these Policies and Procedures, the rate schedule shall apply.

C. CUSTOMER DEFINITION

A customer is any individual, partnership, corporation, firm, governmental agency, or other legal entity supplied with utility service by the District at one location. Utility service supplied at more than one location or for more than one separately operated business shall be metered separately and billed at each location and for each such business.

Electric utility services are provided to serve structures, places or things without regard to individual occupants; however, rate schedules are applied according to use and occupancy classifications, i.e., Residential, Farm, General Service, Irrigation, Street Lighting, Industrial, Large Industrial etc.

If several buildings are occupied and used by a customer in the operation of a single business, the customer may obtain utility service for the entire group of buildings through one service connection at one point of delivery; however, the management of more than one building by a property management agency shall not be considered as the operation of a single business.

If such a group of buildings is separated by a public street, highway or alley, the customer may be served through one service connection by securing the necessary permits from the governmental agency having jurisdiction thereof and by paying the costs of installing and maintaining such utility materials and equipment necessary to accept delivery of electric service at one point of delivery. The District shall not be responsible for loss of life or damages to property resulting from customer-owned, installed and maintained facilities on, adjacent to, or connected to the District's facilities, and customer shall assume all liability thereof.

The customer shall furnish, own and maintain all materials and facilities required to distribute electricity beyond the point of delivery to points of use on the customer's property. District-owned facilities, such as metering located beyond the point of delivery, shall be maintained by the District.

The District shall not serve two or more residences through one meter, except as noted below.

Two or more households (such as apartments and duplexes) presently served through one meter shall be served at the General Service Rate. Two or more households shall not be considered as single residential use, unless individually metered.

Customer definition by class of service for rate application purposes shall be according to the “Applicable” section of the various rate schedules under which the District provides utility service.

D. APPLICATION FOR SERVICE

All persons, joint and several, desiring residential or non-residential electric service are required to personally make application for such service. All customers shall receive uniform consideration and courtesy in all service, billing, and collection matters. Requests from persons other than the customer will be accepted only if such requests are made by a spouse, close relative (e.g., mother, father, sister, brother, adult daughter/son), or if a letter of authorization signed by the customer is on file with the District.

The District will accept application for electric service over the telephone, by mail, over the internet or by personal visit to the District’s office, and the following shall apply:

Signed applications may be required on all non-residential accounts. Applicants for residential service should provide the District with the following minimum information at the time each account is opened: full name of customer and co-obligor if applicable, requesting service, service address; mailing address; date of responsibility; Social Security number; spouse or roommate’s name (where applicable); employment; home phone or message phone number; driver’s license number; name of landlord if renting; name, address and phone number of personal reference; any additional information necessary to open an account for service. In the absence of an approved application, services may be turned off following notification unless the owner has a properly executed Landlord Agreement on file with the District. If a Landlord Agreement is not on file, the District may exercise its option to physically disconnect service. Owners who do not have to be responsible for District services between occupants may notify the District to physically disconnect the services each time an occupant closes his or her account. Such notification will remain in effect until such time as the District is advised by the current owner to cancel it. In the absence of such notification to physically disconnect services, the District will bill the property owner for any services delivered through the District’s metering equipment during periods of vacancy or when occupants are not under agreement with the District to pay for such services.

The request for service is a request only and does not, in itself, constitute a contract until the District actually delivers, or is ready to deliver, electric service to the customer.

The District, in its sole discretion, may allow a responsible person to become a co-obligor of a Customer provided such person signs a written agreement obligating payment of all charges incurred by the Customer. The Customer shall allow the release of account information to the co-obligor. The co-obligor must meet satisfactory credit history requirements. (see Deposits, Section H2).

Acceptance of service, with or without a written application, shall be subject to compliance with the District’s Policies and Procedures.

E. INDUSTRIAL CUSTOMERS

The District serves two categories of industrial customers: Industrial and Large Industrial.

Industrial Customers are those customers who have registered or are planning to register demands equal to or above 1000 kW in a consecutive 12-month period.

Large Industrial customers are those customers who consume 10 aMW or more in a consecutive 12-month period as compared to their consumption during the immediately preceding 12-month period. This includes any new customer or the expansion of an existing customer at a single facility.

1. Industrial Customers

All new Industrial Customers shall be metered at the District's primary voltage and shall receive electrical service at the applicable Industrial Rate at the time service is requested. The Customers shall own and be responsible for all electrical infrastructure beyond the point of metering for which they will receive a Primary Metering Discount as determined at the time service is requested.

2. Large Industrial Customers

All new Large Industrial Customers shall obtain service through a separate contract for electric service. The term of the contract shall be negotiated, but would likely be the same as the term of any bonds sold to purchase electric facilities or build new facilities.

If the Large Industrial Customer is considered a New Large Single Load as defined by BPA (currently 10 aMW or more), then the New Large Industrial Customer shall be granted direct access to the market place for electric service. Direct access means the ability of the new Large Industrial Customer to purchase energy, demand, transmission, and ancillary services, directly from an entity other than the District, without any objection, charge or prohibition by the District. Should the District provide any of these services we will bill the Large Industrial Customer monthly only for the cost of these services.

The District shall bill monthly a Large Industrial Customer for the cost of necessary operations & maintenance, administration, and any improvements to electrical facilities through a Distribution Charge; and for the cost, including interest, on borrowed funds to purchase or construct any facilities necessary to serve the customer through a Surcharge.

The District shall also collect a monthly Contribution To Base from the Large Industrial Customer; the amount shall be negotiated.

The District shall also collect from the Large Industrial Customer three percent (3%) of its total monthly Energy, Contribution to Base, Surcharge, Distribution, Transmission, and Ancillary Service Charges, regardless of supplier, for public purposes (conservation, low-income weatherization, schools and renewable resources) through a Public Purposes Charge as required under SB 1149, Section 27. The District shall allocate the 3% as follows: collect a monthly administrative charge of \$100 per customer, and an additional monthly charge of \$500 per customer for a low-income bill payment assistance program; with the remaining public purposes funds to be allocated as follows: 6% for school programs, 68% for new conservation, 16% for the above market cost of renewable resources, and 10% for low-income programs. According to SB 1149, Section 27(9) and under OAR 330-140, a Large Industrial Customer may

elect to self-direct some of these funds, and get credit for Oregon Office of Energy certified new conservation projects up to 68%, and Oregon Office of Energy certified new renewable resources up to 16%. Should the customer not choose to self-direct their public purposes funds, or if they do not earn a credit, in any given calendar year, the funds shall be used at the sole discretion of the District for public purposes.

Costs shall mean the actual, direct out-of-pocket costs (excluding traditional overhead expenses) to the District without markup, and includes depreciation, taxes, wages, workers' compensation coverage, all employee benefits, and equipment and supply costs.

The District shall provide consultation, maintenance, energy conservation services, or other services to assist the customer in siting, constructing and maintaining self-generation facilities. The District shall charge for these costs at the Cost of service plus fifteen (15) percent.

Unless otherwise specified in the contract for electric service the Large Industrial Customer shall be subject to all provisions of this Customer Service Policy.”

F. NEW CUSTOMER OR CHANGE OF RESIDENCE

Customers, joint and several, shall be responsible, effective the date the District is requested to start service or the date of the customer's occupancy, or responsibility, whichever occurs first.

A customer who orders connection of service will be connected that day under normal circumstances. A customer who orders service at other than established service hours (8 a.m. to 3 p.m. Monday through Friday, excluding District-observed holidays) may be accommodated at the discretion of the District; however, a customer ordering service connections at such times shall be charged according to the established schedule of charges (see Service Charges and Rates, Section T) when the connection is made, except when, in the opinion of the District, utility service is required to protect health, life or property.

When new individually metered, single, multi-family or non-residential units are being processed, the District may elect to install any or all meters as “active” in the owner's name or to install any or all meters as “inactive,” except that any common-use meters must be installed “active” in the owner's name. Billing for minimum charges will commence the date an “active” meter is installed. An “inactive” meter becomes “active” when it is assigned an account number and a customer's name associated therewith.

G. RELEASE OF INFORMATION CONCERNING DISTRICT CUSTOMERS

Specific account information (e.g., billing, payments, etc.) may be released to a customer about the customer's own account only by an authorized District employee, at the convenience of the District, and upon verification of the requester's identity. Disclosures will be in accordance with the Oregon Public Disclosure law.

Requests for information concerning specific District customers shall be referred to the Credit Department or Customer Service Department for handling. The account representative handling

the request shall obtain the approval of either the General Manager, Finance Manager, or Customer Service Supervisor prior to releasing such information.

Persons desiring to trace or locate residents in the District's service area may secure such information from other available sources, but not from the District.

Lists of new or existing customers shall not be furnished.

Customer credit information of a personal nature shall not be released without permission from the customer, unless requested by public safety agencies or local, county, state and federal governments as well as other utilities and agencies with whom we have reciprocal arrangements.

High and low consumption in kilowatt-hours and dollars as well as average annual dollar billings may be released at the convenience of the District to realtors or the property/building owner by reference to an address only, without disclosure of the customer's name, provided a cautionary statement is made by the District that fluctuation may occur depending on a) the number of persons living at that address, b) varying lifestyles of families, c) weather patterns, etc.

H. SERVICE DEPOSIT

1. Deposits

A deposit is may be required whenever, in the opinion of the District, there is a financial risk involved. Such risk may be determined as follows, but is not limited to:

- a) A customer using a false name with the apparent intent of avoiding payment of previous billings.
- b) A new customer with unestablished credit with the District.
- c) A customer refusing to give information requested by the District for the purpose of clarifying the customer's identity or credibility.
- d) A customer with continuous delinquencies as reflected by a rating determined by the customer's own bill payment/delinquency history with the District.
- e) A customer disconnected for failure to pay bills when due.
- f) A customer who has used utility service following illegal reconnection of service.

Each Residential customer will be assigned a credit rating reflecting that customer's own payment history and symbolizing credit worthiness. Each category of collection effort shall be given a point value as follows:

- a) Returned checks: 9 points each
- b) Final notice: 1 point each
- c) Reminder notice: 0 point each
- d) Field Collector call: 13 points for the first call and 3 points for each additional call
- e) Actual disconnection: 9 points each
- f) Illegal reconnection: 10 points each

There shall be four credit ratings and minor ratings within each major class:

- a) **SERIES 000:** Assigned to all new customers. Code R is assigned to all new customers without prior history. Code H is assigned after 14 points have been assessed or with prior credit history.
- b) **SERIES 100:** Assigned to existing customers and earned while being an active customer between one and two years. Code R is assigned by having points between 0 and 13. Code H is assigned with 14 or more points.
- c) **SERIES 200:** Assigned to existing customers and earned while being an active customer between two and three years. Code R is assigned by having points between 0 and 13. Code H is assigned with 14 or more points.
- d) **SERIES 300:** Assigned to existing customers and earned by being a customer for more than three years. Code R is assigned for points between 0 and 13. Code H is assigned for 14 or more points.
- e) All other classes of customers (Farm, General, Industrial) will be assigned credit codes equal to Series 200, and issued delinquency notices accordingly.

2. Establishing Credit For Residential Customers

A residential customer may establish satisfactory credit for residential utility service if the customer:

- a) has been a residential customer of the District for one year without non-payment history; and
- b) has had no more than two delinquent notices during the preceding 12 months; and
- c) has had no previous adverse credit history and furnishes a personal reference and address; or
- d) provides the District with an assignment of a Bank Certificate of Deposit, a Surety Bond or a cash deposit equal to an estimated billing of the two highest months.

Satisfactory credit experience with another electric utility for a residential-type account may be accepted for establishing residential credit with the District.

The District may refund or apply residential deposits plus accrued interest to any unpaid balance upon discontinuance of the service, or after 12 consecutive billings without having more than two delinquent payments. No interest will be paid if the refund is made within the first six months of service. Interest will be the average rate of interest on savings accounts at U.S. National Bank and Wells Fargo on January 1 of each year.

3. Establishing Credit For Non-Residential Customers

All unestablished non-residential customers shall be required to place a deposit with the District, according to the terms and conditions of this policy. A non-residential customer may establish satisfactory credit for utility service if the customer:

- a) has been a non-residential customer of the District for one year or more with no disconnection for non-payment history; and
- b) has had no more than two delinquent payments during the preceding 12 months; or

- c) provides the District with an assignment of a Bank Certificate of Deposit, a Surety Bond, Bank Letter of Credit, or a cash deposit equal to an estimated billing of the two highest months.

Satisfactory credit experience with another utility for a non-residential account may be accepted for establishing credit with the District.

The District may refund or apply non-residential deposits plus accrued interest to any unpaid balance upon discontinuance of the service, or after 12 consecutive billings without having more than one delinquent payment. No interest will be paid if the refund is made within the first six months of service. Interest will be the average rate of interest on savings accounts at U.S. Bank and Wells Fargo Bank on January 1 of each year.

4. Cost of Collection Charges

Service charges established by the District may be added to a customer's account to cover the costs of collection effort in the processing of unhonored checks, hand-delivered notices by field representatives, and the disconnection/ reconnection of service (see Service Charges, Section V).

I. BILLING

All rate schedules are based on a billing period from 27 to 34 consecutive days. Reference to one month's service in the rate schedules relates to the billing period, which, in all probability, is not a calendar month. The District reserves the right to read meters and present bills for longer or shorter periods.

Rate schedules are applied according to use and occupancy at the time of application. Rate schedule assignments cannot be changed unless there is a lasting change in use or occupancy. Should the use and/or occupancy of a location undergo a change which involves conversion to another rate schedule, the customer shall notify the District, and the District will determine the applicable rate schedule. The utility billing shall remain the responsibility of the owner, lessee, or property management agency involved.

In the case of new accounts, the electric consumption shall be billed in the regular billing period sequence, except that any opening bill may be billed immediately at the discretion of the District.

The Landlord Agreement is a signed authorization for billing of services to the property owner during vacant or non-signed periods. An owner of rental property may use the Landlord Agreement to assure uninterrupted service in the absence of an active contract with a tenant to pay for services delivered. Otherwise, services may be turned off during such periods.

Opening and closing bills shall be prorated within the rate schedule on the basis of a 30-day month, if an actual read cannot be obtained.

Bills are due upon presentation, and payable at the District's office or designated pay stations no later than 15 days from the date of billing, and according to the calculated credit rating, except that closing bills are due and payable upon presentation. Bills greater than \$500 will be charged 1% should an arrears exist at the next billing date. This is an annual charge of 12%. Bills greater than \$25 and less than \$500 will be charged a \$5.00 late fee after two months. Bills less than \$25 will not be charged a late fee. A customer who will be away for an extended period shall be responsible for depositing with the District sufficient payment to cover

anticipated billings issued during the customer's absence. A customer who questions or disputes a bill shall be encouraged to contact the District before collection efforts become necessary. A customer who is unable to pay the full amount of the bill may enter into a payment schedule subject to the approval of the District. The District shall base its decision on the customer's good faith, ability to pay, and past payment practices with the District. When appropriate, information may be disseminated regarding community service agencies that may have programs designed to assist with payment of utility bills. Any customer who has not kept prior payment commitments to the District will not be permitted to enter into new arrangements until the bill is paid in full. Payment schedules will usually not exceed 60 days and will be in addition to all current billings. Acceptance of partial payments in the past shall not preclude the District's right to require full payment upon demand in the future.

On line bill presentment will function as follows. Customers will receive a password, which will allow them to view their bills monthly and look at historical billings. One-time payments from checking or savings accounts are available.

The District reserves the right to establish the means or form of payment (cash, money order, bank cashier's check, credit card, etc.) from any customer who has previously tendered an unhonored check, or gives the indication that funds are not sufficient to cover any check tendered.

1. Prepaid Meters

The District utilizes a prepaid metering system. Prepaid meters are very informative, providing customers with useful energy usage information and helping them control their electricity usage. These meters relieve the District from reading meters and sending bills. They require customers to pay for their energy in advance. They are available upon request by customers. The District may require these meters to be installed in new installations, especially multi-family dwellings. The District may also require these meters to be installed in accounts where collections have proven to be habitually delinquent, as a means to prevent future collections problems.

2. Equal Payment Plan

Some customers find it to their advantage to use the Equal Payment Plan. The plan is meant to be a convenience for those who choose to use it. No one is obligated to participate. Under this plan, the customer, although receiving a regular monthly bill, pays only the estimated average monthly amount of the following 12 months of bills. The estimate is based on the previous 12 months of bills. Any anticipated future rate increases within the Equal Payment Plan period are taken into consideration in determining the monthly payment. The District reserves the right to adjust the monthly payment requirement at any time to compensate for abnormal debit or credit balances.

The monthly payments begin with the May billing. The account must have a zero balance the following April billing, by either taking advantage of any credit which was accumulated or by paying the difference over the average amount. Any credit balance may be refunded or used to offset future billings, as the customer desires. A customer on the Equal Payment Plan may remain on the plan until such time as the customer moves from the address where the plan was

used, or the customer notifies the District to terminate their participation in the plan, or the customer is delinquent more than two times during the preceding 12 months.

The requirements for a person to take advantage of the plan are: 1) to have any existing balance paid in full, 2) to have the April billing paid in full or satisfactory arrangements made, and 3) Should have been a customer at a particular address for 12 months or longer. This plan is available for residential and non-residential accounts.

3. Account Collection

The District shall make every reasonable attempt to secure payment of all delinquent accounts receivable. When deemed necessary by the District, services may be disconnected following reasonable notice. Delinquent accounts may be referred to collection agencies, or other available legal procedures may be used.

4. Payment Options

Customers may make payments to the District by cash, check, money order, credit card, recurring checking, savings or credit card withdrawals, on-line bill payment or any other District approved electronic payments. Payments may be made to us by mail, in our office, a designated EPUD pay station or on-line. AUTO PAY refers to automated checking, savings and credit card account withdrawals to those Customers who select this form of payment, and provide the appropriate documents for authorization. AUTO PAY customers receive a copy of their monthly bill, which is marked "auto pay." If the bank returns an auto payment three times for any reason, the customer will be removed from the auto pay program. Returned auto payments are treated the same as an NSF check, and will be charged the scheduled amount.

J. APPEALS

1. Informal Conferences

A customer who questions or disputes a bill or the payment thereof, or who is unable to pay the full amount when due, shall have the right to and be encouraged to have an informal conference with an employee designated by the Manager of Finance and Administration. That employee will have the authority to make deferred payment arrangements.

The customer shall be advised of the right to appeal by an appropriate message printed on all final notices, warning of service suspension, and mailed by the District to the mailing address of record.

The informal conference may be conducted by telephone or in the District's offices, during regular business hours, 8 a.m. to 5 p.m. Monday through Friday, excluding District-observed holidays.

Every reasonable effort shall be made by the District to accommodate its customers in these matters, including timely resolution of complaints and disputes. The undisputed portion of the bill must be paid within the time limits stated previously in this section. Deferred payment arrangements may not be extended to customers who have failed to comply with previous

payment arrangements or who have had repeated collection problems with the District prior to the disputed billing.

2. Right of Appeal

A customer who disagrees with the billing and collection decisions of designated District employees after informal conferences shall have the further right to appeal to the District's Appeals Administrator (or designee). The Appeals Administrator (or designee) shall be a management-level employee, designated to hear all formal appeals to billing decisions and render all final decisions.

Appeals resulting from informal conferences must be submitted, together with the reasons thereof, within five business days following the employee decision. Appeals, preferably in writing, shall be addressed to the attention of the General Manager, Emerald People's Utility District, 33733 Seavey Loop Road, Eugene OR 97405, or may be submitted by telephone. The customer must identify the amount of the disputed portion of the billing at the time of the appeal. Collection effort by the District for that amount will be suspended until the General Manager's (or designee's) decision is issued. Appeal hearings shall be conducted during regular business hours, 8 a.m. to 5 p.m. Monday through Friday, excluding District-observed holidays, within seven business days following appeal of the informal conference decision.

The customer or customer's representative shall open the hearing with a statement of the customer's position in the matter and a presentation of evidence in support of the appeal. A District representative shall then provide the District's position and presentation of the evidence.

The Appeals Administrator (or designee) shall provide the customer with a written decision within three business days following the appeal hearing. The written decision shall be hand-delivered or sent to the customer by certified mail. The written decision shall contain a summary of the customer's appeal and supporting evidence, a summary of District collection efforts, and the Appeals Administrator's (or designee's) decision.

If the customer refuses to accept delivery of the written decision or fails to make whatever payments are required by the Appeals Administrator's (or designee's) decision, the District may proceed with immediate collection effort without further notice, including, but not limited to, disconnection of the customer's service.

Aggrieved customers may bring any dispute directly to the Board of Directors after having exhausted their appeal rights under this section. The General Manager may waive the procedure, at a customer's request, and allow an appeal directly to the Board.

K. DISCONNECTION OR RECONNECTION OF SERVICE

1. By the Customer

- a) A customer who wishes utility service disconnected should give the District three days notice in advance of the effective date. The outgoing customer shall be liable for all services and charges rendered up to the date the District receive notification to discontinue utility service.
- b) A customer must order utility service resumed or reconnected between 8 a.m. and 3 p.m. Monday through Friday, excluding District-observed holidays; otherwise,

customers requesting utility service connections on Saturdays, Sundays, District-observed holidays, or after established hours (8 a.m. to 3 p.m. on Monday through Friday), may be charged after-service-hours rates according to the schedule of charges (see Service Charges, Section V)

- c) EPUD.net subscribers agree to pay monthly service fees for connection to, and use of, the Internet and E-mail Services through EPUD.net. Subscriber agrees to promptly notify EPUD.net of any change in billing address. Charges for service are billed in advance for non-electric customers. Non-electric customers agree to pay for Service on or before the date the amount is due. Full payment for outstanding invoices must be received no later than the last day of the month following the date of the invoice. Accounts for which payment has not been received by the last day of the month will be automatically suspended until such time as the account is brought current. Any account subject to termination for non-payment will be charged an additional setup fee for reactivation.

2. By the District

The District may, at its discretion, in addition to all other rights and remedies at law or in equity, discontinue or suspend the delivery of electric service.

- a) After a seven-day written notice for failure of the customer to pay all charges for service when due or for violation of any part of the Board's Policies and Procedures. It is the District's policy that before service is terminated for non-payment of bills, the District shall contact the customer. This may occur by either telephone, in person (includes door hanger), or by first-class mail.

Service will not be terminated where it is verified or certified by a licensed physician that life-support equipment is in service or where it is verified termination of service would be especially dangerous to the physical health of an occupant of the household. This is especially applicable to electric service during sub-freezing weather. Restrictive devices may be used to control the amount of electric current available at any given time.

Service will not be disconnected for any residential customer if the District is notified in writing on approved form by a private licensed physician or a professional certified or registered employee of a local health services agency, that such disconnection would seriously endanger the health of that customer or any member of the customer's household. Such written notice should be resubmitted to the District every 30 days to remain valid.

Service may not be disconnected because of non-payment in the post-noon period of any Friday or regular business day preceding a District-observed holiday.

- b) The District may, at its option, in addition to all other rights and remedies at law or in equity, discontinue or suspend the delivery of electric service without written notice upon apparent evidence of fraud, tampering, or power diversion, which violates national, state or appropriate local codes affecting utility service or to protect health, life, or property, but with reasonable effort to make personal contact before service is disconnected and with reasonable effort to assure that

disconnection would not endanger any resident's health or life. If personal contact is not made, notice of the disconnection will be left at the customer location by door hanger.

All District meters, equipment and services shall be kept free of all forms of tampering or diversion methods. The District may maintain a continuing and updated program for detecting and deterring such activity through education, training, collection of costs, estimated loss or revenue, and prosecution.

When electricity is diverted around the District's meter, or when the meter, metering equipment, or any service equipment is tampered with, or affected so that the meter will not measure and record the full amount of electricity, the customer will be presumed to be responsible for payment of electricity which is determined by the District to have been diverted improperly for their own use. Customers will be in violation of this or any other section of District Policies and Procedures that may apply.

Anyone who in any way damages District property, facilities, or equipment, including tampering or diversion of any said items, may be prosecuted and/or charged for replacement, loss of revenue, investigative and administrative costs. In the event tampering or diversion occurs, the current customer shall be held responsible for unmetered usage for the lesser of six months or their connect date. Should investigation prove the current customer is responsible for unmetered use, the District reserves the right to charge beyond the six-month period under unusual circumstances.

The District shall have the authority to bill for interest charges applied to the value of diverted power or unbilled service. Interest will be charged at the current rate being applied to delinquent accounts established in Section F of the Customer Service Policy.

The findings of each case may be referred to proper authorities for possible prosecution.

- c) The District may in addition to all other rights and remedies at law or in equity, discontinue or suspend the delivery of electric service without written notice upon apparent evidence of fraud or to protect health, life or property.
- d) The District shall have the authority to disconnect or suspend the delivery of service for failure to meet contractual obligations other than non-payment of electric service. Obligations to the District through miscellaneous claims or contracts not met by the customer may be grounds for disconnection of services. A seven-day written notice of non-payment on such contracts prior to disconnection will be provided.

Options may be exercised at the discretion of the District whenever any violation or default occurs. Any delay or omission of action at anytime on the part of the District in exercising such option, shall not be deemed a waiver of the District's option rights.

3. Code Violations

Upon written notice from the governmental agency having jurisdiction thereof to disconnect service because a code violation exists, service will be discontinued without written notice, but with reasonable effort to make personal contact with the customer before service is disconnected. Under most circumstances, this policy relates to national, state, and appropriate local codes affecting utility service.

4. Resumption of Service After District Action

Whenever utility service has been discontinued or temporarily suspended by the District for any national, state, or local code violation, fraud, failure to pay all charges or service, or for violation of any part of the District's Policies and Procedures, the service will not be resumed until the situation requiring such action has been corrected to the satisfaction of the District or the governmental agency having jurisdiction. Any changes in the customer's wiring that may be necessary shall be made at the customer's expense. Services disconnected for failure to pay bills when due shall not be reconnected until payment in full has been received by the District or arrangements satisfactory to the District have been made to pay all amounts due. The District reserves the right to also require a deposit. The District does not guarantee reconnection of services the same day approval for reconnection is made. However, every reasonable effort will be made to do so.

If the service has been disconnected by the District and reconnected without the District's authorization, the District may disconnect the service from the District's supply system. Under these circumstances, services may not be reconnected until all bills, service charges, disconnection and reconnection costs, and deposits have been paid in full, and until the District is satisfied similar incidents will not recur. In addition to the rights and remedies stated here, or as may be found elsewhere in state and local laws, the District reserves the rights to pursue legal recourse against the parties involved in, or benefiting from, such illegal acts.

A customer shall be charged according to the established schedule of charges for all such resumption or reconnection of service. Overtime may be charged when reconnection cannot be made during regular work hours. (See Section X, Schedule 88M).

Service discontinued or suspended for default of payment of utility bills shall not be resumed in the name of any relative, friend, or member of the family when the head of the household has not actually changed or the customer of record is still living at the subject service address unless all charges have been paid in full.

5. Removal of Idle Facilities by the District

In recognition of the costs associated with maintaining facilities that are in the field, the District may, at its option, in addition to all other rights and remedies at law or in equity, remove facilities that have been idle for three or more years and/or not paying an annual minimum, to provide electric service. Customers that request such facilities to be left in place shall be charged a minimum amount, which may be billed annually or monthly. The District will determine the appropriate time to remove idle facilities after contacting the last known customer. The annual amount may be based on the extent of the facilities left in the field, and may change from time to time as energy rates are adjusted, and will take into account such factors as losses, periodic inspections, testing, treating, and right-of-way maintenance (i.e. tree trimming).

L. EMERGENCY SITUATIONS

District employees who are dispatched to disconnect services are responsible for reporting circumstances which present reasonable justification for delaying disconnection of service, and allowing such services to remain connected pending review.

Where it is necessary that utility service be temporarily disconnected or connected to protect health, life or property, the District may, at its discretion, take such action without charge to the customer.

M. TEMPORARY SERVICE

Temporary service refers to utility service for short-term or transient-type installations. Mobile homes that do not have permanent structure for the point of attachment, short-term non-residential activities, and on-site service to construction operations are in this category.

Short-term temporary service is limited to 12 months use from date of connection, and will be disconnected unless agreed upon with the District.

Temporary service is further classified as follows:

1. General Temporaries

- a) Where the service drop is 150 feet or less and no additional facilities are required to provide service, the customer shall pay a flat fee for the temporary service plus the charge for energy used at the applicable rate.
- b) If the service drop is more than 150 feet in length, or if any additional facilities are required to provide service, the customer shall pay the flat fee noted above in 1. a, plus costs of installation and energy used at the applicable rate.

2. Mobile Homes

A customer who owns the real property upon which the mobile home is located may qualify for permanent service by fulfilling certain requirements, such as providing a carport, utility room, pump house, garage, or shop, in addition to the requirements of the governmental agency that has jurisdiction.

Permanent service to a customer-owned pole is not recommended. However, if the customer wants the point of attachment to be on a permanently installed pole, the pole, to be furnished and installed by the customer, shall be in addition to the required permanent structure, of sufficient structural strength and installed in a manner approved by the District.

When the qualifications noted above are adequately met, the customer shall be entitled to reimbursement of installation and removal costs previously paid for the temporary service, however the flat fee shall not be reimbursable. Application for such reimbursement shall be the responsibility of the customer for whom the temporary service was originally installed, and must be made within two years after such temporary facilities were installed.

Mobile homes located on a planned long-term basis adjacent to permanent residences to provide occupant care or supervision may be considered as permanent at the District's option.

3. Construction Operations/Short-Term Commercial Activity

Single-phase or three-phase service for construction operations including, but not limited to, single-family residences, duplexes, fourplexes, “quads,” apartments, offices, schools, churches, commercial or industrial buildings, and for temporary service to short-term commercial businesses shall be charged the cost of installation and removal of equipment and material plus the charge for energy used at the General Service Rate Schedule. Temporary service using a service drop of 150 feet or less and not requiring any additional equipment or materials shall be charged a flat fee plus the charge for energy used at the applicable rate.

A customer’s terminal and intermediate support installations for receiving temporary services must maintain National Electrical Safety Code and appropriate governmental agency clearances, be structurally safe, and provide an adequate support for the point of attachment.

N. RESALE OF UTILITY SERVICES

The Rate Schedules cover the sale of electricity for the sole and exclusive use of the customer. The customer shall not resell utility services supplied by the District without written permission. An Emerald PUD customer may be given written permission for resale if they meter and bill tenants, such as in a mobile home park, at the District’s regular rate for the same type of service for which the Districts rate schedule applies.

O. RIGHTS OF WAY AND RIGHTS OF ACCESS

The District shall be granted, at no cost, all rights of way, rights of access, and easements necessary to serve the customer for the installation, maintenance, repair, replacement, removal or use of any or all equipment or materials used to supply and deliver electricity to the customer.

Access at all times to the premises of the customer for the purpose of reading meters, testing, repairing, removing or exchanging any or all equipment belonging to the District shall be deemed granted during the time electric service is accepted by the customer. Meter readers are not to gain access to meters by going through the house, garage or any other passage where equipment or materials are stored.

The District shall be granted all necessary rights of way and rights of access to perform clearing and trimming of trees, shrubs, vines or other vegetation it deems prudent to maintain proper clearances and accessibility for the maintenance and operation of utility services or as may be required by standard utility safety practices. The Oregon Utility Commission Staff Policy defines the tree trimming rules of ANSI C2, National Electrical Safety Code (NESC) as interpreted by the administrative authority (Reference-NESC Rules 012, 013 and 218.) No charge, if trimming is done in the normal trim cycle, shall be made to the customer for any clearing or trimming activities; however, the decision to trim or clear shall be the exclusive right to the District, in accordance with previously mentioned Safety Codes. The normal trim cycle is three (3) years. The customer may, with the District’s permission, choose to have their trees trimmed more often than three years to avoid trimming trees shorter than preferred. Should the customer be granted a shorter trim cycle, they will pay the additional cost. Emerald PUD will issue a miscellaneous invoice for the cost of trimming out of cycle. Should the invoice not be paid within 30 days from the issue date, the full amount will be added to the customer’s electric bill, and will be subject to disconnection of service. Please refer to the District’s Tree Trimming Policy for complete details.

P. INTERRUPTIONS, CURTAILMENTS, FLUCTUATIONS, SHORTAGES, OUTAGES

The District shall exercise reasonable diligence in supplying satisfactory and continuous electric service. However, at times there will be some degree of failure, interruption, suspension, curtailment or fluctuation. The District cannot and will not guarantee constant or uninterrupted delivery of electric service and shall have no liability to its customers or any other persons for any interruption, suspension, curtailment or fluctuation in electric service, or for any loss or damage caused thereby, resulting from the following or from any other causes, except for that damage caused directly by negligence on the District's part. (See also Section R.1.)

1. Causes beyond the District's reasonable control including, but not limited to, accident or casualty, fire, flood, drought, wind, action of elements, court orders, litigation, breakdown of, or damage to facilities of the District or of third parties, acts of God, strikes or other labor disputes, civil, military or governmental authority, electrical disturbances originating on or transmitted through electrical systems with which the District's system is interconnected and acts of omissions of third parties.
2. Repair, maintenance, improvement, renewal or replacement of facilities, or any discontinuance of service (which in the District's judgment is necessary) to permit repairs or changes to be made in the District's generating, source of supply, transmission or distribution facilities, or to eliminate the possibility of damage to the District's property or to the persons or property of others. Whenever the District schedules maintenance in advance which will require customers to be without utility service for more than one hour, the District will notify customers as follows:
 - a) At the District's discretion, customers may be contacted in person, by phone, or by written notice either mailed or left in plain view at the location, which is scheduled for temporary termination.
 - b) The oral or written notice will include the following:
 - 1) Reason for termination
 - 2) Date and approximate time termination will begin
 - 3) Expected duration of termination
 - c) Whenever possible, customers expected to be without service beyond one hour will be notified at least one day in advance.
 - d) When possible, the District will take steps to assist customers in protecting health and safety if adverse circumstances are brought to the attention of District personnel at the time of a planned outage.
3. Automatic or manual actions taken by the District (which in its sole judgment are necessary or prudent) to protect the performance, integrity, reliability or stability of the District's electric system. Such actions shall include, but shall not be limited to, the operation of automatic or manual protection equipment installed in

the District's electric system, including without limitation such equipment as automatic relays, generator controls, circuit breakers and switches.

4. Action taken by the District with respect to any plan or course of action to conserve electric energy at times of anticipated deficiency of resources including, but not limited to, non-voluntary curtailment or suspension of utility services.

5. Protective devices

The District makes every reasonable effort to provide voltages and frequencies within accepted industry standards and to minimize outages on its distribution system. However, outages and voltage fluctuations can occur due to circumstances beyond the District's control.

Protection – It is the responsibility of the customer to ensure that their equipment is designed to provide protection against operating characteristics such as fault current levels, under- and over-voltages, and, for three phase services, loss of phase (“single phasing”) or phase reversal.

Also, the customer's electrical equipment and devices must operate to efficiently utilize the District's distribution system, and not adversely affect any of its facilities. The customer's use of the District's electrical facilities shall not cause any interference with the quality of his/her own service or that of any other customer(s). Examples of interference include, but are not limited to, voltage dips, sags, swells, and flicker. These are typically caused by welders, heat pumps, large motors, variable speed drives, large UPS systems, induction heating equipment, X-ray machines, large inductive loads, and any equipment that generates significant amounts of harmonics.

In an effort to address potential concerns regarding interfering loads, the District has established the following guidelines:

- Single phase motors: Maximum allowable size is less than 10 hp.
- Three phase motors served from open delta banks: Maximum allowable size is 20 hp.
- Three phase motors: Reduced-voltage starting shall be used on all motors over 10 hp that are started frequently (typically more than once each hour) and on all motors over 50 hp.
- Harmonics: Customer's load shall meet the power quality standards set forth in Section 10, IEEE Standard 519 - Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems.
- Flicker: Customer's load shall meet the power quality standards set forth in Section 3.9, IEEE Standard 141 - Recommended Practice for Electric Power Distribution for Industrial Plants.
- Power factor: Customer's load shall maintain a minimum average power factor of 75%.

In the event that the District determines that a customer's equipment causes interference, the customer will be notified and shall be required to modify his/her equipment to correct the

problem. Where measures taken by the customer do not eliminate the problem, the District, at its option, may:

1. Install additional facilities, such as capacitor banks or separate primary distribution lines, at the customer's expense; or
2. Discontinue service if the problem cannot be reasonably remedied.

The District shall not be obligated to serve new loads or maintain service to existing loads that do not adhere to the guidelines for customer loads and/or which adversely affect the District's distribution system and facilities or their ability to adequately and reliably serve other customers. It is the responsibility of the customer to contact the District to determine if distribution facilities are capable of carrying new load additions and whether the desired capacity and voltage are available. The District shall have the option to select appropriate delivery voltage.

Q. METERING

1. Metering Service

The District shall keep an unofficial account of all meter readings, and such account, so kept (according to State of Oregon retention schedules) shall be accepted and received at all times and places in courts, as prima facie evidence of the use of electric/power energy by the customer, and shall be the basis on which all bills are calculated, except for those customers having unmetered service.

The District shall own, install and maintain all necessary meters for measuring the amount of electricity used by the customer. Where a master meter is used, the District shall not furnish or read auxiliary or sub-meters used for the customer's convenience, except under special contracts.

For rate schedule purposes, all meters serving the customer's premises will be considered separately and the reading not combined, except where the District, for its own convenience or operating necessity, elects to install two or more meters to serve the customer's premises. Further, common-use facilities associated with individually metered multi-family occupancies will be served on the General Service Rate Schedule and should be in the name of the owner. This policy includes such uses as common laundry facilities, common water heater(s), common lighting or common water meter serving two or more residential living units.

When additional metering is installed at the customer's option to serve a customer's premises, each additional meter shall be served under the same rates as the existing meter if such meter serves load that is an integral part of the customer's existing use and is of the same phase and voltage. This policy includes such uses as swimming pools, home hobby shops, barns, etc., but does not include commercial irrigation uses. Each meter shall be billed separately, including any applicable basic customer charge or minimum charge.

Should any meter malfunction and incorrectly register the amount of energy or power used by the customer, the customer shall be notified as soon as possible after the metering malfunction is determined. Charges for the affected current billing period and up to six months prior electric use shall be computed by estimating the consumption or demand; further, the immediately

preceding billing periods or the comparable period of the year before shall be basic factors in arriving at the estimate.

Upon request, the District will test any customer's meter. Tests of the customer's meter shall be made when the customer is present to observe the test, if possible. If the meter is found upon test to register a variance of more than two percent plus or minus, the customer's billing shall be adjusted for a maximum of six months to reflect the correction. No charge will be made to the customer for one test per year.

2. Net Metering

The District will enter onto an agreement with customer-generators that own a net metering facility, as permitted under ORS 757.300, Net Metering Facilities. A net metering facility is an electric generation facility that uses solar, wind, fuel cell, hydroelectric power or other District approved renewable projects to generate electric power. The rated generating capacity of any one customer-generator's facility may not exceed 25 kilowatts. The net metering facility shall be located on the property owned by the customer-generator, or a renter must obtain the property owner's written approval, and operate in parallel with the District's existing transmission and distribution facilities. The primary intent of the net metering facility must be to offset all or part of the customer-generator's own electric power requirements. The customer-generator shall sign and abide by a District Net Metering and Interconnection Agreement. All other generation projects, and generation beyond the customer-owner's own electrical power requirements shall be governed by ORS 758.500 –Cogeneration and Small Power Production Facilities.

The customer-generator shall build, operate, and maintain the net metering facility so that it meets or exceeds all applicable safety and performance standards established by the Oregon State Building Codes, the Oregon Public Utility Commission, the National Electric Code, the Institute of Electrical and Electronics Engineers, and Underwriters Laboratories. The generator shall be connected to the District's electric system with equipment that shall automatically disconnect from the District's system upon the loss of system voltage; or if the District's system voltage or frequency fluctuates beyond plus or minus ten percent (10%) of the nominal values.

The customer-generator shall provide a safety disconnect device located adjacent to the District's metering equipment and shall be accessible to District personnel at all times. The disconnect switch must be lockable by means of a padlock in either the open or closed position. The District shall have the option of requiring ongoing testing of the disconnect equipment. The District may disconnect the customer-generator's net metering facility from the power system any time it deems that the safety and stability of the District's system may be compromised. The District may limit the cumulative generating capacity of all net metering systems to one-half of one percent of its historic single-hour peak load.

The District at its sole expense, will install bi-directional metering equipment that is capable of registering the flow of electricity in each direction. During a billing period, if the customer-generator uses more electricity than it feeds back onto the District's system, the customer-generator will be billed based on the rate applicable to the customer-generator's class of service. If during a billing period, the customer-generator feeds back on to the District's system more

electricity than supplied by the District, the customer-generator will be billed the facilities charge applicable to the customer-generator's class of service and be credited for the excess electricity generated and fed on to the District's system. For the billing period ending in March of each year, if any unused credits have accumulated during the previous twelve months, the District will credit the customer-generator's account an amount equal to the unused credited kilowatt hours times the average of the wholesale cost of PF power from the Bonneville Power Administration excluding transmission costs for the previous 12-month period. At the option of the customer-generator, the credits may be applied to the PUD's low-income assistance program.

The District shall not be liable, directly or indirectly, for permitting or continuing to allow the attachment of a net metering facility, or for the acts or omissions of the customer-generator that cause property damage, or loss, or injury, including death, to any party.

R. UNAUTHORIZED ATTACHMENTS PROHIBITED

Written consent shall be obtained from the District before any equipment or material of any description may be attached to any facility or property owned by the District. The District shall not be responsible for loss or damage to life or property resulting from customer-owned, installed and maintained facilities on, adjacent to, or connected to the District's facilities, and the customer shall assume all liability therefore.

1. Emergency Standby Generators (See also Section P)

Emergency standby generators pose a serious electrocution risk to neighbors and utility workers if not connected properly. The District shall not be responsible for loss or damage to life or property resulting from generators connected to the District's facilities, and the customer shall assume all liability.

Permanently installed generators must have a *Safety Transfer Switch*, so there is no electrical connection between customer facilities and the District's power line. Permanent installations require an Electrical Permit and an inspection.

S. LOCATING UNDERGROUND FACILITIES

Upon request, the District will provide a locating service to assist excavators in finding existing electric underground facilities. Information, maps, and field stakes indicate approximate locations and do not relieve the excavator's responsibility for cost or other liability for damage to the District's facilities as a result of the excavator's activities.

T. DAMAGE

In the event any of the District's facilities are damaged or altered because of accidents or construction activity by other parties associated with improvements or changes for individual properties, the property owner shall be responsible for all costs to repair or replace the District's facilities to original condition.

In the event any of the District's facilities are required to be altered, or moved because of changed configuration or usage of any properties, the property owner will be responsible for the full cost of the alterations.

U. GRADES AND LOCATIONS WITHIN PRIVATE PROPERTY

The District may, at its discretion, install electric ducts and related facilities where the developer has provided satisfactory easements in subdivisions, planned-unit developments, minor land partition, etc. If such facilities are to be installed, it is the developer's responsibility, while excavating accesses and parking facilities, to provide an additional width of level ground, constructed to grade, to permit the District to efficiently install and maintain underground and surface-mounted facilities.

It shall be the responsibility of the developer to stake engineered grades and locations, conforming to the District's facilities designs, prior to the District's construction. Upon completion, it will be the developer's responsibility to confirm that the District's installations have been made in the location and to the grade provided by the developer's engineer.

After review and acceptance by the developer, the developer or purchaser of the lot shall be responsible for the cost of all repairs and adjustments subsequently required by grade changes or location changes resulting from construction activities. Failure to pay these costs will result in denial of utility service until payment is made to the District.

V. MISCELLANEOUS SERVICE CHARGES

Miscellaneous Service Charges are for special cost, such as Collection Charges, Unhonored Check Charges, Connect Fees and Temporary Service Charges. See Rate Schedule 88M, Miscellaneous Service Charges for specific detail.

W. LINE EXTENSION

The Line Extension Protocol provides a means to serve new and/or increased electrical loads at minimal cost and rate impact to both Emerald PUD and existing ratepayers. Customers requesting new and/or increased electrical service shall be required to pay all costs associated with the District modifying existing facilities or adding new facilities. Please refer to the District's Line Extension Protocol for details.

X. RATE SCHEDULES

The rates of the District are based upon a balance between electric service requirements, environmental considerations, and cost. The following rate schedules have been adopted by the District to establish charges for service according to classification of Customers. Please refer to the District's Rate Schedules described below for details.

| | |
|-------------|--|
| Schedule 4 | –Residential Service |
| Schedule 4A | –Residential Type Service |
| Schedule 4L | – Residential Service transferred from Lane Electric |
| Schedule 14 | – Outdoor Lighting Service |

| | |
|-----------------|--|
| Schedule 24 | – Farm Service – Under 50 KW, Single Phase Service |
| Schedule 25 | – General Service – Under 50 KW, Single Phase Service |
| Schedule 24U | – Farm Service – Under 50 KW, Poly Phase Service |
| Schedule 25U | – General Service – Under 50 KW, Poly Phase Service |
| Schedule 24S | – Farm Service –Over 50 KW, Single Phase Service |
| Schedule 25S | – General Service –Over 50 KW, Single Phase Service |
| Schedule 24T | – Farm Service –Over 50 KW, Poly Phase Service |
| Schedule 25T | – General Service –Over 50 KW, Poly Phase Service |
| Schedule 25E | – School Service |
| Schedule 41-41Y | – Irrigation Service. Different rate schedules apply to different pump sizes |
| Schedule 48T | – Industrial Service over 1000 KW. Each account has a separate rate schedule |
| Schedule 49X | – New Large Single Load |
| Schedule 51 | – High Pressure Sodium Vapor Street Light Service |
| Schedule 54 | – Recreational Field Lighting |
| Schedule 88 M | – Miscellaneous Charges |
| Schedule 90 I | – EPUD.net Internet Service |

These schedules are attached and are a part of the District's Customer Service Policies.

To the extent that a Customer's energy consumption imposes the Bonneville Power Administration's New Resource Rate or its successor rate on the District, the actual resulting charges, plus a distribution charge will be imposed in lieu of charges specified in rate schedules.

Y. CONSERVATION

1. **COST EFFECTIVE CONSERVATION** - Emerald PUD supports and values conservation for its residential, general service and industrial customers. Therefore, the Energy Services Department shall attempt to acquire practicable cost-effective conservation and/or provide a value-added customer service to its residential, general service and industrial customers. A current list of all energy services programs is available from Emerald PUD's Energy Services Department at 746-1583.

2. **LOAN/GRANT PROGRAM** - Emerald PUD offers loans and grants to help finance energy services projects. Complete documentation on Emerald PUD's loan/grant program is available from the Energy Services Department at 746-1583.

Z. EPUD.net

Emerald PUD offers dial-up Internet service to customers within the local Eugene/Springfield calling area. For electric customers, the service is an additional charge on the electric bill. For non-electric customers, the service will be billed monthly as a stand-alone charge. Customers wishing to sign-up for EPUD.net, agree to a standard service agreement. This agreement is available at www.epud.net. Customers call a special sign up phone number, 302-2971, which also serves as tech support. EPUD.net deploys 56K X2/v.90 technology. Section K (1)© in the Customer Service Policy as well as Section 3 in the EPUD.net agreement defines payment terms. Please refer to the attached EPUD.net - USAGE AGREEMENT AND ACCEPTABLE USE POLICY for specific details about the Internet service. See attached Rate Schedule 90 INT for rates associated with this service.

AA. ENERGY STORE

Emerald PUD's Energy Store is located in the lobby of our office building and is stocked with an assortment of energy efficient products at reasonable prices. Store merchandise varies from compact fluorescent lights to programmable thermostats, as well as unique hard-to-find items like solar powered/windup radios, carbon monoxide detectors and digital switch plate thermostats. The Energy Store is an outreach of Emerald PUD's efforts to bring energy efficiency, conservation options and wise energy choices to its customers. The Energy Store plays a role in market transformation, by creating a demand for energy efficient products that eventually will lead to other stores carrying similar products.