SECTION 5



CLASS OF SERVICE: Service Rules and Regulations

- (1) All new customers must sign an "Application For Service" before receiving service. Any customer starting the use of service without first signing an Application enabling the Company to read the meter will be held responsible for any amount due for service supplied to the premises from the time of last reading of the meter preceding his occupancy, as shown by the Company's books.
- (2) Meters are read and bills rendered when practicable in regular periods.
- (3) The different classes of service metered by separate meters at one location will not be combined for billing purposes, except in accordance with published rates, nor will the use of the same class of service at two or more separate locations be combined for billing purposes.
- (4) Payments for service shall be made at the office of the Company or to a duly authorized representative of the Company. All bills shall be due and payable when the bill is rendered. That a bill may not be received shall not relieve the customer from his obligation to make payments within the regular specified time. As an incentive to prompt payment, certain services may be rendered at rates which provide for a gross and net billing. The net billing shall apply only to such bills as are paid in full within discount period as shown on the bill. (The discount period shall be not less than 20 days.)
- (5) A customer must give at least 48 hours' notice to the Company before discontinuing service at any location so that the meter may be read for the final bill. If notice is not given, the customer will be liable for service used at that location until the meter is read by the Company. The final bill is immediately due and payable. The standard discount period shall apply.
- (6) The Company may refuse to render residential service to any customer indebted to the Company for service rendered at a previous residential address until the customer has paid or made satisfactory arrangements to pay such indebtedness and has complied with other requirements for service where the request for service is at a new address. The Company may likewise refuse to render business service to any customer indebted to the Company for service rendered at a previous business address until the customer has paid or made satisfactory arrangements to pay such indebtedness and has complied with other requirements for service where the request for service is at a new address.

CLASS OF SERVICE: Service Rules and Regulations

The customer must provide correct information about past utility service, last employment or previous address. The customer must furnish any deposit, advance payment and/or installation charges which may be required. The Company may also refuse to render service to a customer who is presently living with a former customer who had not paid his or her bill at the same residence.

- 7. Should a meter be found defective, the quantity of energy used during the period the meter failed to register correctly shall be estimated from the best information available and in accordance with 20:10:17:06 and 20:10:17:08 of the SDPUC Rules.
- (8) The Company shall not be liable for damage resulting from the equipment of the customer or caused by energy after it leaves the point of delivery.
- (9) Continuity of Service
 - (a) The Company does not undertake or guarantee to furnish a continuous supply of electric energy. The Company shall not be liable for damages or losses which the customer may sustain due to interruptions in service when such interruption in service shall be caused, in whole or in part, by accident to or damage of Company property, failure of conductors, machinery or equipment, fires, floods, storms, weather conditions, strikes, riots, vandalism, legal interferences, acts of God or public enemy, interruptions for necessary repairs and maintenance or for failure to give notice of such interruption or any other cause beyond the reasonable control of the Company, provided the Company shall promptly and diligently take such action as may be necessary and practicable under the then existing circumstances to remove the cause of failure and resume the delivery of electric energy.
 - (b) The Company will furnish electric service within the normal voltage and frequency limits as prescribed by the Commission, provided, however, if the normal voltage regulation furnished customers is unsatisfactory for special apparatus requiring close regulation, or if the customer's electrical appliances are subject to damage due to high or low voltage, the single phasing of threephase service, phase reversals, or other fluctuations in the quality of service furnished by the Company, then the customer shall install regulative apparatus and protective devices at his own expense.

CLASS OF SERVICE: Service Rules and Regulations

(10) Upon the effective date of this Rule (10), pursuant to its acceptance for filing by the Commission, all service on the premises of the customers (excepting those customers who, prior to such effective date, have been allowed to submeter service) shall be supplied exclusively by the Company, and the customer shall not directly or indirectly sell, submeter, assign or otherwise dispose of the service or any part thereof.

(11) Breakdown, standby, emergency, auxiliary or temporary service for power or lighting may be supplied by the Company if it has facilities available, but the customer must enter into a definite understanding covering each class of such service for yearly periods, and the rates for said service shall comprehend the cost of the service rendered. For this lighting or power service, the customer must agree to pay a monthly minimum charge of at least seventy-five cents (75¢) per equivalent horsepower of connected load for each class of service.

(12) Diversion of Electric Service. In any case of tampering or interfering with the proper functioning of a meter installation or evidence thereof, or of any theft or any diversion of electric service, the customer will be liable to prosecution under applicable laws. Company will be entitled to collect from customer, at the appropriate rate, for all power and energy not recorded on the meter by reason of such tampering, interfering, theft or diversion of service, in an amount which may be estimated by Company from the best available data, together with all expenses incurred by Company as a result of such unauthorized acts. In addition, Company may require customer to pay for the installation of a tamper-proof meter, including but not limited to costs to relocate an inside meter to the outside of the building. Also, the energy alleged to be diverted will be identified and separately itemized on the customer's bill.

- (13) Master Metering Prohibition. Pursuant to South Dakota Public Utilities Commission Order F-3237, the Company will not allow master metering of new multiple occupancy buildings. This prohibition shall apply to all new residential and commercial buildings and new mobile home trailer courts which began construction after June 13, 1980. Certain exemptions to this prohibition include but are not limited to:
 - (a) Residential multiple occupancy buildings of two units, one of which is occupied by the owner of such building;
 - (b) Hospitals, nursing homes, transient hotels and motels, and other residential facilities of a purely transient nature;
 - (c) Multiple occupancy buildings with central heating or cooling systems.

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CLASS OF SERVICE: Service Rules and Regulations

Other exemptions may apply which can be found in Order F-3237 dated June 13, 1980 (as amended).

- (14) Change in location of service. If a change in the location of a utility service to a customer is required for the convenience or benefit of the Company, the Company shall pay the cost of relocating the service. If a change in the location of a utility service to a customer is requested by a customer, the customer shall pay for the cost of relocating the service.
- (15) Meter test by customer request. Any customer may request the Company to test its electric meter. The Company shall make such test as soon as possible after receipt of the request. If a request is made within one year after a previous request, the Company may require a residential customer to pay a \$10 deposit and may require any other customer to pay a deposit as shown on the schedule below. The deposit shall be refunded only if the meter is found to have an unacceptable error as defined in the Commission's regulations.

Non-Residential Electric Meters

<u>Meter Rating</u>	<u>Deposit Amount</u>
1-Phase 1-Phase Demand and	\$10.00
Self-Contained 3-Phase All Other Polyphase	\$20.00 \$30.00



CLASS OF SERVICE: Service Rules and Regulations

PLAN FOR ELECTRIC LOAD REDUCTION DURING EMERGENCIES RESULTING IN PROLONGED PERIODS OF INSUFFICIENT SUPPLY

<u>General</u>

This plan of action has been developed to guide the Company actions in the event contingencies occur which cause the generating and transmission capacity to be insufficient to carry all the load and permit continued safe operation. The plan will be initiated and coordinated by the System Control Center in Sioux City, Iowa. Details of the plan will be maintained at the System Control Center and updated from time to time.

Systematic Plan of Load Curtailment

The plan of the Company consists of the following steps listed in the sequence of their intended execution:

(1) Reduction of Load in Company Facilities

In the event of a power deficiency, all that may be needed is a temporary reduction of Company load, such as noncritical lighting, air conditioning and motor loads. Curtailment of noncritical loads must not reduce the capability of the system. These noncritical loads may be located in power plants, substations, offices, warehouses, garages and gas plants as well as other locations. Designated persons shall keep a current list of load that can be disconnected to reduce the internal use of electricity and will disconnect them upon notification initiated by the System Dispatcher.

(2) Load Reduction by Company Employees

Should further curtailment become necessary after the load reduction provided for in Paragraph 1, such curtailment will be implemented as follows:

CLASS OF SERVICE: Service Rules and Regulations

Company employees will be requested to curtail the use of electricity in their homes. When time permits, they will be informed in advance of any anticipated curtailment so that they will be in a position to put the reduction plan into effect without delay. Any such curtailment would be accomplished through use of the following recommended methods:

- (1) eliminating any non-essential uses;
- (2) switching off heating or air conditioning equipment or changing thermostat to reduce loads;
- (3) reducing lighting levels to a minimum;
- (4) utilizing non-cooking menus so electric range loads will be kept to a minimum;
- (5) using full dishwasher loads, preferably in early morning or late evening hours;
- (6) utilizing clothes washing and drying facilities in early morning or late evening hours; and
- (7) minimizing the use of small appliance loads.

(3) Load Reduction by Large Use Customers and Other Utilities

The Company will request its large use commercial and industrial customers to curtail electric power usage where such curtailment will not seriously disrupt the customers' operations. This curtailment would include reducing lighting levels to the maximum extent possible, reducing air conditioning and heating loads, and reducing any other motor or electrical load that would not adversely affect the operation of the plant or the processing of any raw materials, or jeopardize any equipment. As a means of further curtailment, the Company will request such customers to interrupt additional manufacturing or processing operation in such a manner that a minimum loss in base product would occur. Wherever possible, complete

CLASS OF SERVICE: Service Rules and Regulations

interruption of electric service will be avoided for security and safety purposes. The Company will request each bulk power user (municipally-owned electric systems and others) to which the Company is supplying power on a wholesale basis to, in turn, implement its load curtailment plan. In the event any such bulk power user does not have a load curtailment plan, it shall be called upon to request its customers to reduce the use of electric power by a procedure similar to those recommended methods of load curtailment outlined in this plan. In event of noncompliance with these requests, service will be discontinued during the emergency.

(4) Load Reduction by General Public

The general public will be requested through available news media to curtail the use of electricity. This request will be handled by the Company's Consumer Services Department. Any such curtailment would be accomplished through use of the recommended methods outlined in Step 2.

(5) Load Reduction by Change in Voltage Levels

Should additional load curtailment be required, distribution voltage levels will be reduced to the extent practicable but not to the extent that either electric service or customers' utilization equipment will be seriously impaired. It is recognized that voltage reduction is an undesirable and inefficient means of load reduction and is difficult to accomplish. Reduction in voltage will be utilized only to the extent it can be accomplished safely while maintaining an adequate and reliable source of electric power.

(6) Load Reduction by Circuit Rotation

Should the above steps fail to produce sufficient load curtailment and it becomes absolutely essential that load be further reduced to preserve the operation of the



CLASS OF SERVICE: Service Rules and Regulations

system, a circuit rotation procedure will be placed into effect. Load reduction by circuit rotation will be accomplished by disconnecting feeder circuits on a selective basis by districts. Wherever practical, circuits supplying hospitals and other critical loads will be maintained. If further reduction of load is necessary, additional groups of feeder circuits will be disconnected. The purpose of circuit rotation is to have no circuits open more than two hours. If the duration of the system emergency is in excess of two hours, and only circuits in the first group have been opened, other circuits will be opened and the first group will be reclosed at the end of two hours. If further reduction becomes necessary, additional circuits will be opened in rotation after the first and second groups have each been opened for two hours. No circuit should be opened longer than is absolutely necessary to stabilize the system.

Automatic Load Reduction

Independent of the Plan For Power Conservation and Curtailment During Emergencies, the Company has in effect a procedure whereby certain circuits will be automatically disconnected in the event of a critical drop in frequency. Load will be automatically removed from the system at the distribution level in proportion to the frequency deviation, in accordance with the recommendations of the North Central Region of North American Power Systems Interconnection Committee, the Iowa Pool and the MARCA Council. This procedure is in effect and will be implemented in case a sudden emergency or situation develops that is beyond the control of Company personnel, generating equipment or other Company facilities, and is designed to protect service continuity to the maximum extent possible and guard against a total area outage.

REQUIREMENTS

1. (a) Residential and Rural

The need for a deposit, guarantee or early payment from new residential customers will be based on information of their prior residential energy bill paying habits or, in its absence, general credit information supplied by the customer to establish satisfactory credit.

A customer who has unsatisfactory credit as defined in 3(2) under Credit Ratings in this section may be asked to enter into one of three agreements listed below. A customer who has no known prior energy purchases and has not volunteered other credit information also may be asked to enter into one of the following agreements, but he may choose the arrangement preferred:

- (1) The customer may post a deposit, which will be returned with interest at the time satisfactory credit is established. A deposit may not exceed one-sixth of the customer's estimated annual billing.
- (2) In lieu of a deposit, the customer may arrange for a guarantor, satisfactory to the Company, who will guarantee payment of utility statements up to the amount of the requested deposit.
- (3) The customer may be placed on the early payment plan in lieu of a deposit. Under this plan the customer must pay the utility statement within five working days from the time it is mailed to avoid receiving a disconnect notice.
- (b) Nonresidential

To establish or reestablish satisfactory credit for nonresidential service, the Company may require an applicant for service or a customer to comply with the following:

- (1) Make a cash deposit of not more than one-sixth of the estimated annual bill or increase an existing deposit to that level;
- (2) Be placed on an early payments list as described in Section 1(a)(3) above.
- (3) Provide a letter of credit or post a surety bond for an amount not to exceed the total of the customer's indebtedness for utility service; or
- (4) Negotiate another option with the Company.

The Company must give notice not less than 15 days preceding the day a deposit or early payment is required. If a customer does not pay a bill in full, the Company may require that customer to comply with the agreements clause in Section 5(c) on Sheet No. 10.

(c) Other

No deposit shall normally be required of divisions or agencies of the city, county, state or federal government.

REFUNDS

2. If the customer has paid his bills for service for twelve consecutive months without having service disconnected for nonpayment and without receiving three or more disconnection notices, the Company shall promptly and automatically refund the deposit plus accrued interest to the customer.

CREDIT RATINGS

- 3. Customer's credit rating shall be established under one of the three following classifications:
 - (1) "Satisfactory credit" means that within the last year of service the customer has not had his service disconnected for nonpayment of a bill for services rendered and has received less than three disconnection notices. The Company may not require an applicant for service or an existing customer to establish or reestablish credit pursuant to Section 1(a) and (b) on Sheet No. 8 if that customer or applicant for service exhibits satisfactory credit.
 - (2) "Unsatisfactory credit" means that a customer has had one or more disconnects in the last year of service, three or more disconnection notices in the last year of service, or has an undisputed outstanding debt with the Company. The Company may require that a customer reestablish credit pursuant to Section 1(a) and (b) on Sheet No. 8. If a customer is unable to pay the full amount of a deposit, the Company shall accept payment of the deposit in installments over a period of not more than four months.
 - (3) "Unknown credit" means the customer has no known energy purchase experience. The Company may require that the applicant establish credit pursuant to Section 1(a) and (b) on Sheet No. 8, but the customer shall choose the option he or she prefers.

<u>REMINDERS</u>

4. A reminder notice will be mailed with any current bill having an arrears balance of more than \$10.00. This notice will be only for the purpose of reminding the customer that he has overlooked the payment of his account. No collection activity will be initiated as a result of this reminder notice.

DISCONNECT NOTICES

- 5. Service may be disconnected when:
 - (a) The customer has been given a period of not less than twenty days from billing transmittal date to due date and an additional notice period of not less than ten days during which the particular bill has been owing. This payment period may be shortened if the customer has been properly placed on an early payments list. It also may be waived in cases of customer fraud or illegal use or when it is clear that the customer has left or is preparing to leave without paying a past due bill.
 - (b) The customer has received written notice of the Company's intention to disconnect, which notice has been either mailed or delivered at either the address to which bills are customarily sent or at the address where the service is provided, and if this is the customer's first disconnection, has received personal notice by either telephone, visit, or certificate of mailing. The written notice and personal notice shall contain a statement of the customer's right to appeal and where to appeal the decision to disconnect. The Company shall make every reasonable effort to provide notice of a pending disconnection.
 - (c) The customer, especially if he or she claims inability to pay or extenuating circumstances, is unwilling to enter into a reasonable agreement with the Company to liquidate the debt.
 - (d) There is no bona fide and just dispute surrounding the bill. A dispute shall not be defined as bona fide and just if a customer does not pay the undisputed portion of a bill and does not contact the Commission with his or her unresolved dispute within 10 working days after the disconnect notice was sent.
 - (e) If the customer is receiving both gas and electric service from the Company, the Company shall make every reasonable effort to inform the customer that he or she may have payments applied to either the gas or electric portion of a bill in order to avoid the disconnection of that service. The Company shall also provide the customer with a breakdown of the customer's current gas and electric charges. If the customer then requests that payments be applied in part or in whole to preserve either gas or electric service, the Company shall act in accordance with the customer's designation and the Company shall not thereafter disconnect that customer's gas or electric service if payment for that service is made in full.

REASONS FOR DENYING AND DISCONTINUING SERVICE

- 6. Service may be discontinued for any of the reasons listed below. Unless otherwise stated, the customer shall be allowed a reasonable time in which to comply with the rule before service is discontinued. No service shall be disconnected on the day preceding a day or days on which the Company's business office is closed. Notice should be provided but it may be provided immediately prior to the disconnecting act except where otherwise stated.
 - (a) In the event of a condition on the customer's premises determined by the Company to be hazardous.
 - (b) In the event of customer use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.
 - (c) In the event of tampering with the equipment furnished and owned by the Company.
 - (d) In the event of unauthorized use or fraud.
 - (e) For violation of or noncompliance with the Company's rules on file with the Commission.
 - (f) For failure of the customer or prospective customer to furnish such service equipment, permits, certificates or rights-of-way as are specified to be furnished in the Company's rules filed with the Commission as conditions of obtaining service, or for the withdrawal of that same equipment, or for the termination of those same permissions or rights, or for the failure of the customer or prospective customer to fulfill the contractual obligations imposed upon him as conditions of obtaining service by any contract filed with and subject to the regulatory authority of the Commission.
 - (g) For failure of the customer to permit the Company reasonable access to its equipment.
 - (h) For nonpayment of bill, provided that the Company has made a reasonable attempt to effect collection and has given the customer written notice that he has at least ten days, excluding Sundays and holidays, in which to make settlement on his account or have his service discontinued or denied.

In the event there is a dispute concerning a bill for service, the Company may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill.

CLASS OF SERVICE: Credit and Collection - Customer Deposits

The Company shall make such investigation as shall be required by the particular case, and report the result thereof to the customer. In the event the dispute is not resolved, the Company shall notify the customer that he has the right to appeal to the Commission within 10 working days after disconnection notice is sent.

- (i) For failure of the customer to provide the Company with a deposit as authorized by the Commission rules.
- (j) An applicant, although he is not personally liable to the Company, is attempting to return service to an indebted household and no attempts are forthcoming to liquidate the debt of that household.

INSUFFICIENT REASONS FOR DENYING SERVICE

- 7. The following shall not constitute sufficient cause for refusal of service to a present or prospective customer:
 - (a) Delinquency in payment for service by a previous occupant of the premises to be served.
 - (b) Failure to pay for merchandise purchased from the Company.
 - (c) Failure to liquidate a debt to another utility, a debt for another class of service, or debt for other bills not based on filed rates or charges.
 - (d) Failure to pay the bill of another customer as guarantor thereof, unless the guarantor is legally liable for a particular bill and has refused to pay it.
 - (e) Failure to pay a back bill rendered in accordance with South Dakota Public Utilities Commission Rule 20:10:17:06 (back billing for under registrations).
 - (f) Failure to pay a bill rendered in accordance with South Dakota Public Utilities Commission Rules 20:10:17:08 and 20:10:17:09 (adjustment to bills for meter failing to register or other error).
 - (g) Service shall not be refused to an applicant who is living with someone indebted to the Company in an attempt to force payment of that indebtedness, except in the instance described in Section 6(j) above.

CLASS OF SERVICE: Credit and Collection - Customer Deposits

RECONNECTION

8. Service shall be reconnected as promptly as possible after a customer has made satisfactory arrangements for paying his account. The Company will charge a collection fee in accordance with the following schedule:

Reconnection of a service which has been disconnected for nonpayment of customer's utility account:

During regularly scheduled working hours:	\$20.00
After hours, Sundays and Holidays:	\$30.00

BUDGET ACCOUNTS

9. Budget accounts can be opened at any time during the year under the Company's "Total 12" payment plan, which allows the customer to pay 1/12 of his estimated annual bill each month.

Reminder notices shall be mailed on Budget Accounts under the same conditions as other accounts, regardless of whether the account shows a debit or a credit balance.

Collection action shall be initiated on Budget Accounts when they receive a bill showing a budget payment in arrears in addition to their currently due budget payments, provided the Budget Account shows a debit balance. No collection action beyond a reminder notice shall be taken on Budget Accounts which show a credit balance.

Budget payment may be made any time during the month without penalty; however, when a Budget Account is not paid by the due date for the second month's bill, it shall be transferred to a regular account and become subject to the same collection and disconnect procedures as a regular account.

(Continued)

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JAN-29-2001 MON 03:51 PM MEC GAS RATES FAX NO. 17122527368 P. 03 insD This is Mid American's current plan: 3-16-01 Because lowa is mandating changes, we will wait to have these specifics taniffed in SP. Dg MidAmerican #MERGY ÐJ MIDAMERICAN ENERGY COMPANY Gas Tariff No. 1 Second Revised Sheet No. 8 Filed with the lowa Utilities Board Cancels Sub First Revised Sheet No. 8

Budget Billing

Availability	Budget billing is available to all customers.		
Entry to Plan	The customer may begin budget billing at any time.		
Anniversary	The beginning month will be the anniversary month.		
Amount	The monthly budget billing amount will be 1/12 of the projected cost for the next 12 months.		
Periodic Adjustment	The monthly budget billing amount will be reviewed periodically during the budget year and may be changed if the projected budget is more than 10 percent different from the current budget billing amount.		
Customer Notification	The customer will be notified of any changes in the budget amount not less than one month prior to billing the new amount.		
Budget Account Balance	The budget account balance at the anniversary review will be handled as follows:		
	lf	Then	
	debit balance	spread balance evenly over next 12 month and include in budget billing payments.	
	credit balance	 spread balance evenly over next 12 months and include in budget billing payments, or when requested, refund by application to the next bill(s), or when requested, direct refund of credit balances exceeding \$10. 	
Cancellation	L		

Effective: October 29, 1999

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CLASS OF SERVICE: Credit and Collection - Customer Deposits

COLLECTION OF LATE PAYMENT CHARGE

The complete forgiveness of one late payment per customer per annum will be made.

LANDLORD AND TENANT RULE

In situations where the service is rendered at an address different from the mailing address of the bill, or where the Company has reason to know that a landlord and tenant relationship exists and the landlord, as the customer of the Company, would otherwise be subject to disconnection of service, the Company may not disconnect service until the following actions have been taken:

- (1) The Company, after providing the required notice, shall offer the tenant the opportunity to apply for service in his or her own name if it is economically feasible to provide such service. If the tenant declines to apply for service, the Company may disconnect service pursuant to the rules.
- (2) The Company shall not attempt to recover from a tenant, or condition service to a tenant upon, the payment of any outstanding bills or other charges of the landlord.

WINTER DISCONNECTION

Notwithstanding the Reasons for Denying and Discontinuing Service as stated on Sheet No. 10, the Company shall not disconnect residential service from November 1 to March 31 without adding an additional thirty days to the normal time periods for disconnection before disconnecting that service. The Company shall notify the customer before the normal disconnection date that he or she has an additional thirty days until disconnection.

MEDICAL EMERGENCY

Notwithstanding the Reasons for Denying and Discontinuing Service as stated on Sheet No. 10, the Company shall postpone the disconnection of utility service to a residential customer for thirty days from date of a physician's certificate or a notice from a public health or social services official which states that disconnection of service will aggravate an existing medical emergency of the customer, a member of his family or other permanent resident of the premises where service is provided. Such extensions shall be limited to a single thirty-day period.

RETURN CHECK CHARGE

In the event the Company receives a returned check due to insufficient funds, no account, or incompletely or improperly written check, an eleven dollar (\$11.00) charge will be assessed for each occurrence.

I

CLASS OF SERVICE: Electric Extension Policy

- A. Overhead Extensions
 - 1. Within corporate limits of cities.

All single- and three-phase electric extensions will be made at no cost to the customer.

- 2. Outside corporate limits of cities.
 - Applicable to all customers for single- and three-phase overhead extensions (a) (including services). The Company will consider, on an individual customer basis, the amount of investment required for the extension, the estimated revenue from the extension, the load characteristics of the prospective customer, and any other considerations to determine the need for a contribution. If a contribution is required and in the event additional customers are connected to such extension, or in the event additional customers are connected to further extensions from the extension for which the customer made a contribution, the Company will make an appropriate refund to the customer who made the contribution, based on the amount and type of additional load connected, as well as the investment made by the Company to serve such additional load. Refunds will not be made for customers connecting to such further extensions, if such further extensions require a contribution. In all cases when a contribution is required, the customer and the Company shall enter into a standard written contract. The total amount to be refunded to a customer shall not exceed the amount of the contribution. No interest is to be paid on any contribution. All refunds on contributions shall cease five years subsequent to the date of the contract. The Company shall have full title to all extensions, regardless whether a contribution has been made.
 - (b) For conversion of electric lines from single-phase to three-phase. When the existing load requirements of an electric line necessitate a conversion from single-phase to three-phase, there shall be no charge to the customer. If such conversion is at the customer's request, the conditions specified in Section A-2 (a) hereof shall apply.



CLASS OF SERVICE: Electric Extension Policy

- B. Underground Extensions
 - 1. Within and outside corporate limits of cities.
 - (a) Distribution facilities. For newly platted subdivisions, commercial and industrial developments, the Company will install an electric underground distribution system, including primaries, secondaries, pad-mounted transformers, and service pedestals at no cost to the developer. In areas outside of newly platted residential subdivisions, commercial and industrial developments, the Company will require a non-refundable contribution based on the difference between overhead and underground distribution costs. If the customer requests submersible transformers as opposed to pad-mount transformers, he will be required to make a non-refundable contribution of \$150.00 per lot.
 - (b) Services. For newly constructed single or multiple residential dwellings, the Company will install underground electric service at no cost to the customer, providing the service does not exceed 100 feet in length from the customer's front or rear lot line to the midpoint of the nearest side of the building (as opposed to the front or back of the building). The customer shall reimburse the Company for all costs of services extending beyond this distance at the rate of \$2.25 per foot for such excess. If an existing overhead electric service to an existing single or multiple residential dwelling needs replacement due to inadequate capacity, the Company will install an underground electric service at the rate of \$85.00 per service. For newly constructed commercial and industrial buildings, or if an existing overhead electric service to an existing commercial and industrial building needs replacement due to inadequate capacity, the Company will install an underground electric service to an existing single or multiple residential overhead electric service to an existing industrial buildings, or if an existing overhead electric service to an existing commercial and industrial building needs replacement due to inadequate capacity, the Company will install an underground electric service at the rate of \$85.00 per service.
 - (c) Replacement of overhead with underground distribution and services. Customers shall make a contribution based on the total installed cost of the underground distribution system and services, plus the removal cost of the overhead distribution system and services, less the salvage value of the overhead distribution system and services.



CLASS OF SERVICE: Electric Extension Policy

(d) In the event an overhead electric distribution system is being upgraded, and the cost of installing underground electric distribution is less than or equal to the cost of upgrading the overhead system, the Company, at its option, may elect to install the underground system with no contribution required.



CLASS OF SERVICE: Adjustments for Wastage of Electricity Due to Accidental Grounds

Upon discovery of an accidental ground existing without knowledge of the customer, the following is the policy to be used in making adjustments for the electricity wasted:

"Estimate is to be made of the kilowatt hours wasted and a refund will be given to the customer based on fifty per cent (50%) of the kilowatt hours wasted, providing that the customer has protected his circuits with the proper sized fuse or breaker in accordance with the National Electrical Code."



D

RESERVED FOR FUTURE USE



CLASS OF SERVICE: Definition - Normal Electric Facilities

Except as otherwise provided in the rate, the Company will furnish, as a normal installation, facilities adequate to supply service at a single point of delivery to a load equal to the maximum fifteen-minute demand of customer at a power factor of not lessthan 90 percent I lagging. Each normal installation shall include facilities for furnishing service at only one standard voltage.

Detailed description of the various typical service installations are contained in our Customer Service Information booklet.