<table>
<thead>
<tr>
<th>Policy Name</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emerald PUD Operations and Engineering Policies and Procedures</td>
<td>08/01/2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Department</th>
<th>Responsible Party</th>
<th>Suggested Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operations and Engineering</td>
<td>Operations and Engineering Manager</td>
<td>Biannually</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Approved By</th>
<th>Date Approved</th>
<th>Board Resolution Number or Action Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Board of Directors</td>
<td>07/11/2017</td>
<td>Action Item 17-12</td>
</tr>
</tbody>
</table>

Revision History
# TABLE OF CONTENTS

1. RIGHTS OF ACCESS AND RIGHTS OF WAY .................................................................4
2. UNAUTHORIZED ATTACHMENTS .............................................................................4
3. STANDBY GENERATORS .......................................................................................4
4. DAMAGE TO DISTRICT FACILITIES ....................................................................5
5. IDLE FACILITIES ....................................................................................................5
6. INTERRUPTIONS, CURTAILMENTS, FLUCTUATIONS, SHORTAGES, OUTAGES ..........5
7. REQUESTS FOR CHANGES TO DISTRICT FACILITIES OR NEW SERVICES ..........7
1. RIGHTS OF ACCESS AND RIGHTS OF WAY

1.1 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.

1.2 Access at all times to the premises of the Customer for the purpose of reading meters, inspecting, 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.

1.3 Customer equipment housing District facilities, including meterbases and metering compartments, and other District facilities on Customer property shall not be located in enclosed areas and shall be accessible by District personnel without requiring passage through buildings or other structures.

1.4 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.

1.5 The decision to clear or trim and the frequency of the trim cycle shall be at the sole discretion of the District. If trimming is done in the normal trim cycle, no charge shall be made to the Customer for any clearing or trimming activities. If the Customer desires to have a tree that is located within ten feet (10') of District facilities trimmed or removed and the District deems that trimming or removing the tree is not necessary to maintain proper clearances and accessibility for the maintenance and operation of utility services, the Customer can hire a powerline certified tree trimmer at his or her own expense.

1.6 The District follows vegetation management practices typical to Lane County. The Oregon Public Utility Commission Staff Policy defines the tree trimming rules of ANSI C2 and National Electrical Safety Code (NESC) as interpreted by the administrative authority (Reference-NESC Rules 012, 013 and 218.)

2. UNAUTHORIZED ATTACHMENTS

2.1 The District reserves the right to remove any and all equipment or material of any description that may be attached to any facility or property owned by the District, including those equipment and material that do not pose operational or safety concerns.

3. STANDBY GENERATORS

3.1 Generators used for the purpose of providing back-up or emergency power for a portion or all of a Customer’s Load, such as during a loss of power from the District, may not be connected for parallel operation with the District’s electrical system. This could be achieved through the installation of a Safety Transfer Switch so there is no electrical connection between Customer facilities and the District’s electrical system.

3.2 Transfer devices shall be located beyond the District’s Point of Delivery and cannot be connected at the meterbase. Note that permanent installations require an electrical permit and inspection by the appropriate permitting agency.
4. DAMAGE TO DISTRICT FACILITIES
   4.1 In the event any of the District’s facilities are damaged because of accidents, including those stemming from construction activity, the party causing the damage shall be responsible for all costs to repair or replace the District’s facilities to original condition.
   4.2 In the event the District deems it necessary to alter or move any of its facilities due to alterations in the configuration or usage of any properties, including changes in grade or the construction of buildings, walls, fences, or other structures that impede access to District facilities, the property owner will be responsible for the full cost of the alterations.

5. IDLE FACILITIES
   5.1 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 not been used and the account has not been continuously maintained for three or more years.
   5.2 The District will determine the appropriate time to remove idle facilities after contacting the property owner or the last known Customer.
   5.3 Requests to reinstall facilities and services will be in accordance with the District’s current policies for new construction.

6. INTERRUPTIONS, CURTAILMENTS, FLUCTUATIONS, SHORTAGES, OUTAGES
   6.1 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.
   6.2 The District makes every reasonable effort to provide voltages and frequencies within accepted industry standards and to minimize outages on its distribution system.
   6.3 It is the responsibility of the Customer to ensure that their equipment is designed to provide adequate protection against operating characteristics including fault currents, under- and over-voltages, and, for three phase services, loss of phase ("single phasing") and phase reversal.
   6.4 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:
6.4.1 Causes beyond the District’s 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.

6.4.2 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 attempt to notify Customers at least one day in advance.

6.4.3 Automatic or manual actions taken by the District (which in its sole judgment are necessary or prudent) to protect the performance, integrity, reliability, stability, or safety 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 on the District’s electric system, including without limitation such equipment as automatic relays, generator controls, circuit breakers, fuses, and switches.

6.4.4 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.

6.5 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.

6.6 In an effort to address potential concerns regarding interfering Loads, the District has established the following guidelines:
6.6.1 Single phase motors: Maximum allowable size is 10 hp.
6.6.2 Three phase motors served from open delta banks: Maximum allowable size is 20 hp.
6.6.3 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.
6.6.4 Harmonics, Flicker: Customer’s Load shall meet the power quality standards regarding harmonics and flicker, including IEEE Standard 519 – Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems.
6.6.5 Power factor: Customer’s Load shall maintain a minimum average power factor of 75%.

6.7 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:
   6.7.1 Install additional facilities, such as capacitor banks or separate primary distribution lines, at the Customer’s expense; or
   6.7.2 Discontinue service if the problem cannot be reasonably remedied.

6.8 In the event any of the District’s facilities are damaged as a result of Customer Load, the Customer shall be responsible for all costs to repair or replace the District’s facilities.

6.9 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, are deemed to pose a safety risk, and/or adversely affect the District’s distribution system and facilities or their ability to adequately and reliably serve other Customers.

6.10 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.

7. REQUESTS FOR CHANGES TO DISTRICT FACILITIES OR NEW SERVICES
   7.1 Customers requesting that District facilities (i.e.-poles, wires, cabinets, cables, etc.) be relocated or modified for convenience, aesthetic, or other reasons will bear the total cost of the relocation or modification.
   7.2 In order to prevent existing Customers from subsidizing the costs to serve new Customers or new Customer Load, Customers requesting new and/or increased electrical service shall be required to pay in advance all costs associated with upgrading existing facilities or adding new facilities to serve the new Customer or Load.
   7.3 Customers requesting service that is of a temporary nature, or is for construction operations including, but not limited to, single-family residences, duplexes, fourplexes, “quads,” apartments, offices, schools, churches, commercial or industrial buildings shall be charged the cost of installation and removal of equipment, as well as materials that are not recoverable. The
Customer will need to set-up a new account and pay the appropriate charges and Energy usage.

7.4 The Customer is responsible for securing all necessary easements, permits, and inspections associated with serving their Loads.

7.5 It is the District’s responsibility to designate the Point of Delivery for every electrical service and appropriate delivery voltage and provide electrical service to that location. 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 District metering equipment.

7.6 Lines installed or upgraded to serve new Customers or new Customer Load will be installed utilizing underground facilities unless determined to be impractical by the District’s staking estimator.

7.7 The Customer is responsible for providing all trenching, conduit, grounding, and other facilities associated with serving their Load.

7.8 All trenching, conduit, duct, cable, poles, wire, grounding, or related equipment provided by the Customer on the District’s side of the Point of Delivery must meet the District’s specifications for materials and construction and are subject to inspection by the District. Trenches must be inspected by the District prior to backfill.

7.9 Facilities on the Customer’s side of the Point of Delivery may be subject to other construction standards, such as the National Electrical Code.

7.10 Customers shall provide all meterbase poles per District construction standards, or pay the District to provide and install a pole, which will become the property and responsibility of the Customer.

7.11 Services (including trench, conduit, and wire) for subdivisions, mobile home and RV parks, and multifamily homes may be installed by a licensed electrician with approval from the District’s Operations Department. All installations must be in conduit, meet the District’s construction standards, and be inspected by the District prior to backfill. The Customer is responsible for charges the District may incur due to this practice.

7.12 Customers desiring residential service from existing facilities in a public right-of-way that are less than three years old to which a contribution in excess of $25,000 was made by another Customer must pay their proportionate share, excluding interest, of that contribution. This amount is in addition to any other construction contribution. The District will collect the amount due to reimburse the individual that paid for the existing facilities, provided that individual is still a Customer of the District. Contributions made to the District for relocation of facilities, overhead-to-underground conversions, subdivisions, and subdivided property are not eligible for refund.

7.13 Customers requiring improvements or additions to District facilities to meet new Load requirements exceeding 1MW shall be required to pay in advance all costs associated with upgrading existing facilities or adding new facilities to serve their Load. Based on the circumstances of the individual project, the Customer may be eligible for a Construction Credit subject to the approval of the District’s Board of Directors. Each project’s specific characteristics will be evaluated for its potential impact on the District and any Construction Credit shall be separately negotiated. Customer shall also be responsible for paying any future expenses related to operations and maintenance of District facilities incurred solely as a result of the
interconnection of the Customer’s Load.

7.14 At its discretion, the District may require studies to assess the feasibility and reliability impacts to the District’s system related to proposed new and/or increased Loads. These studies will be conducted at the Customer’s expense.
Connect With Us
33733 Seavey Loop, Eugene, OR 97405
Phone: 541-746-1583
Toll-free: 800-422-4086
Fax: 866-284-7953
Website: www.epud.org
Email: customerservice@epud.org

Follow us for the latest news, outage updates, energy saving tips, and more!

Office Hours
Monday through Thursday, 7:30 a.m.-6 p.m., excluding holidays:

• New Year’s Day
• Independence Day
• Thanksgiving
• Memorial Day
• Labor Day
• Christmas Day

Emergency/Outage Service
Available 24 hours a day, 7 days a week by calling 541-746-1583.

Select the menu option to listen to our current outage recording and/or report your outage. Follow us on Twitter or visit us at www.epud.org for outage updates.

For more information on how to be prepared for an outage, visit www.epud.org.