
SECTION 5 – RULES AND REGULATIONS (continued)

Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES

2.01 APPLICATION FOR SERVICE

Application Process

Applications for service may be made:

- By phone.
- By mail.
- On the internet.

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All Applicants:

- Must provide proof of identity.
- May be required to provide information for a service application.
- May be required to provide proof of occupancy.

Outstanding Debt

If, after a review of Company records, an outstanding debt is found in the Customer's name, the Customer:

- May be required to pay the outstanding debt.
- May be required to provide a deposit or other form of Credit Assurance.

The Company will consider at least a twelve (12) month Payment Agreement for the outstanding debt as long as the debt is not part of a defaulted Payment Agreement.

Refusal of service may occur for an Applicant who, 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.

The Company may refuse to provide service to a Customer under conditions specified in "Refusal or Disconnection of Service" within the "Customer Service Policies" subsection of this Section 5.



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Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.02 RATE CLASSIFICATION

The conditions and availability of each rate may be found on the applicable rate schedules of this Tariff.

<u>Rate</u>	<u>Description</u>
RS	Residential Service
RSW	Residential Water Heating Service
RSH	Residential Space Heating Service
RSE	Residential All Electric Service
GE	General Energy Service
GEH	General Energy Heat Service
GD	General Demand Service
GDH	General Demand Heat Service
GSH	General Energy Sep. Metered Space Heating Service
GSW	General Energy Sep. Metered Water Heating Service
LS	Large Demand Secondary Service
LSH	Large Demand Secondary Heat Service
SS	Substation Service
MWP	Municipal Water Pumping Service
GEP	General Energy Service Public Authority
RST	Residential Time-of-Use Service
GET	General Energy Time-of-Use Service
GDT	General Demand Time-of-Use Service
LPT	Large Primary Demand Time-of-Use Service
SST	Substation Time-of-Use Service
SAL	Street and Area Lighting Service
QF	Cogeneration & Small Power Production Facilities

Customers will be subject to all riders, additions, adjustments, taxes, fees, and charges that may be applicable under this Tariff. All rates and charges contained in this Tariff or contract with reference thereto may be modified at any time by a subsequent filing made pursuant to the provisions of the South Dakota Administrative Rules, Article 20:10, "Public Utilities Commission".



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SECTION 5 – RULES AND REGULATIONS (continued)

Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.03 MINIMUM RATE TERM

Customers, having selected a rate adapted to the Customer's requirements, may not change to another rate within a twelve (12)-month period unless:

- The character or conditions of the Customer's requirements change substantially and permanently, or
- A substantial change affecting the Customer's service is made in the Company's Tariff.

2.04 ASSIGNMENT OF RATE

Residential

A Residential Customer will be eligible to receive service pursuant to the "Available" sections of Rates RS, RSW, RSH, RSE or RST and will remain on the applicable rate until such time as the Customer no longer meets those requirements. A Residential Customer may elect to receive service under time-of-use rate RST and will be required to remain on the time-of-use rate for a minimum of twelve (12) months.

Non-Residential

A Non-Residential Customer will be eligible to receive service pursuant to the "Available" sections of Rates GE, GEH, GD, GDH, GSH, GSW, LS, LSH, SS, MWP or GEP and will remain on the applicable rate until such time as Customer no longer meets those requirements. A Non-Residential Customer may elect to receive service under time-of-use rates GET, GDT, LPT or SST and will be required to remain on the time-of-use rate for a minimum term of twelve (12) months.



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SECTION 5 – RULES AND REGULATIONS (continued)

Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.05 REASSIGNMENT OF RATE

Where a Non-Residential Customer's operation is discontinued or substantially reduced, the Customer may request the Company to reassign the Customer to the Electric Service Rate and charges under which the Customer would be eligible based on the current level of electricity use. The Company has sole discretion in its response to Customer-requested rate reassignment. If the Customer's existing meter is inadequate or incompatible with the new Electric Service Rate, the Customer will reimburse the Company for the cost of replacing the meter.

2.06 TURN ON SERVICE

The Company will use all reasonable efforts to turn on service during normal working hours on the day requested by the Applicant. If the Applicant requests service be turned on after hours, time and materials charges will apply. Refer to the "Miscellaneous Fees and Charges" section of this Tariff.

The Applicant is responsible for providing access to the Premises as needed when requesting services be turned on or transferred and meter readings need to be obtained.



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SECTION 5 – RULES AND REGULATIONS (continued)

Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.07 CREDIT ASSURANCE AT SERVICE APPLICATION

The Company may request a deposit or other form of Credit Assurance from any current or prospective Customer. The Company may refuse or disconnect service with appropriate notice if the Customer fails to provide requested Credit Assurance.

The Company must give notice to the Applicant not less than fifteen (15) days preceding the day a deposit or Credit Assurance is required.

Credit Classifications

"Satisfactory credit" means that within the last year of service the Customer has not had service disconnected for nonpayment of a bill for services rendered and has received fewer than three (3) disconnection notices. The Company may not require an Applicant for service or an existing Customer with satisfactory credit to establish or reestablish credit.

"Unsatisfactory credit" means the Customer has had one (1) or more disconnects in the last year of service, three (3) or more disconnection notices in the last year of service, or has an undisputed outstanding debt with the Company. The Company may require a Customer to reestablish credit if the Customer has unsatisfactory credit. 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 (4) months.

"Unknown credit" means the Customer has no known energy purchase experience. The Company may require the Applicant to provide other credit information to establish credit, but the Company shall allow the Customer to choose the option the Customer prefers.



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Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.07 CREDIT ASSURANCE AT SERVICE APPLICATION (continued)

Types of Acceptable Credit Assurance for Residential Customers

- Security deposit (cash, check, or money order).
- Bank letter of credit.
- Third-party guarantee in accordance with § 20:10:19:06 of the South Dakota Administrative Rules.
- Placement on an early payments list in accordance with § 20:10:19:05.
- Other assurance found acceptable by the Company.

Types of Acceptable Credit Assurance for Non-Residential Customers

- Security deposit (cash, check, or money order).
- Surety bond.
- Bank letter of credit.
- Placement on an early payments list in accordance with § 20:10:19:05 of the South Dakota Administrative Rules.
- Other assurance found acceptable by the Company.

Amount of Credit Assurance

Credit Assurance shall be set at no more than one-sixth (1/6) of the estimated annual bill and an existing deposit shall not be increased to more than that level.



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Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.07 CREDIT ASSURANCE AT SERVICE APPLICATION (continued)

Bankruptcy

The amount and terms of deposit or Credit Assurance for a Customer who files bankruptcy will be in accordance with Federal law (11 US Code, Section 366).

Record of Deposit or Credit Assurance

Any person who pays a security deposit will be given a receipt of deposit.

A record of deposit or Credit Assurance showing the following will be kept on file by the Company:

- The name and current address of each depositor.
- The amount and date of deposit.
- Each transaction concerning the deposit.



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SECTION 5 – RULES AND REGULATIONS (continued)

Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.07 CREDIT ASSURANCE AT SERVICE APPLICATION (continued)

Transfer to New Premises

If a Customer transfers service to new Premises:

- The Customer's existing deposit or other form of Credit Assurance will be transferred to the new account.
- It shall not necessitate the payment of a second deposit unless an existing deposit has been applied to the final bill issued at the first address.

Refunds

Deposits will be refunded with interest, in accordance with § 20:10:19:08 of the South Dakota Administrative Rules, when the Customer has:

- A record of twelve (12) consecutive months of prompt payment (which may be eleven (11) timely payments and one (1) automatic forgiveness of late payment) without having service disconnected for nonpayment and without receiving three (3) or more disconnection notices.
- Disconnected service, made the final payment on the account and not transferred service to a new Premises.

Refunds of deposits plus interest will be made as follows:

- Check.
- Bill credit.
- Final bill credit with any balance refunded by check.
- Transfer to new Customer account if Customer discontinues service at one Premises and establishes service at a new Premises.



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SECTION 5 – RULES AND REGULATIONS (continued)

Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.08 BILLING FOR SERVICE

Normal Billing

Meter readings used for Company billing will normally be scheduled monthly. The Company may schedule meter readings in low-Customer-density rural and suburban areas at bimonthly intervals.

Bills will normally be based on actual Company meter reads, subject to Company review. Where actual readings are unavailable, bills will be based on estimates of the Customer's usage.

Bills will be in accordance with the rates and charges contained in this Tariff and will be computed monthly in accordance with the Company's meter reading schedule.

The Customer may supply meter readings, providing a Company meter read is obtained once every twelve (12) months.

Less Frequent Billing

Billings less frequent than monthly may be scheduled with Commission approval.

More Frequent Billing

Billings more frequent than monthly may be required from Non-Residential Customers who are credit risks.

The more frequent billings will be for one (1) month only unless approval is received from the Commission.



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SECTION 5 – RULES AND REGULATIONS (continued)

Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.08 BILLING FOR SERVICE (continued)

Estimated Bill

The Company will attempt to read every meter every month. When the Company is unable to read the meter after reasonable effort, the Company will issue an estimated bill.

- The word “Estimate” will appear on the face of the bill.
- Only in unusual cases or with Customer consent shall more than three (3) consecutive estimated bills be rendered.
- The Customer will be notified when there have been three (3) consecutive estimates and periodically thereafter.
- An actual meter reading by a Company representative is required once every twelve (12) months.
- Automated meter readings are actual Company meter readings.

Bill Form

- The Standard Bill Form is shown in “Section 6 – Sample Forms” of this Tariff.
- The Customer may elect to receive bills electronically. If a Customer elects to receive bills electronically, all charges associated with the Customer’s account will be billed electronically. All Customer correspondence will be available for viewing at www.midamericanenergy.com. The Company reserves the right to determine whether or not a Customer is eligible to be billed electronically.



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Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.08 BILLING FOR SERVICE (continued)

Prorated Bill

- For billing purposes, the term "month" or "monthly" will represent the period between regular meter readings. The Company's work schedules permit the orderly reading and billing of all meters by the Company over a period of approximately every thirty (30) days.
- If the meter read period is less than twenty-eight (28) days or greater than thirty-nine (39) days, the Customer's bill will be prorated on a daily basis. All steps of the rate will be prorated.

Bill Due Date

The Company will provide bills to all Customers allowing a minimum of twenty (20) days after the bill is rendered for timely payment.

SECTION 5 – RULES AND REGULATIONS (continued)Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)**2.08 BILLING FOR SERVICE (continued)**Preferred Due Date

A preferred due date is available to:

- All Residential Customers.
- Non-Residential Customers with usage less than 3,000 kWh per month.
- Other Customers at the Company's discretion.

The preferred due date:

- Must be requested by the Customer.
- May not extend into the next billing cycle.

The preferred due date may be cancelled:

- Upon Customer request.
- After the fifth (5th) late payment in a twelve (12)-month period.

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High Usage Review

The Company will provide assistance to any Customer who has abnormally high use by:

- Discussing readily identifiable patterns of usage.
- Suggesting an energy audit.
- Identifying sources of conservation information and financial assistance that may be available to the Customer.

SECTION 5 – RULES AND REGULATIONS (continued)

Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.09 BUDGET BILLING

Availability

Budget Billing is available to:

- All Residential Customers.
- Non-Residential Customers with usage less than 3,000 kWh per month.
- Other Customers at the Company's discretion.

Entry to Plan

Customers may begin Budget Billing at any time.

Budget Computation Method

The monthly budget payment for Budget Billing plan Customers is derived by estimating a Customer's usage for the next twelve (12)-month period and dividing that amount by twelve (12). The estimation method uses a twenty-four (24)-month history at the Premises in question as well as other factors, such as weather and prices. The Budget Billing amount for new Premises is estimated based on tariff rate code and geographic location.

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Periodic Adjustments

The monthly Budget Billing amount will be recomputed at least annually and may be recomputed:

- When requested by the Customer.
- When changes in price and/or consumption result in an estimated budget amount that differs by ten percent (10%) and \$10 or more from the current budget amount.

At the Customer's annual review, the Budget Billing amount changes regardless of the amount of change.



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SECTION 5 – RULES AND REGULATIONS (continued)
Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.09 BUDGET BILLING (continued)

Budget Review

Budgets are reviewed periodically and annually.

Budget Balance at Annual Review

Debit balance:

- The balance is spread evenly over the next twelve (12) months and included in the Budget Billing amount.
- When requested, the debit balance will be applied to the next bill.

Credit balance:

- The balance is spread evenly over the next twelve (12) months and included in the Budget Billing amount.
- When requested, the balance will be refunded by application to the next bill(s).
- When requested, credit balances exceeding \$25 will be refunded directly.

Customer Notification

The Customer will be notified of any changes in the budget amount at least one (1) full billing period before the due date for the new budget amount. The notice may be included on the bill, or accompany the bill prior to the bill that is affected by the revised budget amount.



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SECTION 5 – RULES AND REGULATIONS (continued)

Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.09 BUDGET BILLING (continued)

Late and Delinquent Payments

Regardless of the Budget Billing account balance, a late budget bill is subject to the "Late Payment Charges" specified in "Payment for Service" within the "Customer Service Policies" subsection of this Section 5. Any late payment charges will be applied to the budget amount.

For delinquent budget billing accounts where there is a:

- Debit balance, or balance due the Company, the delinquency in payment is subject to the provisions of "Refusal or Disconnection of Service" within the "Customer Service Policies" subsection of this Section 5.
- Credit balance that is less than the delinquency in payment is subject to the provisions of "Refusal or Disconnection of Service" within the "Customer Service Policies" subsection of this Section 5.
- Credit balance, or balance due the Customer, budget billing may be terminated thirty (30) days after the budget bill becomes delinquent.



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SECTION 5 – RULES AND REGULATIONS (continued)

Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.09 BUDGET BILLING (continued)

Cancellation

Budget Billing may be cancelled:

- Upon Customer request.
- When service is cancelled.
- For failure to pay.

For balances:

- Owed to the Company, the Customer may be required to pay the amount owed upon cancellation.
- Owed to the Customer, the Customer shall have the option to:
 - Request application of the credit balance to the next bill(s).
 - Request a direct refund of a credit balance greater than \$25 as long as the Customer does not have a past due balance.



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SECTION 5 – RULES AND REGULATIONS (continued)

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2.00 CUSTOMER SERVICE POLICIES (continued)

2.10 PAYMENT FOR SERVICE

Bill payment options include:

- US Mail.
- Automatic withdrawal from the Customer's bank account.
- Automated phone system or Company phone representative.
- Company website.
- Electronic payment.
- Authorized walk-in payment location – third-party processor may charge the Customer directly for any transaction fees.
- Credit and debit card – third-party processor may charge the Customer directly for any transaction fees.
- Other options may be added as they become available.

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Physically delivered payments are considered received the same day. Electronic payments are considered received when the electronic payment notification is received. Bills are considered paid timely if paid on or before the due date of the bill.

Failure to receive a bill will in no way exempt a Customer from obligation to make payments within the regular specified time.

Late Payment

Late payment charges of one and one-half percent (1.5%) will be charged on unpaid balances.

One (1) late payment charge will be forgiven each calendar year. The Customer will be notified on the next bill when the forgiveness has been granted.



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SECTION 5 – RULES AND REGULATIONS (continued)

Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.10 PAYMENT FOR SERVICE (continued)

Returned or Dishonored Payments

If the Customer's payment is not honored by a financial institution, a charge will be assessed. (Refer to the "Miscellaneous Fees and Charges" section of this Tariff.) If the Customer has a history of returned or dishonored payments within a calendar year, payment by cash, cashier's check, certified check, or money order may be required.

2.11 PAYMENT AGREEMENT (PA)

When a Residential Customer cannot pay a past-due bill in full, or has an outstanding debt for utility service, and is not in default of a Payment Agreement (PA), the Company will offer the option of retiring the debt by making payments of specific amounts due at scheduled times, plus the current monthly bill, to bring an account to a current status.



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SECTION 5 – RULES AND REGULATIONS (continued)

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2.00 CUSTOMER SERVICE POLICIES (continued)

2.11 PAYMENT AGREEMENT (PA) (continued)

Agreements

The Company shall render a written document to the Customer within three (3) days of making an agreement over the telephone or through electronic transmission. The document will state:

- The terms and conditions of the Payment Agreement.
- The address and a toll-free number to reach a qualified representative.

Defaulted Payment Agreement

If the Customer fails to pay the current monthly bill plus the Payment Agreement installment amount, the Agreement will be in default.

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SECTION 5 – RULES AND REGULATIONS (continued)

Applicable to All Rates and Rider

2.00 CUSTOMER SERVICE POLICIES (continued)

2.12 BILLING ADJUSTMENTS

Billing adjustments will be made in accordance with §§ 20:10:17:06, 20:10:17:08 and 20:10:17:09 of the South Dakota Administrative Rules.

Reasons for Billing Adjustments

Billing adjustments may be made for incorrect:

- Measuring of the quantity or volume of service.
- Meter registration.
- Reading of the meter.
- Rate application.
- Connection of the metering installation.
- Meter multiplier.
- Class of service.

Meter Registration Errors

Billing adjustments:

- Will be made if a meter that is fast is determined to be in error more than two percent ($\pm 2\%$).
- May be made if a meter that is slow or creeping is determined to be in error more than two percent ($\pm 2\%$).



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SECTION 5 – RULES AND REGULATIONS (continued)

Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.12 BILLING ADJUSTMENTS (continued)

Adjustments for Wastage or Accidental Grounding

No billing adjustment will be made for Customer wastage or accidental grounding.

Refund Adjustment

If the meter error date can be determined with reasonable certainty, the refund will be calculated from that date. The time period for which the Company is required to adjust, refund, or credit the Customer's bill shall not exceed five (5) years unless otherwise ordered by the Commission.

If the meter error date cannot be determined with reasonable certainty, the refund is limited to one (1) year, consisting of the twelve (12) months prior to the date the error is discovered.

The Company shall refund the Customer within thirty (30) days of the overcharge determination.



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SECTION 5 – RULES AND REGULATIONS (continued)

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2.00 CUSTOMER SERVICE POLICIES (continued)

2.12 BILLING ADJUSTMENTS (continued)

Backbill Adjustment

If the meter error date can be determined with reasonable certainty, the backbill will be calculated from that date. For a Residential Customer, the time period for which the Company may adjust for the undercharge shall not exceed one (1) year. For a Non-Residential Customer, the time period for which the Company may adjust for the undercharge shall not exceed five (5) years.

If the meter error date cannot be determined with reasonable certainty, the backbill amount is limited to one (1) year, consisting of the twelve (12) months prior to the date the error is discovered.

The Company shall divide the total undercharge by two (2) times the number of undercharged months to determine the amount of undercharge the Customer may pay each month until the undercharge is paid unless:

- The Customer has selected a shorter repayment schedule; or
- The Customer and Company have agreed on a longer repayment schedule.

Interest

No interest will be paid on refunds or charged on backbills.



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SECTION 5 – RULES AND REGULATIONS (continued)

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2.00 CUSTOMER SERVICE POLICIES (continued)

2.13 METER TESTS

Request

The Company will test meters at the Customer's request without charge unless the meter has been tested within one (1) year prior to such request. The Customer or their Agent may be present for the test. A report with the results of the test will be kept on file, and a copy will be provided to the Customer.

Deposit

If the Customer requests a meter test for a meter which has been tested within the past year, the Company may require the Customer to pay a deposit. Refer to the "Miscellaneous Fees and Charges" section of this Tariff for specific charges.

Notification of Results

A report will be provided to the Customer within one (1) week after completion of the test which includes the:

- Name of the Customer requesting the test.
- Date of the request.
- Location of the meter.
- Type, make, size and number of the meter.
- Date tested.
- Result of the test.

Billing Adjustments

Billing adjustments or refunds determined to be necessary as a result of the meter test will be made in accordance with "Billing Adjustments" within the "Customer Service Policies" subsection of this Section 5.



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Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.14 DISPUTED BILLS

The Customer may dispute a bill in a manner that clearly defines the disputed amount. To avoid credit action, the Customer must pay any undisputed portion of the bill while negotiations are in progress.

The Company shall investigate as required by the particular case and report the results to the Customer and to the Commission, if involved.

If the dispute is not resolved, and a disconnect notice is sent, the Company shall notify the Customer that the Customer has the right to appeal to the Commission within ten (10) working days after a disconnection notice is sent for resolution of the dispute.



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2.00 CUSTOMER SERVICE POLICIES (continued)

2.15 RESEARCH FOR CUSTOMERS

The Company will maintain a Customer contact center where Customers may reach a Company representative and receive current information. The Company will periodically notify Customers how to reach the center.

A Customer or an Agent may request Customer-specific information that includes electric usage for the last twenty-four (24) billing periods. The Company will provide this information at no cost upon receipt of a valid request for such information. Requests for more extensive research not to exceed five (5) years of billing history, special handling, special bill preparation, or billing delivery methods other than delivery via standard U.S. mail or standard electronic billing, may require reimbursement to the Company for time and materials associated with such request.

Requests may be made by contacting the Customer contact center at (888) 427-5632 or on the Company's website, www.midamericanenergy.com.



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Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.16 DIVERSION OR UNAUTHORIZED USE OF SERVICE

Diversion of service is defined as unauthorized bypass of or tampering with Company equipment with the intent to steal or benefit from unmetered service.

Unauthorized use occurs when a person or Premises receives benefit of metered utility service without the consent of the Company.

When diversion or unauthorized use of service is discovered, service is subject to immediate disconnection without notice. Service will not be resumed until all required payments have been made.

Charges to resume service may include:

- Backbilling of the estimated cost of electricity plus estimated clause and rider charges not recorded on the meter for the entire period of the diversion or unauthorized use.
- Investigation and backbilling expenses.
- Collection and court costs.
- Costs incurred to repair and/or replace Company equipment.
- Costs incurred to tamper-proof the equipment, including costs to relocate an inside meter to the outside of the building.
- Credit Assurance.
- Reconnection charge.

Diversion of service will be documented on the Customer's account and criminal action may follow.



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SECTION 5 – RULES AND REGULATIONS (continued)

Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.17 REFUSAL OR DISCONNECTION OF SERVICE WITH NOTICE

The Company may refuse or disconnect service and/or remove the meter with appropriate notice for the following reasons:

- Failure to pay a past-due bill for the same class of service provided by the Company when all conditions in § 20:10:20:03 of the South Dakota Administrative Rules have been satisfied.*
- Failure to provide Credit Assurance required by the Company.*
- Failure to comply with the terms of a Payment Agreement.
- Failure of the Customer to provide correct information about any or all of the following:
 - Past utility experience.
 - Previous employment.
 - Previous address.
- Attempting to return service to an indebted household and no attempts are forthcoming to liquidate the debt of that household.
- Failure to permit reasonable access to Company equipment and conduct investigations for hazardous conditions.
- Violation of or non-compliance with state statutes or Company Rules on file in this Tariff.
- Failure of the Customer to furnish:
 - Service equipment.
 - Permits.
 - Certificates.
 - Rights-of-way.
- Failure to fulfill a contractual obligation imposed as a condition of obtaining service by any contract filed with and subject to the regulatory authority of the Commission.

*Exceptions: See "When Refusal or Disconnection of Service is Prohibited" within the "Customer Service Policies" subsection of this Section 5.



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Applicable to All Rates and Riders

2.00 CUSTOMER SERVICE POLICIES (continued)

2.17 REFUSAL OR DISCONNECTION OF SERVICE WITH NOTICE (continued)

Notice of Disconnection

In the case of a Customer's first disconnection, the Company shall provide personal notice by telephone, visit, or certificate of mailing.

Subsequent notices will be mailed or delivered to the address to which bills are customarily sent or the address where the service is provided.

Service will not be disconnected until at least ten (10) days after the Company mails or delivers the disconnect notice.

The notice of disconnection shall contain a specific explanation of the following:

- The particular grounds upon which the proposed disconnection is based;
- The Company's intention to disconnect service unless the Customer takes corrective action; and
- The corrective action which the Customer must take to avoid disconnection.

The Company shall notify the Customer that the Customer has the right to appeal to the Commission for resolution of an unresolved dispute within ten (10) working days after a disconnection notice is sent.

Customer Contact

If a Residential Customer fails to respond to the notice before the due date, the Company will make a diligent attempt to contact the Customer prior to disconnection of electric service.



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SECTION 5 – RULES AND REGULATIONS (continued)

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2.00 CUSTOMER SERVICE POLICIES (continued)

2.17 REFUSAL OR DISCONNECTION OF SERVICE WITH NOTICE (continued)

Rental Units

If an attempt at personal or telephone contact of a Customer occupying a rental unit has been unsuccessful, the landlord of the rental unit, if known, shall be contacted to determine if the Customer is still in occupancy and, if so, the Customer's present location. The landlord shall also be informed of the date when service may be disconnected. The landlord/owner of the rental unit is responsible for notifying the Company of ownership.

When the service address is different from the billing address or if the Company has reason to know that a landlord and tenant relationship exists, the Company, after providing disconnect notice, shall offer the tenant the opportunity to apply for service in their name. If the tenant declines to apply for service, the Company may disconnect service.

If the disconnection will affect the occupants of a rental unit leased from the Customer, the Company will post the Premises, at least two (2) days prior to disconnection, with a notice informing any occupants of the date and reasons for disconnection.

Third-Party Notification

With written authorization by the Customer, a specified third party may receive a copy of the Customer's disconnection notice.



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2.00 CUSTOMER SERVICE POLICIES (continued)

2.18 WHEN DISCONNECTION OF SERVICE WILL BE DELAYED

Residential

The Company will delay disconnection of service for non-payment:

- During a Friday, Saturday, Sunday, legal holiday, or at any time when the Company's business offices are not open to the public.
- If the accuracy of the Customer's bill is in dispute, and the Customer pays the undisputed portion under the provisions of "Disputed Bills" within the "Customer Service Policies" subsection of this Section 5.
- For thirty (30) days from the date the Company receives a physician's certificate or a written notice from a public health or social services official which includes:
 - A statement that disconnection of service will aggravate an existing medical emergency of the Customer, a member of the Customer's family, or other permanent resident of the Premises where service is provided.
 - The name of the person endangered.
 - The nature of the health danger.
 - The name, business address, and telephone number of the physician or official providing the written certificate or notice.

Such extensions are limited to a single thirty (30) day period.



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2.00 CUSTOMER SERVICE POLICIES (continued)

2.18 WHEN DISCONNECTION OF SERVICE WILL BE DELAYED (continued)

Residential (continued)

The Company will delay disconnection of service for non-payment:

- Between November 1 and March 31, the Company shall notify the Customer before the normal disconnection date that the Customer has an additional thirty (30) days until disconnection.

Non-Residential

The Company will delay disconnection of service for non-payment:

- During a Friday, Saturday, Sunday, legal holiday, or at any time when the Company's business offices are not open to the public.
- If the accuracy of the Customer's bill is in dispute, and the Customer pays the undisputed portion under the provisions of "Disputed Bills" within the "Customer Service Policies" subsection of this Section 5.



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2.00 CUSTOMER SERVICE POLICIES (continued)

2.19 REFUSAL OR DISCONNECTION OF SERVICE WITHOUT NOTICE

The Company may refuse or disconnect service without notice for the following reasons:

- Violation of state statutes or utility rules filed with the Commission concerning evasion of payment, use of service for unlawful purposes, or violation of service regulations.
- A condition on the Customer's Premises determined by the Company to be unsafe or unhealthy.
- Customer use of equipment in a manner that adversely affects the Company's equipment or utility service to others.
- Tampering with Company equipment. A broken or absent meter seal alone shall not constitute tampering.
- Diversion, unauthorized or fraudulent use of service.
- As requested in cooperation with civil authorities.



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2.00 CUSTOMER SERVICE POLICIES (continued)

2.20 WHEN REFUSAL OR DISCONNECTION OF SERVICE IS PROHIBITED

The following will NOT constitute sufficient cause for refusal of service to an Applicant or disconnection of service to a Customer:

All Customers

- Failure to pay other bills from the Company which are not based on filed rates or charges.
- Failure to pay for backbilling as addressed in "Billing Adjustments" within the "Customer Service Policies" subsection of this Section 5.
- Failure to pay a debt to another utility.
- Failure to pay for a different class of utility service.
- The delinquency in payment of a previous occupant of the Premises to be served.
- The delinquency in payment of any outstanding bills or other charges of the landlord.
- Living with someone indebted to the Company, except if the Customer is attempting to return service to an indebted household as described in South Dakota Administrative Rule 20:10:20:01(3).
- Failure to pay the bill of another Customer as guarantor, unless the guarantor is legally liable for a particular bill and has refused to pay it.

2.21 PAYMENT TO AVOID DISCONNECTION

The Customer has the right to pay any delinquent bill at any time prior to disconnection in order to preserve uninterrupted service. If the Company representative who enters the Customer's Premises to disconnect does not have the authority to collect bills, the representative shall arrange for payment and service shall not be disconnected.



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2.00 CUSTOMER SERVICE POLICIES (continued)

2.22 TURN OFF SERVICE AT CUSTOMER REQUEST

The Company will use all reasonable efforts to turn off service during normal working hours on the date requested by the Customer if the Customer has given the Company at least two (2) working days' notice. If the Customer requests service be turned off after hours, time and materials charges will apply.

A Customer who is provided service under a special contract is required to comply with the contract regarding service turn off.

For same-day transfers, a turn-off meter reading obtained at the end of service for one account will be used for the beginning of service for the subsequent account.

Where a service gap exists, a turn-off meter reading obtained at the end of service for one account may be used for the beginning of service for the subsequent account with the new Customer's consent. The new Customer will be notified of the date the meter was read.

The Customer requesting service turn off or final meter reading is responsible for providing access to the meter as needed. The Customer will be responsible for usage incurred after the date requested if access to the meter(s) is not provided when requested.

If the Customer does not notify the Company of their request to disconnect service, the Customer will be liable for service used at that location until the Company receives the Customer's request to disconnect service and a final meter read is obtained.

Only the Company or authorized Company representative has the right to disconnect service to any Customer and to remove its property from the Customer's Premises.



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2.00 CUSTOMER SERVICE POLICIES (continued)

2.23 RECONNECTION OF SERVICE

Service that has been disconnected will be reconnected after the Customer has remedied the reason for disconnection, which may include the following:

- Paid the delinquent bill or, if eligible, entered into a Payment Agreement.
- Established Credit Assurance.
- Furnished satisfactory evidence of compliance with Company's rules or terms and conditions.

Reconnection Charge

In order for service to be restored, the Customer must also pay a service reconnection charge as set forth in the "Miscellaneous Fees and Charges" subsection of this Section 5.

Timing of Reconnection

Service shall be reconnected as promptly as possible after the Customer has remedied the reason for the disconnection.