

## **DECATUR COUNTY REMC**

### **RULES AND REGULATIONS FOR ELECTRIC SERVICE**

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## **Rule 1. Definitions**

**The definitions set forth below shall be applied to the REMC's service rules and regulations:**

- (A) The word "REMC" shall mean Decatur County Rural Electric Membership Corporation.
- (B) The word "member" shall mean any person, firm, corporation, municipality or other government agency which has agreed, in writing, to pay for electric service received from the REMC.
- (C) The word "disconnection" shall mean the termination or discontinuance of electric service.
- (D) The words "late payment charge" shall mean the one time penalty assessed by the REMC upon all current bills at the time they become delinquent.

## **Rule 2 . Retention of Records**

All records required by these rules shall be preserved at least three years except as otherwise provided herein, required by law, or provided for in the REMC's record retention policy. These records shall be kept at the REMC's principal place of business or at other places as the REMC shall designate.

## **Rule 3 . Records and Reports of Meter Purchases and Tests**

- (A) Meter Test Record. Whenever any meter in service is tested, a record shall be preserved containing the information necessary for identifying the meter, the reason for making the test, the reading of the meter before the test and the result of the test, together with all data taken at the time of the test in sufficiently complete form to permit the convenient checking of the methods employed.
- (B) Meter Record. Permanent records shall also be kept giving for each meter owned or used by the REMC, the year of purchase, its identification and the record of the last test to which it has been subjected, with date and general results of the test. These records apply to all meters insofar as the information is available.

## **Rule 4 . Location of Meters; Accessibility**

- (A) All meters shall be located outdoors.

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- (B) Meters shall not be placed on any unstable partitions or supports. Unless unavoidable, meters should not be installed in any location where the visits of a REMC employee or contractor will cause unreasonable annoyance to the member or undue inconvenience to the REMC.
- (C) Meters shall be easily accessible for reading, testing and making necessary adjustments and repairs. When a number of meters are placed on the same meter board, the distance between centers may be specified by the REMC, but in no case shall the distance be less than 7 1/2 inches. Upon request by the residential member, the REMC shall provide the member with the number of the meter which serves the individual member's premises and provide the member with an opportunity to verify the meter readings. On an installation where similar types of meters record different units (kWh and RkVAh, for example) the meters shall be tagged or marked to indicate the units recorded. Meters should not be less than 4 feet nor more than 6 feet above the final standing surface, measured from the center of the meter cover, unless authorized by the REMC.

### **Rule 5 . Service Watthour Meters; Inspection and Repair; Installation Tests and Adjustments**

#### (A) Inspection and Repair.

- (1) Each new watthour meter, except self-contained AC meters rated 12 kVA or less, shall be inspected and tested and adjusted if necessary, to detect any possible causes for faulty operation and to verify the accuracy of the meter.
- (2) All meters removed from service shall be carefully inspected for any possible causes of faulty operation which may have developed in use, cleaned and repaired, as necessary, before being tested and adjusted to the accuracy conditions prescribed in Rule 8 of these Rules and Regulations for Electric Service, prior to being again placed in service; except self-contained AC meters rated 12 kVA or less may be removed and re-installed without testing if they show no damage or evidence of tampering and are not on a recall or obsolete list.

#### (B) Installation Tests and Adjustments.

- (1) All watthour meters and demand meters, except self-contained AC meters rated 12 kVA or less, shall be tested prior to their installation or within 60 days after installation, and adjusted, as closely as economically practicable, to the condition of zero error, but in all cases within the limits of tolerance prescribed in Rule 8. These tolerances are to be interpreted as maximum variations from the condition of zero error which are permitted in order to make reasonable though adequate allowance for variations encountered in accepted good meter practice.
- (2) All watthour and demand meters shall be checked for correct connections, proper mechanical conditions and suitability of location in its permanent position at the time of installation. If the meter does not read directly in kWh consumed or demand units, the multiplier for the meter readings shall be checked and if practical, marked on the meter, or marked on a tag attached to the meter.

### **Rule 6 . Meter Testing Equipment and Facilities; Reference and Portable Standards**

- (A) Equipment and Facilities. The REMC shall provide or have available standard meters, instruments and other equipment and facilities as may be necessary to make the tests set forth in these rules.
- (B) Reference Standards. The REMC shall provide or have available suitable indicating electrical instruments, wattmeters and watthour meters (hereinafter called "reference standards") as may be necessary for testing the accuracy of watthour meters. The reference standard may be a service type watthour meter. Reference standards of all kinds shall be tested and adjusted, if necessary, at least once every two years by a recognized standardizing laboratory.

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- (C) Portable Standards. All portable watt-hour meter standards shall be checked against the corresponding reference standards as often as may be necessary to give reasonable assurance that the errors will not change enough between successive calibrations to materially affect the results of measurements involving their use. If a check shows any portable watt-hour meter standard to be in error more than one per cent (1%) plus or minus, at any load at which the standard will be used, the standard shall be tested, adjusted and certified in an approved laboratory. Each portable watt-hour meter standard shall at all times be accompanied by a certificate or calibration card, signed by the proper authority, giving the date when it was last certified.
- (D) Portable Indicating Instruments. All portable indicating electrical testing instruments, including voltmeters, ammeters and wattmeters, when in regular use in testing purposes, shall be checked against suitable reference standards as often as may be necessary to give reasonable assurance that the errors will not change enough between successive calibrations to materially affect the results of measurements involving their use, and if found appreciably in error at zero of more than one per cent (1%) of full scale value at commonly used scale deflection shall, unless calibration correction is used, be adjusted and certified in an approved laboratory.
- (E) Records of certification and calibration. Records of certification and calibration shall be kept on file in the office of the REMC.

### **Rule 7 . Average Accuracy of Watt-hour Meters; Tests**

The accuracy at light load shall be determined at a load of approximately ten percent (10%) of the rated capacity of the meter. The accuracy at heavy load shall be determined at a load of not less than seventy-five percent (75%) of the rated capacity of the meter. The rated capacity of the meter shall be the kVA rating as defined in Rule 9.

- (A) "As Found" Test. The accuracy at light load shall be determined by taking the average of at least two tests, which tests must agree within one-half of one percent (.5%). The accuracy at heavy load shall be determined in a like manner. The average accuracy of the meter shall be determined by taking an average of the accuracy at light load and of the accuracy at heavy load. However, the average "as found" accuracy of a meter may be determined from one light load test and one heavy load test, if the average accuracy is less than one hundred and three percent (103%) and if the meter is to be adjusted.
- (B) "As Left" Test. After any meter has been adjusted, the average "as left" accuracy of the meter will be determined by two tests at each load as outlined in the preceding paragraph, unless the meter has been tested by an automatic device in which case one test at each load will be sufficient.

### **Rule 8 . Accuracy of Meters**

No watt-hour meter which registers at no load (the moving element making more than one complete revolution when at "No Load"), when the applied voltage is less than one hundred and ten percent (110%) of standard service voltage, shall be placed in service or allowed to remain in service in that condition. No meter shall be placed in service or allowed to remain in service which is in any way mechanically defective, which has incorrect constants, or which has not been tested for accuracy of measurements and adjusted, if necessary, to meet the following requirements:

- (A) Watt-hour Meters: Average error not over two percent (2%) plus or minus. Error at heavy load not over one percent (1%) plus or minus. Error at light load not over three percent (3%) plus or minus.
- (B) Integrating Demand Meters
  - (1) Electric Element: Errors shall not exceed the limits specified for watt-hour meters.

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### (C) Lagged Demand Meters

(1) Electromagnetic Type: Error shall not exceed two percent (2%) plus or minus of full scale indication.

(D) Test for Correct Power Factor Adjustment. Alternating current service watt-hour meters, except self-contained AC meters rated 12 kVA or less, which are to be used on circuits supplying inductive load, shall also be tested before installation at one hundred percent (100%) of manufacturer's rated test current at fifty percent (50%) lagging power factor, and, if necessary, adjusted so that the error under the conditions will not be more than two percent (2%) plus or minus.

(E) Where instrument transformers are used for metering, the ratio of transformation and phase angle error of the transformers must be determined before installation. This information will be kept on file in the REMC office.

### **Rule 9 . Tests of Electric Meters in Service**

Note: The kVA rating of an alternating-current, single-element meter is the product of the rated voltage and the rated test current. In the case of a polyphase or a multi-element meter, the rating is the sum of the products for each element. The rating of a 2-element meter when it is the split-coil type or when it is associated with 3-current transformers and used to measure energy in a 3-phase, 4-wire Y circuit shall be 3 times the rating of one element. When a meter is connected to instrument transformers, the nominal rating of the transformers shall be used in the determination of the KVA rating of the meter.

(A) WATTHOUR METERS The REMC adopts the following method for maintaining the accuracy of self-contained single-phase and three-wire network meters: periodic testing of watt hour meters shall be performed on at least every sixteen (16) years or upon a request of a member per Rule 10

### (B) DEMAND METERS.

Each demand meter shall be tested as often as the watt-hour meter with which it is associated and, as nearly as practicable, at the same time.

### **Rule 10 . Member Requests for Tests; Application to the REMC**

The REMC shall test the accuracy of registration of a meter upon written request by a member. The member will bear the full cost of any subsequent test of this meter if requested within thirty-six (36) months of the most recent test if that test showed the meter to be within the accuracy standards in Rule 8 of the Rules and Regulations for Electric Service. A written report giving the results of the tests shall be made to the member and a complete record of the same shall be kept on file in the REMC office.

### **Rule 11 . Bills**

(A) A bill rendered periodically to a member for electric service will include the following information:

- (1) The dates and meter readings of the meter at the beginning and end of the period for which the bill is rendered and the billing date.
- (2) The number and kind of units of service supplied.
- (3) The billing rate code.
- (4) The service or minimum charge, if applicable.
- (5) The previous balance, if any.
- (6) The amount of the bill.
- (7) The sum of the amount of the bill and the late payment charge.

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- (8) The date when the bill becomes delinquent and the date the late payment charge will be added to the bill.
  - (9) If an estimated bill, clear and conspicuous coding or other indication identifying the bill as an estimated bill.
  - (10) Printed statements or actual figures, or both, on either side of the bill must inform the member of the seventeen (17) day nonpenalty period.
  - (11) An easily understood explanation of all codes or symbols, or both, used.
- (B) A bill may contain charges for utility services and ancillary services. Payments received shall first be applied to charges for ancillary services, then to past due amounts for utility service including related penalties and then to charges for current utility services.
- (C) A bill for services is considered delinquent unless payment is received within seventeen (17) days after the bill is postmarked. A delinquent bill may be assessed a late payment charge equal to five percent (5%) of the current bill. If any delinquent balance exists, all payments the REMC receives shall first be applied to the delinquency.
- (D) The REMC may estimate a member's bill due to:
- (1) A member's request to estimate a bill.
  - (2) Inclement weather.
  - (3) Labor or union disputes.
  - (4) Inaccessibility of a member's meter, if the REMC has made a reasonable attempt to read it.
  - (5) Other circumstances beyond the control of the REMC, its agents, and employees.
- (E) The REMC shall, upon a member's request, and not less than once in a twelve (12) month period, compute and render a bill pursuant to an actual meter reading taken by the REMC, which reading may be taken manually or by automated meter reading or similar electronic equipment.
- (F) The REMC offers a levelized budget billing method for residential members which allows an applicant or member to contract for billing where the REMC averages the estimated bill over a 12 month period. There must be twelve months of billing history at the member's location before levelized billing is available.
- (G) The REMC has developed a round-up charitable billing plan. This plan allows the REMC, to round-up to the next even dollar amount the member's bill for a billing period. The difference between the member's estimated or actual bill for electric service and the rounded up bill may be contributed, when paid by the member, to the REMC's tax exempt foundation or qualified Internal Revenue Code Section 501(c)(3) trust for investment or use for charitable purposes in the REMC's service territory.

### **Rule 12 . Billing Adjustments**

- (A) Adjustments Due to Meter Errors. If any service meter, after being tested, as provided for in these rules, is found to have a percentage of error greater than three percent (3%) for wathour meters and four percent (4%) for demand meters, the bills for service shall be adjusted as follows:
- (1) Fast Meters. When a meter is found to have a positive average error, the REMC shall refund, or credit the member's account with the amount of any charges in excess of either (i) an average bill for the kilowatthours and/or demand units incorrectly metered or (ii) separate bills individually adjusted for the percent of error for the period the meter was fast, if the period can be determined, or one year, whichever period is shorter. An average bill shall be calculated on the basis of kilowatthours and/or demand units registered on the meter over corresponding periods either prior or subsequent to the period for which the meter is determined to be fast. No part of a monthly facility charge shall be refunded.

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- (2) Stopped or Slow Meters)When a meter is stopped or has a negative average error, the REMC may charge the member for the kilowatthours and/or demand units incorrectly registered for one-half of the period since the last previous test or one year, whichever is shorter. The amount of the charge to the member shall be estimated on the basis of either (i) an average bill as herein below described or (ii) separate bills individually adjusted for the percent of error. An average bill shall be calculated on the basis of kilowatthours and/or demand units registered on the meter over corresponding periods either prior or subsequent to the period for which the meter is determined to be slow or stopped. The REMC may charge the member for these amounts except where the REMC negligently allows the stopped or slow meter to remain in service after the REMC has knowledge of the stopped or slow meter.
- (B) Other Billing Adjustments. All other billing errors, including incorrect rate or rate schedule applications, may be adjusted to the known date of error or for a period of one year, whichever period is shorter. If the member has been underbilled, the member will receive a credit of one half of the underbilled amount up to a maximum of \$300. Payment of the underbilled amount owed by the member may be paid in equal installments not to exceed twelve.

### Rule 13 . Creditworthiness of Members; Deposits; Refunds

#### (A) General Requirements.

The REMC shall determine the creditworthiness of an applicant or member in an equitable and nondiscriminatory method without regard to the economic character of the area (or any part thereof) wherein the applicant or member resides and shall determine the creditworthiness solely upon the credit risk of the individual without regard to the collective credit reputation of the area in which he/she lives. A consumer reporting agency or CRA may be used to determine credit risk. If the Applicant or Member is married, or there are multiple applicants at the same service address, a deposit may be charged based on the credit risk that is highest.

#### (B) Criteria for Collection of Deposits

Decatur County REMC requires from any member or from any prospective member, a deposit intended to guarantee payment of bills for service, establish, or re-establish electric service, if any of the following conditions exist.

- (1) Applicant is an unsatisfactory credit risk. Credit will be determined based on previous credit with the REMC and by credit rating returned by CRA.
- (2) Applicant has been a member of the REMC for service within 36 months preceding application date and during the last 24 months for prior service had the account disconnected for non-payment.
- (3) The member has no deposit and presently is disconnected for non-payment for the second time within an eighteen (18) month period.
- (4) The deposit is required prior to the time service is supplied to the member and is not transferable.
- (5) Applicant or current member has been involved in the theft of electric service or meter tampering. Maximum deposit plus all monies owed to REMC will be required to be paid before service will be re-established.
- (6) Each new applicant or current member requesting new or existing electric service and applicants who have had prior service with the REMC shall authorize the REMC to assess and investigate their credit record to be deemed creditworthy and shall be required to make a deposit based on the results of the credit report of the applicant. If the applicant refuses to provide the information needed to investigate their credit record, the applicant will pay the maximum deposit required by the REMC.
  - (a) Minimum Credit Risk – no deposit required.
  - (b) Medium Credit Risk – one month of estimated monthly bill.
  - (c) High Credit Risk – two months of estimated monthly bill.
- (7) A performance bond or irrevocable letter of credit may be given in lieu of a cash deposit.

#### (C) Criteria for Level of Credit Risk

##### (1) Minimum Credit Risk

- (a) Applicant receives a good credit assessment from their credit report.

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- (b) Current member with good credit history with the REMC.
  - (c) Prior member who had service with the REMC within the last two years with no outstanding bills and the final bill was paid on time. Within that time period they had less than three late payments, no prior nonpayment disconnect and no insufficient fund check/ACH.
  - (d) Prior member who had service with the REMC more than two years ago with a good credit assessment from their credit report and no outstanding bill to the REMC.
- (2) Medium Credit Risk
- (a) Applicant receives a medium risk assessment from their credit report.
  - (b) Current member with three or more late payments and no insufficient fund check/Ach and no nonpayment disconnects in the last twelve months.
  - (c) Prior member who had service with the REMC within the last two years and left the REMC with an unpaid balance or a balance due that was turned over to a collection agency. Within that time period they had three or more late payments with no nonpayment disconnect or insufficient fund check/ACH.
  - (d) Prior member who had service with the REMC more than two years ago with a medium risk assessment from their credit report and no outstanding bills to the REMC.
- (3) High Credit Risk
- (a) Applicant receives a high risk assessment from their credit report.
  - (b) Current member was disconnected for nonpayment or had an insufficient fund check/ACH in the last twelve months.
  - (c) Prior member who had service with the REMC and left the REMC with an unpaid balance or a balance due that was turned over to a collection agency. Within that time period they had a nonpayment disconnect or an insufficient fund check/ACH.
  - (d) Prior member who had service with the REMC more than two years ago with a high risk assessment from their credit report and no outstanding bills to the REMC.
- (D) Deposits
- (1) If a deposit is greater than \$125 the REMC shall advise the applicant or member that he/she may pay the deposit in equal installment payments over a period of no more than two months; service shall be connected upon receipt by the REMC of the first payment.
  - (2) If the REMC denies service or requires a cash deposit as a condition of providing service, then it will notify the applicant stating the precise facts upon which it bases its decision and provide the applicant with an opportunity to rebut the facts and show other facts demonstrating his/her creditworthiness.
- ( E) Refunds
- (1) Deposits will be held for an initial period of twelve months. After the first twelve months, deposits will be refunded if the account meets established payment requirement and has not been disconnected for non-payment. No interest shall be paid on deposits held.
  - (2) Criteria for return of deposit:
    - (a) Member account must be paid on time for ten months in a row or eleven of twelve consecutive months.
    - (b) Member had no payment to REMC returned for insufficient funds.
    - (c) Member has not been disconnected for non-payment at any time during the twelve month period.
    - (d) Deposits will be credited to final bill when member requests service to be disconnected. Any remaining amount will be mailed to member.

### **Rule 14 . Disconnection of Service; Prohibited Disconnections; Reconnection**

- (A) The member shall notify the REMC at least three (3) days in advance of the day disconnection is desired. The member shall remain responsible for all service used and the billings therefore until



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service is disconnected pursuant to that notice. Upon request by a member to disconnect service, the REMC shall disconnect the service within three (3) working days of the requested disconnection date. The member shall not be liable for any service rendered to that address or location after the expiration of three (3) days.

- (B) The REMC may disconnect service without request by the member and without prior notice:
- (1) if a condition dangerous or hazardous to life, physical safety or property exists; or
  - (2) upon order by any court or other duly authorized public authority; or
  - (3) if fraudulent or unauthorized use of electricity is detected and the REMC has reasonable grounds to believe the affected member is responsible for use; or
  - (4) if the REMC's regulating or measuring equipment has been tampered with and the REMC has reasonable grounds to believe that the affected member is responsible for the tampering, or
  - (5) if the member has installed generation or fuel cells without proper double throw switches or similar REMC approved switching mechanisms to isolate the member system and to protect against electric current being back-fed to the REMC's distribution system.
- (C) In all other instances the REMC, upon providing the member with proper notice (as defined in subsection (G) of this section may disconnect service subject to the other provisions of these Rules.
- (D) Except as otherwise provided in subsections (A) and (B) of this rule, the REMC shall postpone the disconnection of service for ten (10) days if, prior to the disconnect date specified on the bill statement, the member provides the REMC with a medical statement from a licensed physician or public health official which states that disconnection would be a serious and immediate threat to the health or safety of a designated person in the household of the member and specifies the type or form of life support system being used for which electricity is required. The postponement of disconnection shall be continued for one additional ten (10) day period upon the provision of an additional medical statement.
- (E) The REMC may not disconnect services to the member:
- (1) upon his/her failure to pay for services to a previous unrelated occupant of premises to be served; or
  - (2) if the member shows cause for his/her inability to pay the full amount due (financial hardship shall constitute cause), and the member:
    - (a) pays a reasonable portion (not to exceed \$ 50 or one tenth (1/10) of the bill whichever is more unless the member agrees to a greater portion) of the bill; and
    - (b) agrees to pay the remainder of the outstanding bill within three (3) months; and
    - (c) agrees to pay all undisputed future bills for service as they become due; and
    - (d) has not breached any similar agreement with the REMC made pursuant to this section within the past twelve months. Provided, the REMC may add to the outstanding bill a late payment charge not to exceed the amount set pursuant to these rules and the terms of agreement shall be put in writing by the REMC and signed by the member and by a representative of the REMC.
  - (3) If a member or user is unable to pay a bill, which is unusually large due to a prior incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection or functioning of the meter, prior estimates where no actual reading was taken for over two months, stopped or slow meters, or any human or mechanical error of the REMC, and the member:
    - (a) pays a reasonable portion of the bill, not to exceed an amount equal to the member's average bill for the six (6) bills immediately preceding the bill in question;
    - (b) agrees to pay the remainder within a reasonable period of time; and
    - (c) agrees to pay all undisputed future bills for service as they become due; Provided the REMC may not add to the outstanding bill any late fee and the terms of agreement shall be put in writing by the REMC and signed by the member and a representative of the REMC.

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- (F) The REMC may disconnect service between the hours of 8:00 A.M. and 3:00 P.M., prevailing local time. Disconnections pursuant to subsections (A) and (B) of this section are not subject to this limitation. The REMC may not disconnect service for nonpayment on any day, or beyond twelve noon (12:00 noon) of the day immediately preceding any day, on which the REMC's office is not open to the public.
- (G) Unless otherwise provided herein, electric service to any residential member shall not be disconnected for a violation of any rule or regulation of the REMC or for the non-payment of a bill, except after fourteen (14) days prior written notice to the member by either:
- (1) mailing the notice to the member at the address shown on the records of the REMC, in which case the notice may be included on the member's monthly billing; or,
  - (2) personal delivery of the notice to the residential member or a responsible member of his/her household at the address shown on the records of the REMC; and
  - (3) the disconnect notice for nonpayment may be rendered prior to the date on which the account becomes delinquent either by including said notice on a billing rendered to the member or otherwise providing said notice.
- The notice must be in language which is clear, concise, and easily understandable to a layman and shall state:
- (1) the date of proposed disconnection;
  - (2) the specific factual basis and reason for the proposed disconnection;
  - (3) the telephone number of the REMC's office which the member may call during regular business hours in order to question the proposed disconnection or seek information concerning his/her rights;
- (H) Immediately preceding the actual disconnection of service, the employee of the REMC designated to perform this function shall make a reasonable attempt to identify himself/herself to the member which will include any other responsible person then upon the premises and shall announce the purpose of his/her presence and shall make a record thereof. The employee shall have in his/her possession information sufficient to enable him/her to inform the member of the reason for disconnection, including the amount of any delinquent bill. The employee shall ask the member for any available verification that the outstanding bill has been satisfied or if the member has disputed the bill pursuant to Rule 16. Upon the presentation of credible evidence, service shall not be disconnected. The employee will accept full payment of the delinquent bill plus the collection fee from the member in order to prevent the service from being disconnected. When the employee has disconnected the service, the employee shall give to the member or, if no one is at home, shall leave at a conspicuous place on the premises, a notice stating that service has been disconnected and stating the address and telephone number of the REMC where the user may arrange to have service reconnected.
- (I) The REMC may charge a reconnection fee, as approved by the REMC's Board from time to time.
- (J) If the REMC disconnects service in violation of these Rules, the service shall immediately be restored at no charge to the member. The REMC will reconnect the service to the member or user as soon as reasonably possible but at least within one (1) working day after it is requested to do so if the member has satisfied the requirements of these Rules.

### **Rule 15 . Home Energy Assistance; Disconnection of Service to Recipients**

- (A) Consistent with Ind. Code 8-1-2-121, without member request, the REMC will not, during the applicable moratorium period, disconnect electric residential service to any member who either is receiving or has applied for assistance under Ind. Code 12-14-11.
- (B) During the moratorium period, the REMC may not disconnect service to these members if:
- (1) The members' eligibility to receive benefits pursuant to IC 12-14-11 is being determined by the department on aging and community services or its designee after the submission of a complete

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application for benefits by the member.

- (2) The member has furnished to the REMC proof of his/her application to receive these benefits or the REMC has been so notified in writing by the department of aging and community services or its authorized representatives.
- (C) This rule does not prohibit the REMC from terminating residential electric service upon the request of a member or under the following circumstances:
- (1) If a condition dangerous or hazardous to life, physical safety, or property exists.
  - (2) Upon order by any court or other duly authorized public authority.
  - (3) If fraudulent or unauthorized use of electricity is detected, and the REMC has reasonable grounds to believe the affected member is responsible for benefiting from the use.
  - (4) If the REMC's regulating or measuring equipment has been tampered with and the REMC has reasonable grounds to believe that the affected member is responsible for benefiting from the tampering.
- (D) This rule does not relieve the member from the responsibility of making payments on his or her electric bill. The member should establish a payment agreement for any balance due amounts on the bill. The REMC may continue to seek collection of delinquent bills by normal means, including but not limited to letter, notices, telephone calls and in-person visits to the home.

### **Rule 16 . Member Complaints**

#### (A) Complaint Procedure.

- (1) A member may complain at any time to the REMC about any bill which is not delinquent at that time, security deposit, disconnection notice, or any other matter relating to its service. Complaints may be made in person, in writing, or by completing a form available from the REMC at its business offices. A complaint shall be considered filed upon receipt by the REMC, except mailed complaints shall be considered filed as of the postmark date. In making a complaint and/or request for conference, the member shall state at a minimum, his/her name, service address, and the general nature of his complaint.
- (2) Upon receiving each complaint or request for conference, the REMC:
  - (a) shall promptly, thoroughly and completely investigate the complaint, confer with the member when requested and notify, in writing, the member of the results of its proposed disposition of the complaint after having made a good faith attempt to resolve the complaint.
  - (b) Written notification shall advise the member that he/she may, within seven (7) days following the date in which the notification is mailed, request a review of the proposed disposition by the Board of Directors.

#### (B) Review.

If the member is dissatisfied with the REMC's proposed disposition of the complaint as provided Rule 16 (A) (2), he/she may request the Board of Directors in writing within seven (7) days following the date in which the notification is mailed, to review the disputed issue and the REMC's proposed disposition thereof. The Board of Directors shall provide a review at their next regular meeting. The review shall consist of not less than a prompt and thorough investigation of the dispute and shall result in a written decision to be mailed to the member within thirty-two (32) days after the regular meeting. The member may request to attend the regular meeting of the Board of Directors when it reviews the disputed issue.

#### (C) Continuation of Service Pending Disposition of Complaint.

- (1) If the member is receiving service at the time the complaint and/or request for conference provided for in 16 (A) (1) above is received by the REMC, his/her service shall not be disconnected until ten (10) days have elapsed from the date of mailing of the notification of the REMC's proposed disposition of his/her complaint. Provided, however, that if a review by the Board of Directors of the REMC's proposed disposition of the complaint is requested by the member as provided by 16 (B) (1) within seven (7) days after the mailing of the proposed disposition of the complaint, the REMC shall not disconnect the member's service until at least three (3) days have elapsed from the date of mailing of the Board of Director's decision upon and

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pursuant to h review if the member has paid and continues to pay all undisputed bills, portions of disputed bills as specified in 16 (C) (2) below, and pays all future undisputed bills prior to their becoming delinquent.

- (2) In those instances when the member and REMC cannot agree as to what portion of a bill is undisputed, it shall be sufficient that the member pay on the disputed bill an amount equal to his/her average bill for the six (6) months immediately preceding the disputed bill except in those cases where the member has received fewer than six (6) bills, in which event the member shall pay an amount equal to the average (arithmetical mean) of the bills as have been received.

### (D) Record of Complaints.

- (1) The REMC shall keep a written record of complaints and requests for conferences pursuant to Rule 16. These records shall be retained at the office of the REMC. These written records are to be readily available upon request by the concerned member or his agent possessing written authorization.

### **Rule 17 . Informational Pamphlets and Rate Schedules**

- (A) The REMC will supply to all applicants for service and to all current members, a pamphlet or other informational material containing a summary of these service rules. A complete copy of the current rules is accessible on the REMC web site.
- (B) The REMC will supply free of charge a copy of the REMC By-laws upon request by the applicant or member. A complete copy of the current By-laws is accessible on the REMC web site.
- (C) The REMC shall supply free of charge a copy of the rate schedules applicable to the types of service available to new applicants and existing members of residential service, upon request by the applicant or member.
- (D) The REMC, whenever it changes its base rate schedules, will provide its members with notice of this change at least thirty (30) days prior to the effective date via the monthly newsletter, a bill stuffer, or another publication generally disseminated to members.

### **Rule 18. Standard Nominal Frequency**

In supplying alternating current, the REMC I adopts a standard nominal frequency of 60 HZ. Momentary variations of frequency of more than five percent (5%), which are not due to lack of proper equipment or reasonable care on the part of the REMC, shall not be considered a violation of this rule.

### **Rule 19 . Standard Service Voltage; Permissible Voltage Variation**

- (A) The REMC shall adopt 120 volts as the standard nominal service voltage, as may be required by its distribution system for its entire constant voltage service, The voltage maintained at the member's main service terminals shall be reasonably constant, as follows:
  - (1) For residential service, the voltage shall be within five percent (5%) plus or minus of the standard adopted.
  - (2) A greater variation of voltage than specified above may be allowed when service is supplied directly from a transmission line, or in a limited or extended area where members are widely scattered or the loads served do not justify close voltage regulation. In those cases the best voltage regulation should be provided that is practicable under the circumstances.
- (B) Variations in voltage in excess of those specified, caused by (1) the operation of power apparatus on the member's premises which necessarily requires large starting current, (2) the action of the elements, and (3) the infrequent and unavoidable fluctuations of short duration due to system operation, shall not be considered a violation of this rule.

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### **Rule 20 . Voltage Surveys and Records**

The REMC shall have available suitable voltage measuring equipment to conduct voltage surveys in sufficient number and diversity to document the utility's compliance with the voltage requirements of Rule 19.

### **Rule 21 . Monitoring Instruments**

The REMC shall install instruments as may be necessary for the REMC to obtain complete information as to its monthly electrical energy purchases, unless those instruments are furnished by the public utility from whom the energy is purchased.

### **Rule 22 . Interruptions of Service**

The REMC shall keep a record of any interruption of service affecting its entire system or a major division thereof, including a statement of time, duration, extent and cause of the interruption. Whenever the service is intentionally interrupted for any purpose, such interruptions shall, except in emergencies, be at a time which will cause the least inconvenience to members. Those members affected by such interruption shall, so far as possible, be notified in advance.

### **Rule 23 . Pole Identification**

- (A) The REMC shall mark each pole, post or other structure used for supporting electrical conductors with
  - (1) the initials of its name, abbreviation of its name, corporate symbol, or other distinguishing mark by which the owner of each structure may be readily and definitely determined, and
  - (2) a number by which the location of each structure may be described.
- (B) The identification marks shall be made with paint, stamps, brands or other means as the REMC may elect to use, and the characters of the marks shall be of size and so spaced and hereafter maintained as to be easily read by one standing on the ground.
- (C) In the case another utility jointly owns any structure; the distinguishing mark of each utility shall be placed thereon.
- (D) The requirements herein shall apply (1) to all urban areas and (2) to future erected structures in rural areas and (3) to all changes in ownership.

### **Rule 24 . Line Construction**

Part 2, "Safety Rules for the Installation and Maintenance of Overhead Electric Supply and Communication Lines", and Part 3, "Safety Rules for the Installation and Maintenance of Underground Electric Supply and Communication Lines", of the 1997 edition of the National Electrical Safety Code as approved by the American National Standards Institute June 6, 1996, as ANSI Standard C2, are prescribed for overhead and underground construction practice commenced after the date of promulgation of this section, unless specifically required by the Rural Utilities Service or as required by specific statutes. However, if the NESC is revised and the revised edition for purposes of 170 IAC 4-1-26 is adopted by the Indiana Utility Regulatory Commission, the revised edition shall thereafter also be applicable for purposes of this rule.

### **Rule 25 . Extension of Distribution and Service Lines**

- (A) Responsibility. In addition to its existing statutory responsibilities, the REMC shall, upon proper application for service have the authority and obligation subject to the provision of ( D)(2) below to construct, own, operate and maintain the necessary electrical facilities for rendering service to the member's meter in the case of underground services, or weatherhead in the case of overhead

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services. For overhead installations, the member must provide the weatherhead, conduit and wire that run from the meter base to the weatherhead. For underground installations, the member must provide the conduit from the meter base to the bottom of the trench.

- (B) Extensions. The REMC shall, upon proper applications for service from overhead and/or underground distribution facilities, provide necessary facilities for rendering adequate service with the following conditions,
- (1) Electric line extensions of single phase service to permanent residences will be made at a cost to the REMC not to exceed \$1,600. A contribution in aid of construction (CIAC) will be charged to the member for the cost of providing service in excess of \$1,600. An additional credit of \$2.00 per lineal foot will be given for any line constructed along a public road right of way. A permanent residence is a dwelling that has permanent water and sewer facilities approved by local authorities with an electrical inspection that was approved by the local authorities.
  - (2) Non-permanent residential applicants will pay the corporation the full cost of the line extension up front.
  - (3) Non-residential applicants will receive a credit of the estimated 2.5 times annual net revenue (net revenue is equal to the revenue less power costs) towards the amount owed to the REMC before construction begins. After 30 months of service where the line extension was constructed, the actual net revenue will be calculated and used in the true-up between the REMC and the applicant (where credit to the applicant from the REMC or payment to the REMC from the applicant will take place).
  - (4) Real Estate Developer applicants or other applicants where the revenue from the extension is so meager as to make it doubtful that a fair return on the extension investment will be earned will pay the REMC the entire cost of the line extension of the development upfront. For a real estate development, the REMC will then refund \$1,600 to the applicant when service is permanently connected to each surveyed lot of the development during the first six years of the development. Refunds will be paid on a semi-annual basis. The total of all refunds to any applicant shall in no event exceed the original contribution by the applicant or continue past a period of six years from the initial development.
- (C) Upon proper applications for the extension and adequate provision for payment to the REMC by the applicants which would have qualified as provided in (B) above, the REMC shall proceed with the extension.
- (D) Information.
- (1) All estimates of costs as required in (B) above shall be determined by the REMC from actual experience.
  - (2) In the event that the applicant is required by (C) above to make any payment, the REMC shall upon request make available to the applicant the information used to establish the basis for the applicable amount.
- (E) Service Lines.
- (1) The applicants in relation to (B) above shall agree to pay their portion of the estimated costs for primary facilities.
  - (2) For service (defined as the conductors and equipment for delivering energy, not to exceed 600 volts, from the electrical supply system to the wiring system of the premises served) the applicant shall have the right to install same subject to specifications and inspections as might be prescribed by the REMC. The REMC may require the applicant to submit to the REMC sufficient designs and/or plans for the service lines before proceeding. If the REMC provides the designs and/or plans the REMC may require the applicant to reimburse the REMC at cost. The REMC shall have no responsibility for service lines installed by the applicant.
- (F) Contract for Service. The REMC shall not be required to make extension as provided in this Rule unless the members to be initially served by that extension upon its installation have entered into an agreement with the REMC setting forth the obligations and commitments of the parties, which may

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require the member to provide a satisfactory guaranty to the REMC of the performance of the member's obligations thereunder.

(G) Variations from Rule. This Rule shall not be construed as prohibiting the REMC from making extensions without charge where the cost of the same is greater than is provided in (B) above.

### **Rule 26 . Member Modification Requests; Liability for Costs**

If a member requests for his/her convenience or by his/her actions requires that REMC facilities be redesigned, reengineered, relocated, removed, modified or reinstalled, the REMC may require the member to make payment to it of the full cost of performing that modification.

### **Rule 27 . Member Facilities Locating**

Before the construction of facilities on the member's premises, the member will locate and mark all of his/her underground facilities in the vicinity of the electric facilities to be constructed. Any damage to the member's underground facilities that are not marked before construction will be the responsibility of the member and not the REMC.

### **Rule 28 . Rate Schedules, Rules and Regulations**

Copies of all schedules of rates for service, forms of contracts, charges for service connections and extensions, and of all rules and regulations covering the relationship between the member and the REMC shall be maintained in the REMC's office and shall be made available to members affected thereby. All schedules of rates for service and these Rules and Regulations of Electric Service will be posted on the REMC website.

### **Rule 29 . Saving Clause**

The adoption of these rules shall in no way preclude the REMC from altering or amending the same, in whole or in part, as deemed appropriate from time to time.