

CITY OF CHICKAMAUGA ELECTRIC SYSTEM



SERVICE RULES AND REGULATIONS

Adopted: September 8th, 2015

Effective: October 1st, 2015



STATEMENT OF NONDISCRIMINATION

Chickamauga Electric System CES is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; and the rules and regulations of the U.S. Department of Agriculture, which provide that no person in the United States on the basis of race, color, national origin, sex, religion, age, genetics or disability shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

CES is an equal opportunity employer and is in compliance with the terms of the President's Executive Orders 11246 and 11375 on Equal Employment Opportunity and as such will not discriminate against any employee or applicant, subject to the provisions above or veteran status. We subscribe to the policy and our Program of Affirmative Action that all employees will be treated the same during their employment in all matters, including hiring, upgrading, promotion, transfer, layoff, termination, rates of pay, selection for training, or recruitment. The full cooperation of all employees and all levels of supervision is expected.

Any individual, or class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from, and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, DC 20250; or the Administrator, Rural Utilities Services, Washington, DC 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

2015 **TABLE OF CONTENTS**



INTRODUCTION..... 1

100 ELECTRIC SERVICE AVAILABILITY 2

101 - Application for Electric Service..... 2

102 - Additional Service Connections..... 2

103 - Service Security Deposits 2

104 - General Extension Policy 3

 A. General 3

 B. Extension Classification - Overhead Extension 3

 1. Permanent Establishments 3

 a. Residences (Single-Phase Service) 4

 b. Miscellaneous Line Extensions 4

 c. Commercial, Industrial, and Public Establishments 5

 2. Non-Permanent, Temporary or Seasonal 5

 3. Carnivals, Circuses, Large Construction Projects, etc 6

 4. Mobile Homes 6

 5. Outdoor Lighting 7

 6. Line and Facilities Relocation and Improvements 9

 7. Retirement of Idle Services..... 10

 C. Underground Line Extensions 10

 1. Residential Service 10

 a. Individual permanent single family units:..... 10

 b. Subdivisions and Other Residential Developments..... 12

 2. Commercial, Industrial, or Public Facilities 12

 3. Outdoor Lighting 13

 4. Other Requirements Applicable To Any Underground Line Extension..... 13

 D. Swimming Pools, Hot Tubs, Gazebos, Signs, Etc 14

105 - Standard Supply Voltages..... 14

106 - Service Interruptions..... 15

107 - Standby Power..... 15

108 - Resale of Power 16

109 - Office and Service Hours..... 16

200 - SERVICE CONNECTIONS, CONSUMER WIRING, CONSUMER EQUIPMENT..... 16

201 - Service Connections 16

202 - Temporary Service Poles 17

203 - General Wiring Requirements 17

204 - Company Responsibility..... 18

205 - Consumer Equipment 18

 A. Electric Motors 18

 B. Electric Generators 19

 C. Electric Welders and Miscellaneous Devices..... 19

 D. Consumer Responsibility 19

206 - Power Factor Correction..... 19



207 -	Load Balance between Phases	19
300 -	CONSUMER CLASSIFICATIONS.....	20
301 -	General	20
302 -	Residential Service	20
303 -	General Power Service	20
304 -	Street and Park Lighting Systems, Traffic Signals, and Athletic Field Lighting.....	20
305 -	Outdoor Lighting Service for Individual Consumers	21
306 -	Filing and Availability of Rate Schedules.....	21
400 -	METERING.....	21
401 -	Electric Meters	21
402 -	Meter Reading	22
403 -	Incorrect Reading of Meter.....	22
404 -	Failure of Meter to Register Correctly	22
405 -	Meter Tests.....	23
406 -	Primary Metering/Secondary Consolidation	23
407 -	Tampering with or Bypassing Company's Meter or Equipment or Bypassing Same.....	23
500 -	BILLING.....	24
501 -	Billing Period and Payment of Bills.....	24
502 -	Extension of Credit.....	25
503 -	Deferred Payment Plan	26
504 -	Payment Arrangements.....	27
505 -	Unassigned	27
506 -	Rendering of Bills.....	27
507 -	Disputed Bills	28
508 -	Notification of Alternative Payment Programs or Payment Assistance.....	28
509 -	Adjusted Bills Due to Meter Tampering	28
510 -	Record Retention	29
511 -	Disconnection For Ill and Disabled	29
512 -	Disconnection to Energy Assistance Grantees	29
513 -	Resolution of Disputes.....	30
514 -	Adjustment of Meter Readings	30
515 -	Returned Payments.....	30
	A. Non-Delinquent Accounts	30
	B. Delinquent Accounts	30
516 -	Other Reasons for Disconnection	30
600 -	EASEMENTS, RIGHT OF ACCESS, AND COMPANY PROPERTY	31
601 -	Consumer to Grant Easements to Company if Required.....	31
602 -	Right of Access	32
603 -	Consumer's Responsibility for Company's Property	32
700 -	SERVICE FEES AND CHARGES	32
701 -	Service Fees and Charges	32



800 -	MISCELLANEOUS.....	32
801 -	Application Process	32
802 -	Denial of Service Due to Unpaid Bill	33
803 -	Period of Contract.....	33
804 -	Special Electric Service	33
805 -	House moving	33
806 -	Notice of Change of Equipment	33
807 -	Tampering With Company's Property.....	33
808 -	Electrical Protection of Service and Equipment.....	34
809 -	Consumer's Responsibility for Company's Property	34
810 -	Interconnections	34
811 -	Intermittent Service	34
812 -	Joint Use of Electric Facilities	34
813 -	Service Extensions.....	34
814 -	Refunds to Consumers.....	35
815 -	General Conditions for Consumer Withdrawal	35
816 -	Request for Identification	35
817 -	No Prejudice of Rights.....	35
818 -	Revision of Service Rules and Regulations.....	35
819 -	Filing of Service Rules and Regulations	36

APPENDIX A -DEPOSIT POLICY

APPENDIX B -SCHEDULE OF UNDERGROUND CHARGES

APPENDIX C -SCHEDULE OF SERVICE CHARGES

APPENDIX D -DEFERRED PAYMENT AGREEMENT



INTRODUCTION

The successful operation of any utility service business requires that uniform rules and regulations be adopted and adhered to in the day-to-day operations of the business. In adopting the rules and regulations as set forth herein, the Board of Directors of Chickamauga Electric System has endeavored and intended to provide operating conditions that are fair and equitable to all consumers; and to promote safe, adequate and dependable service to all consumers.

These rules and regulations are a part of a contract with each consumer for service in that, in the application for service, each consumer agrees to be bound by the provisions of the Articles of Company, the Bylaws, and such rules and regulations as may from time to time be adopted by the Board of Directors of Chickamauga Electric. **No representative of Chickamauga Electric has the authority to modify or change any of the Service Rules.** The failure of Chickamauga Electric to enforce any of the provisions of these rules shall not constitute a waiver of its right to do so.

While these rules and regulations endeavor to cover most areas of operations, circumstances may arise which are not covered. In that event, a separate agreement will be reached until such time as a service rule covering the situation shall have been adopted. The rules and regulations set forth herein do not cover many areas of Company policy, such as those related to employees and working conditions, operating conditions not related to the consumers, and other such areas.

These Rules and Regulations, and the Appendices incorporated by reference as part of these Service Rules and Regulations, may be amended from time to time by the Board of Directors as operating conditions and situations necessitate such change.



100 ELECTRIC SERVICE AVAILABILITY

101 - Application for and Electric Service

Any natural person, firm, association, corporation, business or other trust, partnership, federal or state agency or subdivision thereof, or any body politic, desiring electric service from Chickamauga Electric shall make an application for electric service and pay the established service fee, together with any service security deposit, service connection fee, administration fees or facilities extension deposit or charge, contribution-in-aid of construction, or executed supplemental contract, or any combination thereof, that may be required by Chickamauga Electric, hereafter referred to as "other payments, if any." In the application, applicant shall agree to purchase from Chickamauga Electric all electric energy purchased for use on the premises and to be bound by Chickamauga Electric's Articles of Company, Bylaws, and all rules, regulations, policies, rate schedules, rate classifications, contracts, etc. established pursuant thereto; including, but not limited to , grants of easements and rights of way. Upon termination of services, the service fee will be applied against any unpaid balance owed Chickamauga Electric, and any remaining balance will be refunded, net of processing fee, if applicable.

- A. Consumer will be informed of Chickamauga Electric rates, rules and regulations at time of application and upon any request.

102 - Additional Service Connections

- A. Consumers desiring additional service connections must make application for each such connection on a form provided by Chickamauga Electric and make any other payments, if any, as may be required by Chickamauga Electric.
- B. Contractors and developers shall be required to pay the application fee as set forth in paragraph 101 above, and shall be required to pay any service connection fee for connecting service, and, subject to the provisions of Section 103, may be required to pay additional deposits for additional temporary services to buildings or other projects which, when completed, will be furnished with permanent service from the lines constructed to furnish the temporary service.

103 - Service Security Deposits

- A. A service security deposit shall be collected, in accordance with **Appendix A - Deposit Policy**, in advance of connecting a service. Review of deposits for adequacy may be conducted periodically or as requested
- B. In addition to the standard or initial deposit, additional deposits may be required, and such deposits, if not collected at the time of application, may be billed to the consumer. In determining the need for such other service security deposits, and fixing the amount of such deposits, Chickamauga Electric may consider the following factors:
 - 1. Evaluation of the load study provided by the consumer or reasonable estimation based on similar premises
 - 2. The credit rating of the consumer;
 - 3. History of connects, disconnects, and reconnects or for the involved consumer; and



4. Any other factor having a realistic bearing on the consumer's credit worthiness.

C. Such deposits shall be refunded:

1. As provided for in a written contract for service; or
2. Upon such other conditions as may be established by Chickamauga Electric with respect to service risks of similar or the same character; whichever may be applicable; PROVIDED, however, that for residential consumers, when the consumer has paid bills in accordance with the criteria established in **Appendix A**, and when consumer is not past due in the payment of current bills, Chickamauga Electric will refund the deposit to the consumer in the form of bill credit. In any event, the deposit shall be refunded, upon termination of service, less any amounts the consumer may owe Chickamauga Electric.

D. Interest:

1. New accounts, interest is accrued annually and may be paid at the rate of Chickamauga Electric Company's primary bank account for deposits greater than one month's average bill that has been retained for longer than twelve (12) months.
2. Upon written request of the customer, deposit balance and accrued interest shall be subject to review.
3. The deposit balance, including accrued interest will be credited to the customer's unpaid bill upon termination of service or upon return of deposit to the customer.

104 - General Extension Policy

A. General

Chickamauga Electric will design and install the electric distribution system in compliance with good engineering practices which are economically feasible to Chickamauga Electric. If Chickamauga Electric's preferred method of service is not acceptable to the applicant, the applicant will be required to pay a non-refundable contribution-in-aid of construction, as determined by Chickamauga Electric, for the extra cost of providing service, above the cost of Chickamauga Electric's preferred method. In any case, the applicant's preferred method must not conflict with good engineering practice. It will be the applicant's responsibility to provide all necessary easements and to clear all rights-of-way to Chickamauga Electric's specifications for the installation of the electric facilities. Applicant shall execute any supplemental contracts or agreements that may be required by Chickamauga Electric and shall obtain applicable approvals/permits from any governmental agencies before any line extensions will be provided hereunder; PROVIDED, however, Chickamauga Electric shall not be required to furnish service to an applicant who, at the time of such application, is indebted to Chickamauga Electric for service previously furnished applicant, until such indebtedness has been satisfied.

B. Overhead Line Extensions

Application for electric service will be classified into one of the following defined classifications and service will be extended accordingly



1. Permanent Establishments

a. Residences (Single-Phase Service)

- (1) A residential consumer shall be defined as a dwelling unit suitable for year-round family occupancy containing full kitchen facilities and shall be occupied by the owner, or shall be the principal place of residence of the occupant. Specifically excluded from this category are dwelling units licensed as rooming houses, hotels, motels, nursing homes, or for other commercial, industrial or institutional uses.
- (2) If, solely in the opinion of Chickamauga Electric, the service requested is not intended for a permanent residence, Chickamauga Electric will extend service only upon the basis of economic feasibility, Chickamauga Electric may require evidence of intended "permanent residency," an extended term contract, a real estate lien, or such other assurance as it deems appropriate to reasonably secure the recovery of its investment.

b. Miscellaneous Line Extensions

- (1) Single-phase electric service to barns, grain bins, farrowing houses, poultry houses, miscellaneous out-buildings, etc., and such other permanent incidental installations, **excluding shallow well water pumps, electric fences, or other facilities and outbuildings where electric usage is expected to be minimal (see paragraph 3, hereunder)**, will be extended as provided for permanent residences, hereunder, but only if the property on which the installation is located is owned by the consumer or is under long-term lease to him. "Permanent," as used in this subsection, shall also mean that monthly bills will be rendered throughout the year and that the account will not be periodically connected and disconnected.

c. Commercial, Industrial, and Public Establishments

- (1) This classification includes commercial and industrial establishments, schools, public buildings, churches, or any other establishments, other than miscellaneous extensions, referred to in Subsection (b) above, requiring either single-phase or multi-phase service, which are of a permanent nature and which require electric service on a continuing basis. Electric service shall be extended to such establishments without the requirement of a facilities extension deposit or charge or any contribution-in-aid of construction, when the point of service connection for such an establishment is located within one hundred fifty (150) feet of Chickamauga Electric's existing facilities which are of adequate capacity to serve the load.
- (2) All applicants for multi-phase service will normally be required to execute a written supplemental contract prior to the extension of such service.

2. Non-Permanent, Temporary or Seasonal



- a. Chickamauga Electric will provide temporary service of 120/240 volts single-phase, for construction of buildings or for other similar purposes. Subject to the provisions of this Section, concerning the feasibility of permanent extensions, temporary service to construct a permanent building, which will be connected for year-round service, will be provided at no charge to the consumer. Where service is extended solely for the owner's or contractor's convenience during construction, and where the service must later be converted from temporary to permanent, applicant/consumer will be required to pay a non-refundable temporary service fee. Such fee will be in addition to any rate schedule charges and other fees required by Chickamauga Electric.
- b. Temporary service will be extended only upon such terms and conditions as are economically feasible to Chickamauga Electric, and each such request will be considered on an individual basis.
- b. The applicant for temporary service will be required to pay a service security deposit. It will be the responsibility of the applicant to supply and install a suitable pole and meter loop, set at a location agreed upon by Chickamauga Electric. The pole and meter loop must meet the standards set forth in the current edition of the National Electric Code, or any applicable Company, city, county, or state requirement, as well as applicable city, county or state laws or ordinances, which exceeds the Code. In any case, however, the point of attachment shall not be less than 12 feet above ground level.
- c. Applicants for service to establishments used on a seasonal basis will be required to pay the full cost of the facilities required to serve the load, in excess of one span of secondary construction. The connection or reconnection of service to seasonal establishments shall obligate the consumer to pay to Chickamauga Electric at least the annual minimum charge as set forth in the rate schedule applicable to such establishments.

3. Carnivals, Circuses, Large Construction Projects.(non residential).

Temporary service, such as service to large construction jobs, carnivals, circuses, shall be supplied in accordance with applicable rates except that the applicant/consumer shall pay, in addition to the rate charges, the total cost of extending, connecting, and disconnecting service. A deposit, in advance, may be required of the full amount of the estimated bill for service, including the cost of construction, retirement, connection, disconnection, and a 10% handling charge on material.

4. Mobile Homes

a. Service to mobile homes shall be furnished as provided in, and subject to the conditions of, Subsection 104-B(1)(a), provided that:

- (1) The applicant can provide satisfactory evidence of ownership of both the mobile home and the property on which the mobile home is located (or in the case of immediate family, the property owner, who is also a customer in good standing,



agrees to guarantee Chickamauga Electric's recovery of its investment required to provide service, should the mobile home be removed, or abandoned as a permanent residence); and

- (2) The mobile home is to be used as a permanent dwelling by the applicant, subject to the provisions of Section 108, (including inside plumbing, permanent water and sewer connection), rather than a weekend or summer cottage type dwelling, and shall be underpinned with the wheels, axles, and tongue removed; or
 - (3) The mobile home is located in a mobile home park approved by the appropriate governmental agency of the city or county in which it is located.
- b. In any case, the applicant must submit necessary county and state permits, and the pole and meter loop or pedestal, which must be furnished by the consumer, shall be wired in accordance with standards of the National Electric Code or any applicable Company, city, county or state requirement which exceeds the Code. Furthermore, Chickamauga Electric reserves the right to specify the location of consumer's meter pole or service pedestal, and the type of service (overhead or underground) to be provided.
 - c. Mobile homes not meeting conditions 1 through 3 of Subsection (a) above, will be considered temporary as provided in Section 104 and service will be extended on terms provided for therein.

5. Outdoor Lighting

Overhead service for outdoor lighting will be provided in accordance with the terms and provisions of the applicable rate schedule and the following supplementary provisions:

- a. **Residential Outdoor Lights** – in the event that one or more poles are required to provide lighting at the desired location, Chickamauga Electric reserves the right to charge a fee for construction of the original facilities as well as any additional facilities.
- b. **Special Outdoor Lighting Installations** - Upon request, Chickamauga Electric may agree to install and maintain fixtures and poles for installations including, but not limited to, subdivisions, decorative lighting or commercial lighting. A fee for construction may be charged to cover costs associated with the fixtures and poles; may develop and offer a monthly rate for such pole(s) and/or fixture(s). Where Chickamauga Electric agrees to provide special outdoor lighting systems under a monthly rate, such service will be subject to a supplemental agreement between Chickamauga Electric and the consumer.
- c. **Street and Park Lighting Systems** - Electric service will be provided for street and park lighting systems owned by City of Chickamauga government entities, and Chickamauga Electric may provide such systems for other entities, in accordance with the provisions of the applicable rate schedule; PROVIDED, however, that



street and/or park lighting service for non-governmental entities, and extensions of Chickamauga Electric's distribution system thereto, shall be provided subject to the provisions of "Special Outdoor Lighting Installations" in the applicable rate schedule and in Subsection (b), hereunder.

- d. **Traffic Signal Systems** - Chickamauga Electric will provide electric service to Traffic Signal Systems at rates provided for in the applicable rate schedule, in addition to any facilities charges thereto, determined in accordance with the applicable rate schedule.
- e. **Additional Charges and Conditions of Service** - The following provisions are applicable to outdoor lighting for individual consumers, special outdoor lighting installations, and where applicable, street and park lighting:
 - (1) Where consumer requests reconnection of a light previously disconnected by the same consumer or where consumer requests relocation of a light fixture to another existing pole, a charge as provided on **Appendix C** will be made if no new pole or conductors are required. **HOWEVER**, if the consumer requests relocation of a light fixture which requires additional construction (additional poles and/or conductor) the consumer will be required to pay, in advance of construction, the cost of installation (material, labor and overhead), excluding the cost of the light fixture.
 - (2) Chickamauga Electric will furnish, install, operate and maintain the lighting equipment, including lamp, luminaire, bracket attachment, control device, poles and necessary wiring, electrically connected so that the power for operation of the light does not pass through the meter for the consumer's other usage.
 - (3) Chickamauga Electric will maintain the lighting equipment, including lamp replacement, at no additional cost to the consumer. Lamp replacement and other service or maintenance activities shall be performed during regular business hours as soon as practical after notification of Chickamauga Electric by the consumer that service has been interrupted. However, the consumer shall reimburse Chickamauga Electric for the cost of any such maintenance work which is required because of vandalism or willful or negligent destruction.
 - (4) Chickamauga Electric will not extend its primary distribution system to serve outdoor lights unless the consumer (a) agrees to pay, in advance of construction, the entire cost (including material, labor and overhead) for the required primary line facilities and (b) executes an agreement for a term and minimum charge acceptable to Chickamauga Electric; failing which, Chickamauga Electric will require consumer to pay, in advance of construction, the additional estimated cost of removal of primary facilities, less the value of materials returned to stock.
 - (5) Additional poles required to provide lighting service to non-permanent mobile



homes or seasonal consumers will not be installed unless consumer pays, in advance of construction, the cost of labor and overhead for installation and removal of poles and conductor plus ten percent (10%) of material and equipment cost, excluding the cost of the lighting fixture.

- (6) Lighting equipment shall remain the property of Chickamauga Electric, including poles installed when the consumer makes a contribution-in-aid of construction, and the consumer shall protect the lighting equipment from deliberate damage.
- (7) Poles for support of the luminaires are to be wood or other poles of Chickamauga Electric's existing distribution system or extensions from the system.
- (8) Chickamauga Electric reserves the right to specify the number and location of service points.
- (9) Lighting service shall be provided only at locations which are accessible to Chickamauga Electric's equipment for servicing purposes. The consumer shall allow authorized representatives of Chickamauga Electric access to trim trees and shrubs as necessary for maintenance of the lighting equipment and for removal of the lighting equipment upon termination of service under this schedule.
- (10) Chickamauga Electric shall not be obligated to construct or extend any of its facilities, the estimated cost of which shall exceed three times the anticipated continuing annual revenue. For outdoor lighting, Chickamauga Electric shall provide luminaire, with lamp, photo-electric relay control equipment, and upsweep arm not over six feet in length.
- (11) Where service is permanently discontinued on an obsolete lighting fixture at the consumer's options, it shall not again be available under this schedule.
- (12) Chickamauga Electric reserves the right to require the consumer to execute a contract prior to the installation of any lighting fixtures requiring one or more poles.

6. Line and Facilities Relocation and Improvements

Parties desiring the relocation or improvement of Company facilities shall be responsible for the acquisition of any necessary right-of-way easements and for the costs of clearing rights-of-way for such construction. When requests are made by consumers for Chickamauga Electric to relocate or otherwise improve line facilities, each request shall be evaluated on the degree to which the relocation or improvement will:

- a. Be for the benefit or convenience of the party requesting the relocation or improvement (interested party); or



- b. Result in improvement to Company facilities or improvement in Company services; and/or
- c. Be consistent with anticipated future changes or additions as then indicated in Chickamauga Electric's "LONG-RANGE SYSTEM STUDY" (see **Appendix C - Evaluation of Facilities Extension in Accordance with "Long-Range System Study"**), or be economically feasible for Chickamauga Electric.

After evaluation, if the request is determined by Chickamauga Electric to be at least partially for the benefit or convenience of the interested party, then a cost estimate of such relocation or improvement will be made and the interested party will be required to pay for such cost. Such charges must be paid prior to the relocation or improvement and construction will be scheduled by Chickamauga Electric.

7. Retirement of Idle Services

- a. Idle services may be retired when such services have not been active for a period of at least twelve (12) consecutive months and/or when it is obvious that the premise being served is no longer habitable or usable. Such retirements shall be accomplished in a manner which will minimize labor and transportation costs.
- b. No service shall be retired, however, when, as determined solely by Chickamauga Electric, there is a possibility that such retirement will have an adverse effect on the territorial integrity of Chickamauga Electric.

C. **Underground Line Extensions**

Upon request, Chickamauga Electric may extend underground service to applicants under the following conditions. Any charges provided for hereunder shall be one-time, non-refundable contributions, payable to Chickamauga Electric in advance of construction.

1. Residential Service

a. Individual permanent single family units:

When required conditions are met, Chickamauga Electric will install, own, and maintain a single-phase underground electrical distribution system including the service laterals, provided that the underground service may be extended to mobile homes or other non-permanent resident facilities only upon such terms and conditions as are economically feasible to Chickamauga Electric. The charge for an underground service is outlined in **Appendix B**.

(1) Charges for underground line extensions:

- (a) For permanent single family facilities located within five hundred



(500) feet of existing electric lines that are of adequate capacity, a per foot charge will be applied as listed in **Appendix B**.

- (b) For permanent single family facilities located in excess of five hundred (500) feet from existing electric lines that are of adequate capacity, charges will be applied as listed in and **Appendix B**.
- (2) The consumer shall be responsible for the cost of consumer requested relocations.
- (3) The opening and closing of all trenches will be supervised by Chickamauga Electric's Designee, in accordance with the specifications of Chickamauga Electric.
- (4) All pads and conduits up to 150 feet will be provided by Chickamauga Electric and will be installed as specified by Chickamauga Electric.
- (5) If service to an existing residence is inadequate and must be changed due to increased load or the up-rating of consumer's electric panel and/or equipment, the cost of trenching and construction will be determined as listed in and **Appendix B**.
- (6) If a consumer desires to convert an existing overhead service to underground, where the overhead service is adequate to serve the load, then the underground service will be provided to the consumer at a charge equal to the total cost of the new service plus the cost of retiring the existing service.
- (7) Chickamauga Electric reserves the right to specify or refuse the location of all underground facilities, including the location of trenches.
- (8) Chickamauga Electric will not be responsible for damages to lawns, drives, sidewalks, shrubbery, etc. when repairing underground service facilities.
- (9) The consumer will be responsible for the cost of repairing damages due to dig-ins, vandalism, and similar occurrences caused by the consumer or the consumer's agents, contractors, or other representatives.
- (10) Chickamauga Electric will schedule work after notification from the consumer that all requirements have been met.
- (11) Trench must have marking tape, furnished by Chickamauga Electric, installed to Chickamauga Electric's specifications and be satisfactorily backfilled before any lines will be energized.
- (12) The consumer shall provide adequate right-of-way with suitable easements for the installation, operation, and maintenance of Chickamauga Electric's facilities.



b. Subdivisions and Other Residential Developments

Chickamauga Electric may extend underground electrical service to subdivisions and other residential developments under the following terms and conditions, which may be in addition to the requirements above.

- (1) The developer or owner of subdivisions or other such projects must pay an amount, as determined by **Appendix B**.
- (2) The cost of construction in excess of Chickamauga Electric's preferred method shall be borne by the owner or developer.
- (3) The owner or developer may be required to provide all trenching, pads, conduits, and/or duct for both primary and secondary cable, and all ducts and cable for secondary service from the secondary terminals of the transformer to the service entrance equipment.
- (4) All payments for underground service shall be paid in advance.
- (5) Three-phase service may be supplied, provided good engineering practice justifies its use, and should be included in the initial design of the project. When three-phase service is requested but is not economically feasible to Chickamauga Electric, the extra cost of providing service will be paid by the owner or developer in addition to any other applicable charges.
- (6) The Owner/developer shall provide adequate right-of-way and suitable easements for the installation, operation, and maintenance of Chickamauga Electric's facilities.

2. Commercial, Industrial, or Public Facilities

- a. Upon request, Chickamauga Electric may install underground service to commercial, industrial, and public facilities when the point of service connection for such establishment is located within one hundred fifty (150) feet of Chickamauga Electric's existing facilities which are adequate to serve the load. Any cost to consumer will be as provided in **Appendix B** and **Appendix B**.
- b. Any service requiring the construction of facilities beyond one hundred fifty (150) feet will be extended upon such terms and conditions as are economically feasible to Chickamauga Electric. Cost of construction in excess of one hundred fifty (150) feet will be determined as provided in **Appendix B** and **Appendix B**.
- c. All payments for underground service will be paid in advance.
- d. Chickamauga Electric will determine its preferred method of providing underground service by the extension of:



- (1) The primary system to a transformer housing or pad on the consumer's property;
 - (2) The secondary system; and or
 - (3) An underground service from an overhead pole.
- e. Secondary voltages provided shall consist of three-phase 120/208 volts and 277/480 volts and single-phase 120/240 volts. Other voltages may be provided, based on facilities available, size of load, and good engineering practice.
- f. The number and location of service points will be determined by economics, good engineering design, local codes, and mutual agreement between Chickamauga Electric and the consumer. Each service point will be metered separately.
- g. The consumer will be required to pay a contribution-in-aid of construction for the extra cost of providing service by a method preferred by the consumer instead of Chickamauga Electric's preferred method, in addition to other applicable charges.
- h. Chickamauga Electric will furnish and install the transformers, transformer enclosure, primary cable and terminators, necessary bus, connectors (including those for secondary), and metering.
- i. For multi-phase installations the consumer may be required to provide all trenching, pads, conduits, and/or duct for both primary and secondary cable, and all ducts and cable for secondary service from the secondary terminals of the transformer to the service entrance equipment.
- j. For single phase installations the opening and closing of all trenches will be performed by Chickamauga Electric or Chickamauga Electric's designee in accordance with the specifications of Chickamauga Electric. Charges will apply per **Appendix B**. Chickamauga Electric at its sole discretion may grant permission to the consumer to open and close the trench.
- k. The consumer shall provide adequate right-of-way and suitable easements for the installation, operation and maintenance of Company's facilities.

3. Outdoor Lighting

Underground service for outdoor lighting systems will be provided with charges applied in accordance with **Appendix B**.

4. Other Requirements Applicable To Any Underground Line Extension

- a. All underground facilities will be installed in conduit. The conduit may be furnished by Chickamauga Electric or by the owner or developer, at the discretion of Chickamauga Electric.
- b. The owner or developer will reimburse Chickamauga Electric for the cost of installing and removing any temporary overhead facilities requested by the owner or developer.



- c. The owner or developer will furnish, without cost to Chickamauga Electric, all necessary easements and rights of way and will be required to initially cut and clear the same. The owner or developer will be required to have the rights of way and all streets, alleys, sidewalks and driveway entrances graded to final grade, and will have all lot lines established before construction of the electrical distribution systems begins.
- d. Underground service shall be installed only upon such terms and conditions as are economically feasible to Chickamauga Electric.
- e. The type of construction, including pad and conduit sizes, and the location of said facilities will be determined by Chickamauga Electric. Should the consumer desire changes in either location or type of construction, such changes will be made only upon the consumer paying Chickamauga Electric the estimated additional cost incurred in advance.
- f. Shrubs, trees and grass sod requiring protection during the installation and/or maintenance of the underground service will be the responsibility of the consumer, and the consumer will hold Chickamauga Electric and/or its subcontractors harmless against any claims for such damage.

It will be the responsibility of the owner or developer to reseed and/or maintain the trench cover. This responsibility includes, but is not limited to, monitoring and maintaining the depth of cable to avoid safety hazards created by erosion, grading, or any activity that otherwise compromises safety or service. If the condition of the trench is deemed a safety hazard, Chickamauga Electric reserves the right to repair at the expense of the owner or developer.
- g. All payments for underground installations will be made prior to commencement of construction by Company.
- h. All applicable permits required by federal, state, or local governments shall be obtained by the consumer, including, but not limited to, storm water discharge permits, soil erosion permits, etc. Copies of such permits will be furnished to Chickamauga Electric upon request.

D. Swimming Pools, Hot Tubs, Gazebos, Signs, Etc.

Chickamauga Electric will extend electric service to such establishments only under such terms and conditions as are economically feasible for Chickamauga Electric, determined as provided in **Appendix B**.

105 - Standard Supply Voltages

- A. One system of alternating current, 60 cycles per second, at a distribution voltage of 14,400/24,900Y, is supplied throughout Chickamauga Electric's system. The service voltage, number of phases, and type of metering which will be supplied, depend on Chickamauga Electric's available facilities, and upon the character, size, and location of the load to be served.



The standard nominal voltages are described below and are maintained in accordance with United States Department of Agriculture, Rural Utilities Service Bulletin 1724D-113 dated May 16, 2012k, which refers to and relies on ANSI standard C84.1-2011.

- Single-phase, 3-wire, 120/240 volts
- Three-phase, 4-wire, Wye, 120/208 volts
- Three-phase, 4-wire, Delta, 120/240 volts
- Three-phase, 4-wire, Wye, 277/480 volts

Voltages other than those listed above may be supplied, solely at Chickamauga Electric's option, and in accordance with a supplemental agreement for electric service.

- B. The distribution system is designed and operated to meet the recommended voltage levels. Maintenance of these voltage levels on all parts of the system at all times cannot be assured. Voltage fluctuations may occur under various circumstances, including but not limited to, the following:
 - 1. Action of the elements
 - 2. Service interruptions
 - 3. Temporary separation of parts of the system from the main system
 - 4. Wear and tear or failure of equipment in the distribution system
 - 5. Acts of God and causes beyond the control of Chickamauga Electric
 - 6. Outages

Chickamauga Electric will not incur liability for damages or injury to persons or property, real or personal, whether or not it can be determined that such damage is caused by voltage fluctuations.

- C. Transmission voltages may be made available in certain cases.

106 - Service Interruptions

- A. Chickamauga Electric cannot and does not guarantee continuous and uninterrupted electric service. Chickamauga Electric shall not be liable for loss or damage, whether such damage is direct or indirect, consequential or otherwise, to the consumer's property, whether real or personal; equipment, appliances or business caused by any failure to supply electricity, or by any interruption, or phase reversal, of the supply of electricity.
- B. It is the consumer's responsibility to notify Chickamauga Electric promptly of any defect, trouble, or irregularity of the electric service. Upon such notification, Chickamauga Electric will re-establish service within the shortest time practical.
- C. Scheduled interruptions or outages for work on lines or equipment shall be accomplished during a time to minimize the least inconvenience to the affected consumers. The consumer(s) to be affected by such interruption will, if practical, be notified in advance.
- D. All consumers shall be subject to interruption in accordance with the TVA Emergency Load Curtailment Plan.



107 - Standby Power

No electric power sold by Chickamauga Electric shall be used as reserve, or standby service, or in any way in conjunction with any other source of power as a dual power supply, without Chickamauga Electric's prior written consent.

108 - Resale of Power

Consumers shall not directly or indirectly resell Chickamauga Electric's electric energy for any purpose, except that, in the case of rental facilities, the cost of utilities may be included in the rent charged the tenant. Consumers shall not divert electric energy to other premises, or use it for purposes other than those permitted by the Bylaws, or Rules and Regulations of Chickamauga Electric, or by state, or local laws, rules and codes.

109 - Office and Service Hours

Chickamauga Electric's headquarters office is located in Chickamauga, Georgia. The normal business hours may vary and are generally stated as from 8:00 a.m. to 4:30 p.m., Monday through Friday, except for holidays. Routine and regular service work is performed during normal business hours. Emergency service work is performed 24 hours a day, 7 days a week. Business hours may be changed or extended upon notice.

200 - SERVICE CONNECTIONS, CONSUMER WIRING, CONSUMER EQUIPMENT

201 - Service Connections

- A. Chickamauga Electric will furnish and install only one service drop to a metered point. The consumer must furnish a point of attachment for Chickamauga Electric's service facilities which will meet the National Electric Code, Chickamauga Electric's requirements, and state or local laws, codes or ordinances. Evidence of compliance with local inspection requirements must be provided.
- B. The point of attachment furnished by the consumer must be located at a point where Chickamauga Electric's facilities can be constructed at reasonable cost and in accordance with sound engineering practices. Chickamauga Electric reserves the right to designate the location of the point(s) where attachments and meters will be located.
- C. Except as provided otherwise in these Service Rules and Regulations, Chickamauga Electric's responsibility for installation and/or maintenance of service facilities shall not extend beyond the point of attachment to the consumer's building, central distribution point, or the electric power consumption measuring device; PROVIDED, that where Chickamauga Electric agrees to provide primary service, Chickamauga Electric may continue to own, operate, and maintain facilities beyond such meter installation under such terms and conditions as provided for elsewhere in these rules and regulations or in a supplemental agreement between Chickamauga Electric and the consumer.
- D. No more than one residence may be served through one meter.



- E. Should the consumer request, Chickamauga Electric may, at its option, install facilities in excess of the minimum requirements provided for in this policy. Any such additional service facilities will be furnished on the basis of direct cost plus appropriate overhead charges.
- F. All services, facilities, and equipment constructed and installed by Chickamauga Electric, unless determined otherwise by Chickamauga Electric, shall remain the sole property of Chickamauga Electric and shall not become part of the property or premises to which they are attached or on which they are constructed. In addition, foreign objects such as basketball goals, signs, consumer owned lighting, etc. shall not be attached to Company poles and/or other facilities and any such objects may be removed by Company personnel without any prior notice or liability therefore.

202 - Temporary Service Poles

- A. Temporary poles for attachment of service wires and metering equipment shall be furnished by consumers who have new buildings under construction or who are reconstructing a building. The temporary service pole shall be constructed in accordance with the National Electric Safety Code, local government code requirements, and applicable Company specifications, but in no case will the point of attachment to such pole be less than 12 feet from ground level.
- B. The temporary service pole shall not be used by the consumer after the building has been occupied or the construction of the building has progressed to such a stage that the temporary service can be made permanent on the constructed building.
- C. Chickamauga Electric reserves the right to designate the location of all temporary service poles.

203 - General Wiring Requirements

- A. Each consumer shall cause all premises receiving electric service pursuant to his services to become and remain wired in accordance with the specifications and requirements of Chickamauga Electric, the National Electric Code and any applicable requirements of local or state government. All connections must be equipped with suitable service entrance facilities adequate to handle the load. Chickamauga Electric does not furnish a panel for use inside or outside of any service point.
- B. Meter bases may be supplied by Chickamauga Electric to be installed by the consumer or his contractor in accordance with applicable requirements of local or state government, and in compliance with the National Electric Code and Chickamauga Electric's standards. Meter bases not supplied by Chickamauga Electric must be UL listed. Upon installation, meter bases shall become the property of the consumer. Chickamauga Electric shall have no obligation to repair or maintain the meter base and shall have no liability for the failure of a meter base. All meter bases must be placed ahead of all consumer switches, junction boxes, and fuses, and installed in such manner and location that meters will not be unreasonably exposed to hazardous conditions. Meters will not be located or built around so as to be enclosed within a structure (screen porches, garages, rooms, etc). Rather, all meters shall remain readily accessible to Company personnel for reading and servicing at all times. Meters shall, at all times, remain the property of Chickamauga Electric. The consumer grants Chickamauga Electric access to the



meter base, whether provided by Chickamauga Electric or the consumer, for any purpose associated with the provision of electric service to the consumer. The consumer further agrees that Chickamauga Electric may use any external cut off device which is part of the meter base.

- C. All service entrance cables shall be exposed or enclosed in conduit in plain sight from the service head to the meter base. These cables and/or wiring are not the property of Chickamauga Electric. A separate ground wire of sufficient size shall extend from the consumer's electrical panel and shall be connected to the grounding system in accordance with the National Electric Code or other applicable code requirements. Conductors shall be of sufficient size to carry the loads as computed in accordance with the then current edition of the National Electric Code. Ampacity shall be determined from applicable tables therein, including all applicable notes thereto.
- E. The consumer will provide and install all necessary wiring. No additional materials or tests are provided or conducted by Chickamauga Electric upon meter installation.

204 - Company Responsibility

- A. The responsibility of Chickamauga Electric for installation and maintenance of electrical service connections will not extend past the point of attachment to the consumer's premises.
- B. No Company employee shall be permitted, on Company time, to perform work on the consumer's distribution system beyond the point of service connection or beyond the meter base, whichever is the greater distance, unless specifically approved by Chickamauga Electric.
- C. Connection of service will in no way be an indication that Chickamauga Electric has approved the consumer's installation and wiring.
- D. The consumer shall hold Chickamauga Electric harmless from any claims or suits that may arise, occur, or result from the consumer's distribution and control of electrical service supplied by Chickamauga Electric.
- E. In no event shall the responsibility of Chickamauga Electric extend beyond the point at which its service wires are attached to the meter loop provided for measuring electricity used on such premises.

205 - Consumer Equipment

A. Electric Motors

1. Motor installations larger than 10 HP require notification to Chickamauga Electric. The maximum permissible motor size depends upon the consumer's location on the distribution system and the capacity of the circuit.
2. The consumer should provide devices that will protect motors against overload, short circuit,



or changes in conductor phases. Motors that cannot be safely subjected to full voltage at starting should be provided with motor starting devices which limit the amount of current drawn. In addition, where motors are subject to damage due to loss of one or more phases, adequate protective devices should be installed to ensure that, in the event of failure of the supply voltage, on one or more phases, the motor will be disconnected from the line.

3. Chickamauga Electric cannot guarantee continuous and uninterrupted 3 phase current and direction of phase rotation. Consumers operating motors or other apparatus requiring unchanged phase rotation and continuity of three-phase supply should equip such machinery with suitable protection against such reversal or phase failure. Chickamauga Electric shall not be liable for damages, direct or consequential, resulting from loss of 3 phase current or change in direction of phase rotation.

B. Electric Generators, Solar Panels, Windmills, and Other Auxiliary Power Equipment

1. Where auxiliary generation is installed by the consumer to provide supplemental power, parallel operation of the consumer's generating equipment with Chickamauga Electric's system is not permitted unless specifically agreed upon in writing by Chickamauga Electric. A double throw switch must be installed to isolate the consumer-owned equipment from Chickamauga Electric's facilities.
2. In diversified operations, where approved by Chickamauga Electric, where there is more than one building or operation served from one metering point, the double throw switch and related switching gear may be installed by the consumer at the central metering location in line with the secondary service facilities. All such installations must be approved by Chickamauga Electric.

C. Electric Welders and Miscellaneous Devices

Consumers planning to operate electric welders or other devices with high inrush or fluctuating currents must supply Chickamauga Electric with information regarding the electrical characteristics of the equipment. Service will not be allowed to equipment which adversely affects Chickamauga Electric's equipment or service to other consumers. Chickamauga Electric should be advised before the installation of the equipment.

D. Consumer Responsibility

All protection equipment required by this Section 205 shall be installed at the cost of the consumer.

206 - Power Factor Correction

The maintenance of high power factor is of primary importance in the economic operation and maintenance of the distribution system. Under-loaded motors contribute largely to the creation of a low power factor unfavorable to both Chickamauga Electric and the consumer. When the overall power factor of the consumer's load is not in accordance with Chickamauga Electric's current specifications, Chickamauga Electric may require the consumer to install, at his own expense, equipment to correct the power factor. Chickamauga Electric reserves the right to measure the power factor at any time.



207 - Load Balance Between Phases

When multi-phase service is furnished, the consumer will, at all times, maintain a reasonable balance of load between phases.

300 - CONSUMER CLASSIFICATIONS

301 - General

A. Electric service will be provided under one or more of Chickamauga Electric's standard rate schedules, applicable to the class of service. In some cases there may be more than one rate schedule and applicable to a classification of service, in which case, the conditions under which each is applicable to the requirements for the individual consumer are plainly set forth in the published rate schedules.

302 - Residential Service

- A. This classification includes single-family dwellings, including apartments and condominiums, for domestic purposes, and uses incidental thereto if served through the same meter.
- B. Each residential unit or facility must be individually metered and no more than one family unit may be served from one meter.
- C. When a consumer has his residence and a business on the same meter, the consumer will be classified as General Power, and service will be provided under the appropriate general power rate.

303 - General Power Service

This classification includes commercial, industrial, governmental, institutional, and farm and other agricultural consumers, as well as other consumers not eligible for service under any other available rate schedule, for all uses, including lighting, heating, and power. All service under this classification requiring more than 50 kW demand, or which requires any special charges or conditions, shall be provided under written contract with the consumer. For service requiring 50 kW demand or less, Chickamauga Electric may require a written contract. Service under this classification will be provided under one or more of the appropriate rate schedules applicable to this classification of service.

304 - Street and Park Lighting Systems, Traffic Signals, and Athletic Field Lighting

This classification includes street and park lighting systems, traffic signal systems, and athletic field lighting installations. Service under this classification will be provided under the appropriate provisions of the applicable rate schedule and in accordance with the provisions stated thereunder, and as provided for this classification of service in these Rules and Regulations.



305 - Outdoor Lighting Service for Individual Consumers

- A. This classification covers outdoor lighting by ballast operated vapor lamp fixtures and poles conforming to Chickamauga Electric's specifications for dusk to dawn lighting. Service under this classification will be provided under the appropriate provisions of the applicable rate schedule and in accordance with the provisions stated thereunder, and as provided for this classification of service in these Rules and Regulations.

- B. Chickamauga Electric may require a contract of original term of up to five years, and may require an advance payment of up to one-half of the estimated revenue for the term of the contract. Service for a new installation will be provided upon payment of a connect fee, as provided on **Appendix C**, which will be waived when the light is installed at the time electric service is installed at consumer's premises. Service for an existing light will be provided without the requirement of a contract, upon payment of a connect fee as provided on **Appendix C**.

306 - Filing and Availability of Rate Schedules

Copies of Chickamauga Electric's rate schedules shall be on file and available on Chickamauga Electric's website, at the office of Chickamauga Electric in Chickamauga, Georgia. Rate change communication will include but shall not be limited to website, magazine, bill inserts, etc.

400 - METERING

401 - Electric Meters

- A. All electric meters are the property of Chickamauga Electric and shall be installed in meter bases. All electric meter bases shall meet the requirements of Chickamauga Electric at Section 203B. and shall be installed on an exterior surface with the center of the base not less than 4 feet nor more than 6 feet above finished grade level. Chickamauga Electric reserves the right to designate the location of the point where attachments and meter will be located. Accessibility for purposes of meter reading and maintenance shall be a basic requirement of receiving electric service.

- B. Meter bases for premise-mounted, permanent-type installations may be supplied by Chickamauga Electric. All installations will be in accordance with applicable requirements of local or state government, and in compliance with the National Electric Code and Chickamauga Electric's standards.

- C. Central meter pole service may be provided when such installations are necessary, as determined by Chickamauga Electric. When central metering is provided, the meter pole will be the responsibility of the consumer and the consumer shall pay for service entrance equipment installed on the meter pole, plus any other applicable charges related to added services.

- D. Meters shall be placed ahead of all consumer-owned switches, fuses or circuit breakers unless



otherwise agreed to by Chickamauga Electric.

- E. For large single-phase installations of over 400 amperes capacity and for three-phase and underground installations, Chickamauga Electric shall specify the type of metering equipment required before installation. "Current transformer" (C.T.) metering will be provided without additional charge where Chickamauga Electric determines that such metering is required or appropriate. Should the consumer request C.T. metering, where Chickamauga Electric has determined that, due to consumer's anticipated load, C.T. metering is not required, such metering will be provided upon consumer's payment, in advance, of the additional cost of providing such metering.
- F. In case of line construction for the benefit of Chickamauga Electric, requiring the relocation of the point of service attachment, relocation shall be at the expense of Chickamauga Electric.

402 - Meter Reading

- A. Electric meters will be read intermittently by Chickamauga Electric on a prearranged schedule. Reading dates for billing may vary from month to month due to weekends, holidays, weather conditions, and other factors.
- B. If the reading for billing is not available for a given month, the meter reading and corresponding use for the month may be estimated based on use by the consumer in previous months. Since meter readings are continuous from month to month, any variance in such estimate will automatically be corrected in the next subsequent month when the meter is read.
- C. If the meter readings cannot be obtained by Chickamauga Electric's preferred method, Chickamauga Electric reserves the right to read the meter and recover the cost of the difference in such method and Chickamauga Electric's preferred method from the consumer.
- D. Chickamauga Electric shall not be obligated to make adjustments to accounts in subsequent months which were due to variations in meter reading dates.

403 - Incorrect Reading of Meter

If the meter is incorrectly read, the correct reading shall be ascertained and the bills will be recalculated as nearly as possible to reflect the correct usage.

404 - Failure of Meter to Register Correctly

- A. If a meter fails to register correctly, the consumer will be billed on an estimated consumption which will be based on the consumer's previous consumption in similar periods, comparative uses, size of connected loads, and other relevant facts.
- B. Meters found to be over or under registering by more than two percent (2%) will make the consumer's account subject to adjustment from the time of the inaccurate registration; provided the time can be clearly determined by Chickamauga Electric. When the time cannot be clearly determined, the adjustment will be made following full investigation of all circumstances in



connection with incorrect registering of meter, but in no case will the adjustment be for a period greater than six (6) months.

- C. If consumer's meter has failed to properly register the electricity used by the consumer or the consumer has not been billed for his/her/its actual electric use, or the consumer has been billed based on an incorrect rate or class, the consumer agrees to pay Chickamauga Electric for the electricity actually consumed by consumer at the correct rate or class regardless of the amount of any bill, invoice or statement rendered to consumer during the time period in question. Consumer specifically waives the right to assert the defenses of accord and satisfaction, account stated, equitable estoppel, or statute of limitation defenses against Chickamauga Electric in any dispute arising from the under-billing of consumer's electric consumption.

405 - Meter Tests

- A. Subject to Section 700 hereof, upon request, Chickamauga Electric will have a consumer's meter tested for accuracy. This test will incur a charge as stated in **Appendix C** unless the test proves the meter to be in excess of $\pm 2\%$ error. Any meter test that reveals more than $\pm 2\%$ error will incur no test charge and an adjustment will be made to the account for the overbilling or underbilling, as provided under Section 404.
- B. Chickamauga Electric will make periodic tests and inspections of its meters in order to maintain the required standard of accuracy.

406 - Primary Metering/Secondary Consolidation

Consumers served under rate schedules applicable to consumers requiring over 50 kVA transformer capacity, and who have multiple metering points at the same premises, may elect "primary" or "master" metering under which all service will be consolidated under one meter and power used will be metered at primary voltage. Similarly, consumers may elect to have secondary services consolidated under a single secondary voltage meter.

407 - Tampering with or bypassing Company's Meter or Equipment

- A. No person, except an employee or authorized agent of Chickamauga Electric shall alter, remove or make any connections to Chickamauga Electric's meter or service equipment. No meter seal may be broken by anyone other than a Company employee or authorized agent; provided, however, when deemed necessary by Chickamauga Electric, consent may be given to an approved electrician, employed by a consumer, to break the meter seal. Where Chickamauga Electric discovers that a meter seal has been cut, broken, or otherwise removed or opened, without authorization, Chickamauga Electric will reseal the meter base and attempt to determine the cause of the cut seal. Charges may be applied as provided in **Appendix C**.
- B. The following procedures will be followed in cases of evidence of meter tampering or current diversion or a consumer is receiving the benefit of otherwise unmetered electric energy:
 - 1. Subject to the provisions of Section 516 hereof, upon discovery that a meter has been tampered with or that the consumer is receiving unmetered electric service, such consumer



may be immediately disconnected.

2. Evaluation of such tampering including estimated load and usage of the consumer will be documented at the time of disconnection.
3. Consumer may be required to come to Chickamauga Electric office; and comply with the obligations listed below, before restoration of electric service.
 - a. Payment of a minimum charge, as provided on **Appendix C**, for costs incurred by Chickamauga Electric in investigating, disconnecting service and estimating the billing for unmetered energy, and for any damage to Chickamauga Electric's equipment and restoration of Chickamauga Electric's and consumer's facilities to Chickamauga Electric's specification. If actual charges are higher, the consumer will be liable for same and will be provided an itemized statement to the consumer.
 - b. Payment for estimated unmetered energy used by the consumer, subject to the provisions of Section 509.
 - c. Payment of all other charges owed by the consumer.
 - d. Payment of a charge, as provided on **Appendix C**, for resetting and resealing the meter.
 - e. Payment of an initial or additional security deposit, if required by Chickamauga Electric.
 - f. Compliance with other requirements of any appropriate regulatory agencies.
 - g. Restoration of Chickamauga Electric's and consumer's facilities to Chickamauga Electric's specifications.
 - h. All charges will be paid at such time and place as determined by Chickamauga Electric.
 - i. After all charges have been paid, the meter will be reset and sealed.
 - j. Chickamauga Electric reserves the right to pursue legal action (criminal or civil) as it deems appropriate.

500 - BILLING

501 - Billing Period and Payment of Bills

- A. All consumers shall be billed monthly. Bills are due and payable upon receipt of the bill by the consumer. Failure to receive a bill does not relieve the consumer's obligation to make payment when due. However, upon request, Chickamauga Electric will advise consumer of the amount of the bill, the date due, and may provide a duplicate bill.
- B. Bills are delinquent if not paid by the "due date" which is normally the 20th day (including the billing date) from the billing date. If payment has not been received by the "due date," a



"delinquent notice" will be communicated by written notice or with customer consent via email, and or phone call which will include customer service phone number for rights and remedies to the consumer. The cost of this notice may be charged to the consumer, as provided on **Appendix C**. At the time the "delinquent notice" is produced, a late payment penalty, as provided on **Appendix C**, will be applied to consumer's account. If payment has not been received by the 30th day (including the billing date) after the billing date, electric service shall be subject to disconnection without further notice, in accordance with the notification provided on the "delinquent notice." Such accounts will also be subject to service charges as provided in **Appendix C**.

- C. Where a consumer has two or more accounts, any payment received shall be first applied against any non-electric service charges (e.g., contracts for loans, merchandise, or other non-electric services, miscellaneous service charge, etc.) and the balance of such payment, if any, shall be deemed credited on a pro rata basis against the balances of all accounts, regardless of the fact that Chickamauga Electric may maintain its billing and payment records for each account separately.
- D. Electric service bills may be paid at the Chickamauga City Hall or a designated collection stations by applicable electronic methods or by mail to the address provided on the billing statement. Chickamauga Electric's office is equipped with night deposit boxes for consumer convenience; however, any payments received after regular designated business hours on a regular work day will be considered received as of the next business day. Chickamauga Electric reserves the right to refuse to accept a check tendered as payment on a consumer's account.

502 - Extension of Credit

Chickamauga Electric may deviate from its policy on disconnection for delinquent electric bills in recognition of extenuating circumstances but only in accordance with the following standards:

- A. When it is determined that enforcement of the policy will constitute an undue hardship in relation to the amount of the delinquent bill and that extension of credit for a fixed time, or arrangement for installment payment of the bill, will not unduly impair Chickamauga Electric's ability to effectuate final collection of the bill; or
- B. When the consumer involved establishes to the satisfaction of Chickamauga Electric that his failure to pay the bill has resulted from some mistake on Chickamauga Electric's part; or
- C. When to disconnect service might pose immediate danger to the consumer or other persons due to illness or when the household is immediately and directly affected by a death; or
- D. When it is determined that the consumer has maintained a high credit rating with Chickamauga Electric and the risk involved in extending the credit will not jeopardize the ability of Chickamauga Electric to collect the full amount of the bill; or
- E. When the forecasted temperature is 32 degrees Fahrenheit, or less, or when the temperature is above 98 degrees Fahrenheit, or when a heat advisory is in effect, and to discontinue electric service could jeopardize the welfare of affected consumer(s) based on the information from the National Weather Service provider for Chickamauga., also known as The Weather Channel.



503 - Deferred Payment Plan

- A. Chickamauga Electric may offer, under extenuating circumstances, a deferred payment plan (such plan being defined as one entered into where the consumer is unable to pay the entire balance due within thirty (30) days of consumer's next scheduled cut-off date) to a consumer who has expressed an inability to pay the entire bill, when due, and where other credit conditions are met.
- B. Any deferred payment plan entered into, due to the consumer's inability to pay the outstanding bill in full, shall provide that service will not be discontinued if the consumer pays current bills and complies with the written deferred payment agreement .
- C. For purposes of determining the payment amount under the deferred payment agreement, the following may be considered:
 - 1. Size of the delinquent account;
 - 2. Consumer's ability to pay;
 - 3. Consumer's payment history;
 - 4. Time that the debt has been outstanding;
 - 5. Reasons why debt has been outstanding;
 - 6. Any other relevant factors concerning the circumstances of the consumer.
- D. The deferred payment plan will be in writing, and will state immediately preceding the space provided for the consumer's signature, and in boldface print, that:

"If you are not satisfied with this contract, do not sign this contract. If you sign this agreement, you give up your right to dispute the amount due under the agreement except for Chickamauga Electric System's failure or refusal to comply with the terms of this agreement."
- E. A deferred payment plan may include a penalty for late payment and/or a finance charge.
- F. If a consumer has not fulfilled the terms of a deferred payment plan, Chickamauga Electric will have the right to disconnect service, without further notice. However, solely at its option, Chickamauga Electric may elect not to disconnect service until a disconnect notice has been issued to the consumer indicating the disconnection. Chickamauga Electric may, but shall not be obligated to offer a subsequent deferred payment agreement prior to disconnection.



- G. All consumers may participate in the deferred payment plan regardless of race, color, national origin, sex, religion, age or disability.
- H. A deferred payment plan may be made by visiting Chickamauga Electric office. The consumer will execute the deferred payment agreement and the consumer will be provided with a copy of the signed agreement.
- I. If the consumer's economic or financial circumstances change substantially during the time of the deferred payment plan, Chickamauga Electric may renegotiate the deferred payment plan with the consumer, taking into account the changed economic and financial circumstances of the consumer, but shall not be obligated to do so.
- J. Chickamauga Electric is not obligated to enter into a deferred payment plan with any consumer who is lacking sufficient credit or a satisfactory history of payment for previous service when that consumer has had service from Chickamauga Electric for less than six (6) months.

504 - Payment Arrangements

Payment arrangements are any arrangements or agreements between Chickamauga Electric and a consumer in which an outstanding bill will be paid after the "delinquency" date (10 days from the bill due date) of the outstanding bill but before the "delinquency" date of the next bill. If a consumer does not fulfill the terms of such payment arrangements, Chickamauga Electric will have the right to disconnect service, without further notice. Solely at its option, though, Chickamauga Electric may elect not to disconnect service until a disconnect notice has been issued to the consumer.

505 - Unassigned

506 - Rendering of Bills

The monthly billing cycle shall be for an approximate thirty (30) day period. The annual billing cycle shall be twelve (12) monthly billing cycles. All billing cycles shall be within a calendar year period as recognized by standard accounting practices. Bills for electric service will be rendered monthly, unless service is rendered for a period of less than a month. Bills will be rendered as promptly as possible following the reading of meters.

507 - Disputed Bills

- A. In the event of a dispute between a consumer and Chickamauga Electric regarding any bill for electric service, the customer may call (706) 375- 3177 and Chickamauga Electric will promptly make such investigation as required by the particular case, and report the results thereof to the consumer, along with its position on the matter. In the event consumer is not satisfied with the results of Chickamauga Electric's investigation and position, a supervisory review may be requested, as provided in Section 513, hereof.
- B. Notwithstanding any other section of these rules, the consumer may not be required to pay the disputed portion of the bill which exceeds the amount of the consumer's average monthly bills at current rates, pending the completion of any investigations and resolution of the dispute, but in no event more than 60 days. For the purposes of this rule only, the consumer's average



monthly bills at current rates will be the average of the consumer's gross electric service billings for the preceding 12-month period. Where no previous usage history exists, consumption for calculating the average monthly usage will be estimated on the basis of usage levels of similar consumers and under similar conditions.

508 - Notification of Alternative Payment Programs or Payment Assistance

When a consumer contacts Chickamauga Electric concerning inability to pay a bill or need of assistance with their bill payment, Chickamauga Electric or Chickamauga Electric's representative will inform the consumer of all available alternative payment and payment assistance programs available from Chickamauga Electric, such as arrangements, deferred payment plans, and energy assistance programs, as applicable, and of the eligibility requirements and procedure for applying for each. Chickamauga Electric's representative will also endeavor to inform consumer as to available public assistance programs.

509 - Adjusted Bills Due to Meter Tampering

In cases of meter tampering, bypassing, or other service diversion, the following methods of calculating amounts due Chickamauga Electric during such periods of tampering, bypassing, or other service diversion, will be used:

- A. Estimated bills based upon service consumed by that consumer at that location under similar conditions during periods preceding the initiation of meter tampering or service diversion. Such estimated bills will be based on at least 24 consecutive months of comparable usage history of that consumer, when available, or lesser history if the consumer has not been served at that site for 24 months.
- B. Estimated bills based upon that consumer's usage at that location after the service diversion has been corrected;
- C. Where a consumer will allow the electric Company to perform a load study of the consumer's appliances, heating/cooling equipment, etc., in use during the period of meter tampering, by estimated bills using the total projected loads of those appliances, heating/cooling equipment, etc., using nationally recognized appliance load studies published by the Edison Electrical Institute or the manufacturer's information for each appliance or other item of electrical equipment, or where available, comparable load study data obtained by Chickamauga Electric, applicable within its service area;
- D. In cases of a tampered meter where the amount of actual unmetered consumption can be calculated after testing the meter, using industry recognized testing procedures, bills may be calculated for the consumption over the entire period of meter bypassing or other service diversion;
- E. In cases of meter bypassing or other service diversion, where the amount of actual unmetered consumption can be calculated by industry recognized testing procedures, bills may be calculated for the consumption over the entire period of meter bypassing or other service diversion:



1. Paragraph (A) of this subsection does not prohibit Chickamauga Electric from using other methods of calculating bills for unmetered electricity when the usage of other methods can be shown to be more appropriate in the case in question;
2. Chickamauga Electric will not charge any additional penalty or make any other additional charge for meter tampering or bypassing or other service diversion, other than as provided in Section 407 of these rules, unless such penalty or such other additional charge has been approved by order of a court of law of competent jurisdiction.

510 - Record Retention

Chickamauga Electric will maintain monthly billing records for each account for at least two years (24 months) after mailing of the bill. Billing records will contain data sufficient to reconstruct a consumer's billing for a given month. Copies of billing records for the most recent twenty-four (24) months may be obtained by the consumer upon request or via the secure on-line customer portal. Request for substantial quantities of billing records may be provided upon payment by consumer of the cost of researching and providing same.

511 - Disconnection for Ill and Disabled

Chickamauga Electric will not discontinue service to a delinquent residential consumer permanently residing in an individually metered dwelling when that consumer establishes that discontinuance will result in some person residing at that residence becoming seriously ill or more seriously ill if service is discontinued. Each time a consumer seeks to avoid termination of service under this section, the consumer must have the attending physician (for purposes of this section, the term "physician" shall mean a licensed medical doctor) call or contact the Chickamauga Electric within 15 days of issuance of the bill. A written statement must be received by the Chickamauga Electric from the physician within 10 days of the issuance of the bill. The prohibition against service termination provided by this section shall extend for 30 days from the issuance of the bill or such lesser period as may be agreed upon by Chickamauga Electric and the consumer or physician. The consumer who makes such request shall enter into a deferred payment plan.

512 - Disconnection to Energy Assistance Grantees

Chickamauga Electric will not terminate service to a delinquent residential consumer for a billing period in which the consumer has applied for and been granted energy assistance funds if any agency for administration for these funds has notified Chickamauga Electric, in writing, prior to the date of disconnection, of approval of an award sufficient to cover the bill, or a portion of the bill so that the consumer can successfully enter into a deferred payment plan for the balance of the bill.

513 - Resolution of Disputes

Any consumer or applicant for service, requesting the opportunity to dispute any action or determination of Chickamauga Electric may call (706) 375-3177 and will be given an opportunity for a supervisory review by Chickamauga Electric. If Chickamauga Electric is unable to provide a supervisory review immediately following the consumer's request for such review, arrangements for the review will be made for the earliest possible date. Except as provided otherwise in Section 507. The results of the supervisory review will be provided in writing to the consumer within 5 days of the review, if requested,



and will be final.

514 - Adjustment of Meter Readings

Whenever it is found that for any reason other than incorrect calibration, an incorrect reading has been received (or used for billing purposes), an appropriate adjustment shall be made. The correct reading shall be ascertained and the bills will be recalculated as nearly as possible to reflect the correct usage.

515 - Returned Payments

When a payment received on a consumer's account is returned unpaid by the financial institution, for any reason (not the fault of Chickamauga Electric), Chickamauga Electric will notify such consumer. A charge, as provided in **Appendix C**, will be added to the consumer's account to cover the additional cost involved in processing the returned payment.

516 - Other Reasons for Disconnection

- A. Service may be disconnected immediately and without notice for any of the following reasons:
1. For fraudulent representation as to the use of electric service,
 2. Whenever such action is necessary to protect Chickamauga Electric from fraud or abuse,
 3. For abuse or tampering with service wires, connections, meters, seals, or any other facilities belonging to Chickamauga Electric,
 4. For diversion of electric current or any unauthorized electrical connection,
 5. For the use of equipment which adversely affects Chickamauga Electric System service to its other consumers,
 6. Discovery of a condition determined by Chickamauga Electric to be hazardous, or
 7. Pursuant to an order issued by a court of competent jurisdiction or an order of a federal, state or local government having authority to order service termination.
- B. Service may be disconnected, after reasonable notice, for the following reasons:
1. Where entry to its meter or meters is refused or where access thereto is obstructed or hazardous, or the meter is no longer on the outside wall of the structure.
 2. For violation of and/or non-compliance with any applicable state, federal or local laws,



regulations and codes pertaining to electric service.

3. For non-compliance with the bylaws, rates, rules and regulations of Chickamauga Electric.
4. Pursuant to an order issued by a court of competent jurisdiction or an order of a federal, state or local government having authority to order service termination.

C. Electric service will be reconnected under the following conditions:

1. Payment of all applicable service charges for reconnecting.
2. Payment for any unmetered power and energy.
3. Cessation of violations or non-compliance for which service was terminated.

600 - EASEMENTS, RIGHT OF ACCESS, AND COMPANY PROPERTY

601 - Consumer to Grant Easements to Company if Required

Each consumer by virtue of applying for and receiving electric service from Chickamauga Electric, grants and conveys to Company, its successors and assigns, and easement or right of way forty feet in width, I.E. twenty feet on either side of the center line of any electric distribution facility of Chickamauga Electric, over, on, under and across such lands of consumer served by Chickamauga Electric. The easement shall be for the purpose of facilities to serve consumer, or any other consumer of Company. Company may permit third parties to use the easement for the purpose of making attachments to Company poles. Consumer agrees that consumer will not allow any structure or physical encroachment on the easement without the written permission of Company. Chickamauga Electric may require the consumer to execute and deliver to Company a specific easement.

602 - Right of Access

Chickamauga Electric's identified employees and agents shall have right of access to consumer's premises, at all reasonable times for any purpose incidental to the supplying of electric service, including meter reading, tree trimming or tree removal, or relocating, testing, repairing, removing, maintaining, or exchanging any or all equipment and facilities which are the property of Chickamauga Electric. Refusal on the part of the consumer to provide reasonable access (including keeping shrubbery adequately pruned to provide unobstructed access to consumer's meter) for the above purposes shall be deemed sufficient cause for discontinuance of service. Prior to such a disconnection, however, Chickamauga Electric will provide proper notice to consumer of its intent to disconnect service.

603 - Consumer's Responsibility for Company's Property

All meters, service connections, and other equipment furnished by Chickamauga Electric shall be, and remain, the property of Chickamauga Electric. The consumer shall provide a space for, and exercise proper care to protect the property of Chickamauga Electric on his premises. In the event of loss or



damage to Company property arising from neglect of the consumer to care for same, the cost of necessary repairs or replacements shall be paid by the consumer.

700 - SERVICE FEES AND CHARGES

701 Service Fees and Charges

Current charges are provided in **Appendix C** and are subject to revision from time to time hereafter. Chickamauga Electric will establish and publish a schedule of fees and charges including but not limited to service fees, service connection fees, reconnection charges, special services, etc.

800 - MISCELLANEOUS

801 - Application Process

Application for services and/or electric service may be made in person, at Chickamauga Electric's office(s), or by such other means as Chickamauga Electric may hereafter establish. All such applications shall be in accordance with the application process established by Chickamauga Electric and shall be subject to these Rules, Regulations, and Conditions of Service. Where service to more than one legal entity is required at any one address or location, separate application will be made for each. Each class of service will be metered and billed separately, except that Chickamauga Electric may install more than one meter for each class of service for its convenience. Chickamauga Electric may, but will not be required to connect new service until the Application for Services and/or Electric Service is completed and signed by applicant and all appropriate fees, deposits, required contributions-in-aid of construction, and any indebtedness for service rendered to the applicant in the past is paid. Chickamauga Electric may refuse service when the applicant engages in any fraudulent scheme or device to avoid payment of indebtedness for past service, including application for service in another name or another legal entity, in accordance with Section 104 of these rules and regulations.

802 - Denial of Service Due to Unpaid Bill

When an applicant who owes a past due bill applies for service or when a person who resided with a consumer during the accumulation of such past due bill applies for service (and who received the benefits of such service), Chickamauga Electric may refuse such service until the beneficial user submits payment for the "past due" bill.

803 - Period of Contract

Unless otherwise specified, all written contracts for service under the scheduled rates of Chickamauga Electric will be for a period of not less than one (1) year and month-to-month thereafter until terminated. When the requirements of the consumer are non-standard, necessitating special lines or equipment,



Chickamauga Electric reserves the right to establish a reasonable abandonment charge, or require the consumer to pay the excess cost of the installation. In addition, Chickamauga Electric may also require payment for the cost of removal of facilities if service is disconnected before the expiration of the initial contract period.

804 - Special Electric Service

Electric service incorporating special conditions, not normally allowed or provided for in standard electric service, may be provided under the terms of a special contract.

805 - House moving

Any housemoving project which impacts Company facilities will be performed in accordance with O.C.G.A. Section 46-3-30, the "High-voltage Safety Act," and any other subsequently enacted laws or regulations. These activities require notification to Chickamauga Electric and Chickamauga Electric will submit notice to other utilities by creating a ticket in National Joint Utilities Notification System, NJUNS. Only Company personnel will be permitted to disconnect or sever Chickamauga Electric's facilities, and charges may be assessed for providing this service. Prior to moving any structure, all applicable permits required by federal, state, or local governments shall be obtained and provided to Chickamauga Electric.

806 - Notice of Change of Equipment

In the event a consumer desires to add to or increase the size of his electrical equipment, the consumer shall notify Chickamauga Electric in writing sufficiently in advance so that Chickamauga Electric's facilities may be modified sufficiently to accommodate the increased load. If the consumer fails to so notify Chickamauga Electric, the consumer may be held responsible for any damage to the meter or other equipment of Chickamauga Electric caused by such increased load.

807 - Tampering With Company's Property

No regulating or measuring equipment, or other property or equipment owned by Chickamauga Electric, wherever situated, whether upon consumer's premises or elsewhere, shall be tampered with or interfered with, for any purpose. Subject to the provisions of Section 810, it shall be presumed that the person in whose name service is being billed and received the economic benefit of such service and has knowingly tampered with Chickamauga Electric's property if:

A. Electricity has been diverted from the meter.

B. The electric meter has been altered to prevent accurate measurement of consumption.

C. Electricity has been obtained through a device without a meter.

808 - Electrical Protection of Service and Equipment

The consumer will be solely responsible for the electrical and mechanical protection of equipment owned and operated by him. Chickamauga Electric will provide electrical protection to the point of



delivery, consistent with good engineering practice. Chickamauga Electric and consumer will coordinate electrical and mechanical protection to both electric systems. Chickamauga Electric does not assume the duty of inspecting the consumer's electrical system and/or equipment but retains the right to do so. If conditions detrimental to Chickamauga Electric system or unsafe conditions are found, Chickamauga Electric may temporarily disconnect the electric service until such conditions are corrected.

809 - Consumer's Responsibility for Company's Property

The consumer will be responsible for all damage to, or loss of, the property of Chickamauga Electric, located upon his premises, unless caused by circumstances or events beyond his control. The consumer is not authorized to change, remove, or tamper with Chickamauga Electric's property.

810 - Interconnections

The consumer shall notify Chickamauga Electric if he intends to use other sources of electricity or power in conjunction with Chickamauga Electric's electric service, and shall not interconnect any other source of power unless approved in writing by Chickamauga Electric.

811 - Intermittent Service

If the consumer's use of electric service creates intermittent power fluctuations, Chickamauga Electric may require the consumer to correct such a condition.

812 - Joint Use of Electric Facilities

The consumer shall not install wiring or other attachments to any part of Chickamauga Electric's electric system unless authorized by Chickamauga Electric.

813 - Service Extensions

The consumer shall not extend electric service facilities to adjacent property without written consent of Chickamauga Electric. Subject to Sections 108 and 302(B) of these Rules and Regulations, where Chickamauga Electric discovers that service facilities have been extended from a residential consumer's meter to one or more additional residences, the rate classification will be changed from "residential" to the appropriate "commercial" rate until such condition is corrected. After a reasonable period, as determined by Chickamauga Electric, for the consumer to correct such condition, Chickamauga Electric may disconnect service in accordance with Section 516, hereof.

814 - Refunds to Consumers

Refunds to consumers, other than deposit refunds which will be made in accordance with Section 103 of these Rules and Regulations, will be credited to a consumer's future billing; except that, where any such refund would not be returned to the consumer over the next three (3) billing cycles, Chickamauga Electric will, at its option, either issue a check for the entire refund or the amount which would not otherwise be returned over three (3) billing cycles. Chickamauga Electric shall not be obligated to make any such refund by check sooner than the billing date for the third succeeding billing cycle; provided, however, that where an account has been disconnected, any refund due the consumer will be made



within thirty (30) days after the issuance of the final bill rendered for service.

815 - General Conditions for Consumer Withdrawal

- A. A consumer may voluntarily withdraw in good standing from Chickamauga Electric upon compliance with the generally applicable conditions set forth as follows:
 - 1. Payment of any and all amounts due Chickamauga Electric, and cessation of any non-compliance with company obligations, all as of the effective date of withdrawal; and either
 - a. Removal to other premises not furnished service by Chickamauga Electric; or
 - b. Ceasing to use any service whatever at any of the premises to which such service has been furnished by Chickamauga Electric, pursuant to consumer's service.
- B. Upon such withdrawal, any deposits plus accrued interest then held by Chickamauga Electric will be applied against any unpaid balance owed Chickamauga Electric, unless provided otherwise in a supplemental contract between Chickamauga Electric and the consumer.

816 - Request for Identification

Requests for identification will be made in accordance with Chickamauga Electric's Identity Theft Prevention Program as required by the Federal Trade Commission.

817 - No Prejudice of Rights

The failure of Chickamauga Electric to enforce any of the terms of these Service Rules and Regulations on given occasions shall not be deemed as a waiver of Chickamauga Electric's right to do so on subsequent occasions.

818 - Revision of Service Rules and Regulations

Rules, regulations and local electric rates for electric service are established by the Board of Directors of Chickamauga Electric and may, from time to time, be altered, amended, revised or supplemented by the Board. If a consumer has any question concerning the current Rules and Regulations, inquiry should be directed to Chickamauga Electric office. Current copies of the Service Rules and Regulations are available during regular business hours or will be provided, upon request, to any consumer or applicant for service. The Rules and Regulations may also be made available electronically.

819 - Filing of Service Rules and Regulations

Copies of Chickamauga Electric's Service Rules and Regulations will be available at the corporate office, will be posted on Chickamauga Electric's website. Chickamauga Electric will notify customers of any local rate adjustments and post to the Chickamauga web site. Upon written request by the customer Chickamauga Electric will make available to the customer energy consumption data for the prior 12 months billing history.



**APPENDIX A
TO
SERVICE RULES AND REGULATIONS**

DEPOSIT POLICY

INITIAL MINIMUM DEPOSITS

A service security deposit will be required from each applicant for service if Chickamauga Electric determines that such deposit is needed to assure payment of the power bill, with exceptions as detailed below. Such deposits shall not exceed two times the average monthly bill for the customer class calculated for the prior 12 months. If such prior billing history is not available, the deposit balance will be estimated based on anticipated energy takings or other similar customers in the service territory.

CONDITIONS FOR WAIVER OF RESIDENTIAL DEPOSITS

For Residential applicants/consumers, the initial deposit required may be waived if the following requirements is met:

1. The applicant is a customer in good standing with respect to other electric service accounts and has not appeared on the "cut-off" list, or have been "cut off" for other reasons, with respect to such account(s) in the last twelve (12) months.
2. No "returned checks" have been received from the applicant with respect to other electric service accounts during the past twelve (12) months.
3. The applicant can provide a letter of credit from his most recent electric service supplier showing not more than one (1) late payment in the last twelve months of service and no unpaid balance.
4. The applicant is a former customer of Chickamauga Electric who, when service was terminated, was a customer in good standing and left no unpaid balance, and no "returned checks" were received during the last 12 months of service.

If at the time of application, the applicant is unable to provide a satisfactory letter of credit from his most recent power supplier for waiver of deposit, a standard initial deposit will be required which will be applied to the account upon receipt of such letter or report.



ALTERNATIVE SECURITY AGREEMENTS FOR NON-RESIDENTIAL APPLICANTS

Deposit requirements for non-residential applicants may be satisfied through any of the following options

1. A cash deposit of the amount required.
2. A surety bond for the required amount in such form and substance as specified by, or acceptable to, Chickamauga Electric.
3. An irrevocable letter of credit from a Bank or other financial institution, acceptable to Chickamauga Electric, wherein payment is guaranteed up to two and one-half (2½) consecutive months electric service, until or unless such letter of credit is cancelled and Chickamauga Electric is so notified not less than thirty (30) days prior to cancellation.
4. A certificate of Deposit for the required amount, issued in the name of the applicant "or" Company, and held by Chickamauga Electric, and which may be cashed "on demand" by Chickamauga Electric, upon default in payment by consumer, after consumer's account has become past due.
5. Enhanced Security Deposit Program application and approval; available for Class 50 and larger.

ADDITIONAL DEPOSITS

After a consumer's account has appeared on the disconnect for non-payment (cut-off) list the second time in a twelve (12) month period, Chickamauga Electric may require an initial or additional deposit, or other security satisfactory to Chickamauga Electric, up to two months estimated average power bill.

When electric service is disconnected for non-payment, Chickamauga Electric may require consumer to pay or increase his deposit up to 2 months power bills, before service is restored.

REFUNDING OF DEPOSITS

Residential

After termination, residential electric deposits and annual interest accrued after October 1st 2015 may be refunded after fifteen (15) months if consumer's payment record does not reflect any past due amounts, cut off notices, appearance on cut off list, actual cut off or returned payments within the most recent 12 months.



Non-Residential

Deposits and annual interest accrued from non-residential applicants/consumers will be refunded upon termination of service. after October 1st 2015 may be refunded after fifteen (15) months if consumer's payment record does not reflect any past due amounts, cut off notices, appearance on cut off list, actual cut off or returned payments within the most recent 12 months

Effective: **APPENDIX B**

TO
SERVICE RULES AND REGULATIONS
SCHEDULE OF CHARGES

<u>Section</u>	<u>Description</u>	<u>Charge</u>
Over Head Charge		\$3.00 per foot
Underground Service Charge		\$150.00 each
Underground Primary		\$4.50 per foot
	Charge – Over 150 feet	
Underground Primary		\$5.50 per foot
	Charge – Over 300 feet	



**APPENDIX C
TO
SERVICE RULES AND REGULATIONS
SCHEDULE OF SERVICE CHARGES**

Description	Fee
Application Fee	\$10.00
Service Connection Fee (Regular Hours)	\$15.00
Service Connection Fee (Same Day/After Hours)	\$30.00
Temporary Service Fee	\$80.00
Temporary to Permanent Conversion Fee	\$25.00
Outdoor Lighting Connect Fee	
a. New installations	\$40.00
b. New installations where light installed at time service provided to premises	\$40.00
c. Existing installations	
1. When light connected at time service is connected	\$25.00
2. When light connected at later date	\$40.00
Outdoor Lighting Reconnect Charge	\$55.00
Outdoor Lighting Relocation Charge	\$100.00



Meter Test Charge	- Single-phase	\$50.00
	- Multi-phase/C.T.	\$100.00
Cut Meter Seal Charge		\$75.00
Meter Tampering/Power Diversion/ Investigation Charge (Minimum fee)		\$200.00
Equipment Damage – Single-phase Meter		\$150.00
	– Multi-phase	\$300.00

Description	Fee
-------------	-----

Returned Check Charge	\$35.00
Reconnect Fee (Regular Hours)	1 st Offense \$25.00 2 nd Offense \$45.00 3 rd Offense \$70.00
Reconnect Fee (After Hours 5pm to 9pm)	\$75.00
Reconnect Fee - Disc. at Pole/Tampering	\$85.00
Special Trip Charge (Regular Hours)	\$15.00
Past Due Notice	\$ -0-
Late Payment Penalties:	
First \$200	5%
Over \$200	1%

Fee Schedule for Renewable Energy Providers

Application Fee	\$500.00
Administrative Fee:	
Residential	\$400.00
General Service	\$750.00
General Service – with demand	\$1,200.00



Monthly Billing Process Fee:	
Residential	\$5.25
General Service	\$16.50
General Service – with demand	\$23.50
Site Visit Fee	\$200.00
(Does not apply to the initial site visit or to one commissioning visit)	
Document Processing Fee	\$35.00
(Including, but not limited to requests for system name or capacity changes)	