

**SOUTH CENTRAL INDIANA RURAL
ELECTRIC MEMBERSHIP CORPORATION
SERVICE RULES AND REGULATIONS**

Rule 1. Definitions

The definitions set forth below shall be applicable to the Cooperative's service rules and regulations:

- (A) The word "Commission" shall mean the Indiana Utility Regulatory Commission.
- (B) The word "Cooperative" shall mean South Central Indiana Rural Electric Membership Corporation.
- (C) The word "customer" or "member" shall mean any person, firm, corporation, municipality or other government agency which has agreed, orally or otherwise, to pay for electric service received from the Cooperative.
- (D) The word "disconnection" shall mean the termination or discontinuance of electric service.
- (E) The words "late payment charge" shall mean the one time penalty assessed by the Cooperative upon all current bills at such time as they become delinquent.

Rule 2. Retention of Records

All records required by these rules will be preserved at least three years except as otherwise provided herein or required by law. Such records shall be kept at the Cooperative's principal place of business or at such other places as the Cooperative 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 will 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 Cooperative, 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 where they are 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 Cooperative, but in no case shall such distance be less than 7½ inches. Upon request by a residential customer, the Cooperative will provide said member with the number of the meter which serves the individual customer's premises, to provide the customer 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 Cooperative.
- (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 meter reader or tester will cause unreasonable annoyance to the customer or undue inconvenience to the Cooperative.

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 these service rules and standards, 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. Such 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 Cooperative shall provide or have available such 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 Cooperative 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.
- (C) Portable Standards. All portable watthour 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 such check shows any portable watthour meter standard to be in error more than one percent (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 watthour 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, such as 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 percent (1%) of full scale value at commonly used scale deflection shall, unless calibration correction is used, be adjusted and certified in some approved laboratory.
- (E) Records of Certification and Calibration. Records of certification and calibration shall be kept on file at the Cooperative.

Rule 7. Average Accuracy of Watthour 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 such average accuracy is less than one hundred and three percent (103%) and if such 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. Meter Accuracy

No watthour 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 such 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:

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.

Curve Drawing Instruments

Electrical Element: Error shall not exceed two percent (2%) plus or minus of full scale indication.

Integrating Demand Meters

Electric Element: Errors shall not exceed the limits specified for watt-hour meters.

Timing Element: Cumulative error shall not be in excess of plus or minus two percent (2%) for the entire billing period. If the time of day is a factor in the rate schedule, the timing element when operating under normal conditions of service shall not indicate a difference of more than ten (10) minutes from correct time, and any incorrect indication of time caused by the temporary loss of utility service shall be corrected by the Cooperative by the end of the following work day.

Lagged Demand Meters

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

Thermal Type: Error shall not exceed four percent (4%) plus or minus of full scale indication.

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 such conditions will not be more than two percent (2%) plus or minus.

Where instrument transformers are used for metering, the ratio of transformation and phase angle error of the transformers must be determined before installation, such information being on file in the office of the Cooperative.

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 such 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.

WATTHOUR METERS, 12 KVA OR LESS. The Cooperative has adopted the following method for maintaining the accuracy of self-contained single-phase and three-wire network meters rated 12 KVA or less: periodic testing of watthour meters shall be performed as deemed appropriate by the Cooperative or upon request of a member per Rule 10.

OTHER WATTHOUR METERS. All other single-phase and three-wire network meters shall also be tested as deemed appropriate by the Cooperative or upon the request of a member per Rule 10.

DEMAND METERS. Each demand meter, including thermal types, shall be tested as often as the watthour meter with which it is associated and, as nearly as practicable, at the same time.

Rule 10. Meter Tests upon Written Request by Customer

The Cooperative will test the accuracy of registration of a meter upon written request by a customer. The customer may be required to bear the full cost of any subsequent tests of this meter if requested at less than thirty-six (36) month intervals if no error be found. A written report giving the results of such tests shall be made to the customer and a complete record of the same shall be kept on file in the office of the Cooperative.

Rule 11. Customer Requests for Tests; Review by the Cooperative

- (A) Upon application of any customer to the Cooperative, a test may be made of the customer's watthour meter by the Cooperative under the supervision of a representative of the Cooperative's Member Relations Committee. No fee shall be payable by the customer for such test except as provided by Rule 10.
- (B) Upon application of any customer to the Cooperative, an electric demand test may be made upon the customer's electric load by the Cooperative under the supervision of a representative of the Cooperative's Member Relations Committee, such test to be made as soon as practicable after receipt of the

application and under similar conditions of installation and operation as may be mutually agreed upon, in writing, by the customer and the Cooperative. No fee shall be payable by the customer for such test.

Rule 12. Bills

- (A) Bills rendered periodically to customers 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 service or minimum charge, if applicable;
 - (4) the previous balance, if any;
 - (5) the amount of the bill;
 - (6) the sum of the amount of the bill and the late payment charge;
 - (7) the date when the bill becomes delinquent and the date the late payment charge will be added to the bill;
 - (8) if an estimated bill, clear and conspicuous coding or other indication identifying the bill as an estimated bill;
 - (9) printed statements or actual figures, or both, on either side of the bill informing the customer of the seventeen (17) day nonpenalty period; and
 - (10) an easily understood explanation of all codes or symbols, or both, shown on the bill.
- (B) A delinquent bill owed to the Cooperative for merchandise or nonutility services may be transferred to or billed with the utility bill, so as to enable the Cooperative to render one consolidated bill for all amounts due. If a bill for merchandise or non-utility services is not paid within thirty (30) days, said bill is considered delinquent and may be assessed a late payment charge equal to five percent (5%) of the unpaid balance.
- (C) A bill for utility services is considered delinquent unless payment is received within seventeen (17) days after the bill is postmarked. If such a bill is not paid within said seventeen (17) days, the 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 Cooperative receives shall first be applied to such delinquency.

- (D) The Cooperative may estimate a customer bill due to:
 - (1) a customer request to estimate a bill;
 - (2) inclement weather;
 - (3) labor or union disputes;
 - (4) inaccessibility of a customer's meter, if the Cooperative has made a reasonable attempt to read it; or
 - (5) other circumstances beyond the control of the Cooperative, its agents, or employees.
- (E) The Cooperative will offer an alternative billing plan which allows an applicant or customer to contract for billing whereby the Cooperative averages the estimated bill over an extended period and balances the account at the end of that period.
- (F) The Cooperative has developed a round-up charitable billing plan. This plan allows the Cooperative, with a customer's consent, to round-up to the next even dollar amount the customer's bill for a billing period. The difference between the customer's estimated or actual bill for electric service and the rounded up bill may be contributed, when paid by the customer, to a tax exempt foundation or qualified Internal Revenue Code Section 501(c)(3) trust for investment or use for charitable purposes in the Cooperative's service territory.

Rule 13. Billing Adjustments

- (A) Adjustments Due to Meter Errors. If any service meter, after being tested as provided 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 Cooperative shall refund or credit the customer'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 such 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 minimum service charge shall be refunded.

- (2) Stopped or Slow Meters - When a meter is stopped or has a negative average error, the Cooperative may charge the customer 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 customer 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 Cooperative may charge the customer for such amounts except where the Cooperative negligently allows the stopped or slow meter to remain in service.
- (B) Other Billing Adjustments. Any and all other billing errors, including incorrect rate or rate schedule applications, shall be adjusted to the known date of error or for a period of one year, whichever period is shorter.

Rule 14. Creditworthiness of Customers; Deposits; Refunds

- (A) General Requirements. The Cooperative shall determine the creditworthiness of an applicant or customer in an equitable and nondiscriminatory method without regard to the economic character of the area (or any part thereof) wherein the applicant or customer resides and shall determine the creditworthiness solely upon the credit risk of the applicant or customer without regard to the collective credit reputation of the area in which he/she lives.
- (B) Applicants.
 - (1) A credit check will be performed for each new applicant for utility service. Determination of a required deposit will be based on the following criteria:
 - (a) Residential Applicant:
 - (i) New service applicants for residential utility service with the Cooperative who pose a minimal credit risk based on the ONLINE Utility Exchange Report shall not be charged a deposit;

- (ii) New service applicants for residential utility service with the Cooperative who pose a medium credit risk based on the ONLINE Utility Exchange Report shall be charged a \$200.00 deposit;
- (iii) New service applicants for residential utility service with the Cooperative who pose a high credit risk based on the ONLINE Utility Exchange Report shall be charged a \$400.00 deposit.
- (iii) New service applicants for residential utility service with the Cooperative who chose to participate in the Prepaid Electric Program shall not be charged a deposit.

(b) Commercial Applicant – Sole Proprietorships

- (i) New service applicants for commercial utility service with the Cooperative who pose a minimal credit risk based on the ONLINE Utility Intelliscore Report shall not be charged a deposit.
- (ii) New service applicants for commercial utility service with the Cooperative who pose a medium credit risk based on the ONLINE Utility Intelliscore Report shall be charged a \$300.00 deposit.
- (iii) New service applicants for commercial utility service with the Cooperative who pose a high credit risk based on the ONLINE Utility Intelliscore Report shall be charged a \$600.00 deposit.

(c) Commercial Applicant – Other than Sole Proprietorships

- (i) New service applicants for commercial utility service with the Cooperative who pose a minimal credit risk based on the ONLINE Utility Intelliscore Report shall not be charged a deposit.
- (ii) New service applicants for commercial utility service with the Cooperative who pose a medium credit risk based on the ONLINE Utility Intelliscore Report shall be charged a \$500.00 deposit.
- (iii) New service applicants for commercial utility service with the Cooperative who pose a high credit risk based on the ONLINE Utility Intelliscore Report shall be charged a \$1,000.00 deposit.

- (2) Residential applicants who have an outstanding delinquency owed the Cooperative shall be considered a high credit risk and may be charged a maximum deposit of Four Hundred Dollars (\$400.00). Commercial applicants who have an outstanding delinquency owed the Cooperative shall be considered a high credit risk and may be charged a maximum deposit of \$600.00 for sole proprietorships and \$1,000.00 for all other commercial applicants.
- (3) If the Cooperative denies or disconnects service or requires a cash deposit as a condition of providing service, it will promptly advise the applicant of the facts upon which it based its decision and provide the applicant with an opportunity to rebut such facts and show other facts demonstrating his/her creditworthiness.
- (4) If a new residential applicant or customer satisfies the above criteria and no deposit is required but said applicant becomes delinquent on any amount owed the Cooperative within six (6) months after service to applicant commences, the Cooperative may require payment of a deposit of up to Four Hundred Dollars (\$400.00) within ten (10) days or service may thereafter be disconnected, upon five (5) days' notice, until said deposit and the outstanding delinquency are paid. If a new commercial applicant satisfies the above criteria and no deposit is required but said applicant becomes delinquent on any amount owed the Cooperative within six (6) months after service to applicant commences, the Cooperative may require payment of a deposit of up to \$600.00 for Sole Proprietorships and up to \$1,000.00 for all other commercial applicants within ten (10) days or service may thereafter be disconnected, upon five (5) days notice, until said deposit and the outstanding delinquency are paid.

(C) Present Customer.

- (1) The Cooperative will require a present customer to make a cash deposit or, if eligible, be placed on the Prepaid Electric Program, when the service has been disconnected pursuant to the rules for non-payment.
- (2) The amount of such deposit shall not exceed Four Hundred Dollars (\$400.00) for the customer at the address at which service is rendered.

(D) Refunds.

- (1) Any deposit shall be refunded without request by the customer, upon satisfactory payment by the customer for a period of 12 consecutive months.
- (2) Following customer-requested termination of service:
 - (a) The Cooperative shall apply the deposit to the final bill, or
 - (b) Upon specific request from the customer, the Cooperative shall refund the deposit within fifteen (15) days after payment in full of all amounts due the Cooperative through the final bill.
- (3) The Cooperative will maintain a record of each applicant or customer making a deposit which shows:
 - (a) the name of the customer;
 - (b) the current address of the customer so long as he/she maintains an active account with the Cooperative in his/her name;
 - (c) the amount of the deposit;
 - (d) the date the deposit was made; and
 - (e) a record of each transaction affecting such deposit.
- (4) Each customer shall be provided a written receipt from the Cooperative at the time his/her deposit is paid in full or he/she makes a cash partial payment. The Cooperative will provide a reasonable method by which a customer who is unable to locate his/her receipt may establish that he/she is entitled to a refund of the deposit.
- (5) Any deposit made by the applicant, customer, or any other person to the Cooperative (less any lawful deductions), or any sum which the Cooperative is ordered to refund for utility service, which has remained unclaimed for seven years after the Cooperative has made diligent effort to locate the person who made such deposit or the heirs of such persons shall be presumed abandoned and treated in accordance with the laws of the State of Indiana.
- (6) A deposit may be used by the Cooperative to cover any unpaid balance following disconnection of service pursuant to Rule 15 or applied toward any delinquency owed the Cooperative; provided, however that any surplus be returned to the customer as provided above.

- (7) A deposit shall not earn interest.

Rule 15. Disconnection of Service

- (A) The customer shall notify the Cooperative at least three (3) working days in advance of the day disconnection is desired. The customer shall remain responsible for all service used and the billings therefor until service is disconnected pursuant to such notice.

Upon request by a customer of the Cooperative to disconnect service, the Cooperative shall disconnect the service within three (3) working days of the requested disconnection date. The customer shall not be liable for any service rendered to such address or location after the expiration of three (3) such days.

- (B) The Cooperative may disconnect service without request by the customer of the service 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 Cooperative has reasonable grounds to believe the affected customer is responsible for such use; or
 - (4) if the Cooperative's regulating or measuring equipment has been tampered with and the Cooperative has reasonable grounds to believe that the affected customer is responsible for such tampering.

In all other instances the Cooperative, upon providing the customer with proper notice (as defined in subsection (E) of this rule) may disconnect service subject to the provisions of these service rules and regulations.

In the event the Cooperative determines there is evidence that fraudulent or unauthorized use of electricity, meter tampering, or theft has occurred, the customer will be charged a service fee of Two Hundred Dollars (\$200) to investigate the meter tampering/electrical theft. The service fee, all disconnect/reconnect fees and the estimated bill for unmetered electricity usage must be paid in full before service will be reconnected.

- (C) Except as otherwise provided in subsections (A) and (B) of this rule, the Cooperative will postpone the disconnection of service for up to ten (10) days if, prior to the disconnect date specified in the disconnect notice, the customer provides the Cooperative 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 customer 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 such medical statement within the first ten (10) day period.

The Cooperative may not disconnect service to the customer:

- (1) upon his/her failure to pay for services to a previous unrelated occupant of the premises to be served;
- (2) If a customer 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 Cooperative, and the customer:
 - (a) pays a reasonable portion of the bill, not to exceed an amount equal to the customer'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, however, that the Cooperative may not add to the outstanding bill any late fee. Provided, further, that the above terms of agreement shall be put in writing by the Cooperative and signed by the customer and a representative of the Cooperative.

- (D) The Cooperative will disconnect service during its normal business hours, except that disconnections pursuant to subsections (A) and (B) of this rule are not subject to this limitation.

The Cooperative will 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 Cooperative's office is not open to the public.

- (E) Except as otherwise provided herein, electric service to any residential customer shall not be disconnected for a violation of any service rule or regulation of the Cooperative or for the non-payment of a bill, except after fourteen (14) days prior written notice to such customer by either:
- (1) mailing the notice to such residential customer at the address shown on the records of the Cooperative, in which case the notice may be included on the customer's monthly billing; or
 - (2) personal delivery of the notice to the residential customer or a responsible member of his/her household at the address shown on the records of the Cooperative; 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 customer or otherwise providing said notice.

The notice should be in language which is clear, concise, and easily understandable to a layman and shall state:

- (4) the date of proposed disconnection;
 - (5) the basis and/or reason for the proposed disconnection; and
 - (6) the telephone number of the Cooperative's office which the customer may call during regular business hours in order to question the proposed disconnection or seek information concerning his/her rights;
- (F) Immediately preceding the actual disconnection of service, the employee of the Cooperative designated to perform such function shall make a reasonable attempt to identify him or herself to the customer or any other responsible person then upon the premises and shall announce the purpose of his/her presence.

The employee will not accept payment from the customer, user, or other responsible person in order to prevent the service from being disconnected. The Cooperative shall notify its customers pursuant to Rule 18 of its policy with regard to the acceptance or non-acceptance of payment by such employee and shall follow such policy without discrimination.

When the employee has disconnected the service, the employee shall give to a responsible person at the user's premises 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 Cooperative where the user may arrange to have service reconnected.

- (G) The Cooperative may charge a reconnection charge, as approved by the Cooperative's Board from time to time.

If the Cooperative disconnects service in violation of these service rules and regulations, service shall promptly be restored at no charge to the customer.

The Cooperative will reconnect the service to the customer or user as soon as reasonably possible but at least within one (1) working day after it is requested to do so if the customer has satisfied the requirements of these service rules and regulations.

Rule 16. Home Energy Assistance; Disconnection of Service to Recipients

- (A) Consistent with IND. CODE § 8-1-2-121, without customer request, the Cooperative will not, during the applicable moratorium period, disconnect electric residential service to a customer who either is receiving or who is eligible for and has applied for assistance under IND. CODE § 12-14-11.
- (B) During the moratorium period, the Cooperative may not disconnect service to such customer if:
 - (1) The customer's eligibility to receive benefits pursuant to IND. CODE § 12-14-11 is being determined by the department on aging and community services or its designee after the submission of a complete application for benefits by the customer.
 - (2) The customer has furnished to the Cooperative proof of his/her application to receive such benefits or the Cooperative 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 Cooperative from terminating residential electric service upon the request of a customer 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 Cooperative has reasonable grounds to believe the affected customer is responsible for such use.

- (4) If the Cooperative's regulating or measuring equipment has been tampered with and the Cooperative has reasonable grounds to believe that the affected customer is responsible for such tampering.

Rule 17. Customer Complaints

(A) Complaint Procedure.

- (1) A customer may complain at any time to the Cooperative about any bill which is not delinquent at that time, security deposit, disconnection notice, or any other matter relating to service. Any customer with a complaint which is not satisfactorily resolved by staff may submit his/her complaint in writing to the Member Relations Committee. Such complaints should be made by completing the form available from the Cooperative at its business offices. The completed complaint form will be reviewed by the Committee and a response thereto provided to the consumer. If the customer filing the complaint is not satisfied with the Committee's response, he/she may then ask to meet with the Committee to discuss the complaint, which meeting will be conducted consistent with the Committee's practices and/or policies. A complaint will be considered filed upon receipt by the Chairperson of the Member Relations Committee, except mailed complaints shall be considered filed as of the postmark date.
- (2) Upon receiving a complaint, the Cooperative's employees will promptly investigate such complaint, confer with the customer when requested, and notify the customer of the proposed disposition of the complaint. The customer may then pursue additional review of said matter by the Member Relations Committee, consistent with (A) (1) above and applicable policies or procedures adopted by the Board.

Rule 18. Informational Pamphlets and Rate Schedules

- (A) The Cooperative will distribute to new applicants for service and for existing customers, a copy of the Cooperative's Bylaws, upon request by the applicant or customer.
- (B) The Cooperative will supply free of charge a copy of the rate schedules applicable to the types of service available to new applicants and for existing customers of residential service, upon request by the applicant or customer.
- (C) Whenever the Cooperative changes its residential or other base rate schedules, the Cooperative 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 customers.

Rule 19. Standard Nominal Frequency

In supplying alternating current, the Cooperative will adopt 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 by the Cooperative, shall not be considered a violation of this rule.

Rule 20. Standard Voltage and Permissible Voltage Variation

- (A) The Cooperative shall adopt a standard nominal service voltage, or standard nominal service voltages, as may be required by the Cooperative's distribution system for its entire constant voltage service. The voltage maintained at the customer's main service terminals shall be reasonably constant as follows:
- (1) For residential service, the voltage shall be within eight percent (8%), plus or minus, of the standard adopted.
 - (2) A greater variation of voltage than specified above may be allowed when service is supplied to a limited or extended area where customers are widely scattered or when the loads served do not justify close voltage regulation. In such cases, the best voltage regulation practicable under the circumstances will be provided.
- (B) Variations in voltage in excess of those specified, caused by the following, shall not be considered a violation of this rule:
- (1) the operation of power apparatus on the customer's premises which necessarily requires large starting current;
 - (2) the action of the elements; or
 - (3) infrequent and unavoidable fluctuations of short duration due to system operation.

Rule 21. Voltage Surveys and Records

The Cooperative shall have available suitable voltage measuring equipment to conduct voltage surveys in sufficient number and diversity to satisfy the Cooperative's compliance with the voltage requirements of these rules.

Rule 22. Monitoring Instruments

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

Rule 23. Interruptions of Service

The Cooperative will 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.

Rule 24. Pole Identification

- (A) The Cooperative will generally mark poles, posts, or other structures 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 such structure may be readily and definitely determined, and (2) a number by which the location of each such structure may be described.
- (B) The identification marks shall be made with paint, stamps, brands or other means as the Cooperative may elect to use, and the characters of the marks shall be of such size and so spaced and hereafter maintained as to be easily read by one standing on the ground.
- (C) In the event another public utility jointly owns any such structure with the Cooperative, the distinguishing mark of each public utility may be placed thereon.

Rule 25. Line Construction

In all cases not covered by specific statutes in effect, 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 1993 edition of the National Electrical Safety Code as approved by the American National Standards Institute July 10, 1992, as ANSI Standard C2, are prescribed for overhead and underground construction practice commenced after the date of promulgation of this rule; provided, however, that if the NESC is revised and the Commission adopts such revised edition for purposes of 170 IAC 4-1-26, such revised edition shall thereafter also be applicable for purposes of this rule or if the Commission has not yet adopted such revised edition but the Cooperative determines it should comply therewith, the Cooperative may do so.

Rule 26. Extension of Distribution or Service Lines

- (A) Cooperative's Responsibility. In addition to its existing statutory responsibilities, the Cooperative will, upon proper application for service, have the authority and obligation subject to the provisions of (E)(2) below to construct, own, operate and maintain the necessary electrical facilities for rendering service to the customer's meter in the case of underground services, or weatherhead in the case of overhead services.
- (B) Extensions. The Cooperative shall, upon proper applications for service from overhead and/or underground distribution facilities, provide necessary facilities for rendering adequate service, without charge for such facilities, when the estimated total revenue, less power costs, for a period of two and one half (2 1/2) years to be realized by the Cooperative from permanent and continuing customers on such extension is at least equal to the estimated cost of such extension. Extensions include new single phase or three phase facilities as well as converting existing single phase facilities to three phase.
- (C) Extensions Exceeding Cost Limitations. If the estimated cost of the extension required to furnish adequate service is greater than the total estimated revenue from such extension as provided in (B) above such an extension shall be made by the Cooperative under the following conditions:
- (1) Upon proper applications for such extension and adequate provision for payment to the Cooperative by such applicants of that part of the estimated cost of such extension over and above the amount which would have qualified as provided in (B) above, the Cooperative shall proceed with such extension, or
 - (2) If in the opinion of the Cooperative (a) the estimated cost of such extension and the prospective revenue to be received from it is so meager as to make it doubtful whether the revenue from the extension would ever pay a fair return on the investment involved in such extension, or (b) in a case of real estate development, with slight or no immediate demand for service, or (c) in the case of an installation requiring extensive equipment with slight or irregular service, then in any of the above cases the Cooperative may require the applicant to pay the full cost of the line extension.
 - (3) For each customer, exclusive of the initial applicants considered in the making of an extension, connected to such an extension within the period of six (6) years from the completion of such extension, the Cooperative shall refund to such initial applicants, in proportion to their respective contributions toward the cost of such extension, an amount equal to two and one half (2 1/2) times the estimated annual revenue, less power costs, from such new customer, less the cost to service such new customer, but

the total of all refunds to any such applicant shall in no event exceed the aforesaid contribution of such applicant.

(D) Information.

- (1) All estimates of costs as required in (B) above shall be determined by the Cooperative from actual experience.
- (2) In the event that the applicant is required by (C) above to make any payment, the Cooperative will upon request make available to the applicant:
 - (a) the information used to establish the basis for the applicable amount; and
 - (b) the information used to establish the basis for the estimated total revenue for a period of two and one half (2½) years to be realized by the Cooperative from permanent and continuing customers on such extension as required by this rule.

(E) Service Lines.

- (1) The applicants in relation to (C) (1) above shall agree to pay their portion of such 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 such reasonable specifications and inspections as might be prescribed by the Cooperative. The Cooperative may require the applicant to submit to the Cooperative sufficient designs and/or plans for the service lines before proceeding. If the Cooperative provides the designs and/or plans the Cooperative may require the applicant to reimburse the Cooperative. The Cooperative shall have no responsibility for service lines installed by the applicant.

(F) Contract for Service. The Cooperative shall not be required to make an extension as provided in this rule unless the customers to be initially served by such extension upon its installation have entered into an agreement with the Cooperative setting forth the obligations and commitments of the parties, which may require the customer to provide a satisfactory guaranty to the Cooperative of the performance of the customer's obligations thereunder.

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

Rule 27. Customer Modification Requests; Liability for Costs

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

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 customer and the Cooperative shall be maintained in the local office of the Cooperative and shall be made available to customers affected thereby.

Rule 29. Saving Clause

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