ELECTRIC SERVICE POLICY

ADOPTED BY THE
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LETTER FROM CHAIRMAN OF THE BOARD

To Our Consumers:

GEUS values each of its consumer/owners. As a non-profit municipal, GEUS considers it an integral element of our mission to provide our consumers with the best possible service at the lowest possible cost. We continually strive to improve our system and our service to you. As a consumer/owner of GEUS, your opinions and input are valuable to our operation. Your questions, comments, or suggestions are genuinely solicited.

The Service Rules and Regulations contained in this policy manual are designed for the benefit and protection of our Consumers and GEUS. They outline the rights and obligations of both parties. The establishment of these Service Rules and Regulations in written form assures both Consumers and employees that the GEUS System is being administered equitably and consistently in accordance with the wishes of the governing body and in compliance with the Laws of the State.

These Service Rules and Regulations are a part of your application and agreement for electric service with GEUS. Revisions to this Service Policy Manual were discussed and approved in open session of the GEUS Board of Trustees. This current edition supersedes any previous version. It will be periodically reviewed and modified as necessary.

If you have any questions about these terms and conditions or your electric service, please write the GEUS Consumer Services office at 2810 Wesley Street, Greenville, Texas 75401 or telephone 903-457-2800.

Sincerely,

Mike Taylor
Chairman
GEUS Board of Trustees
INTRODUCTION

This manual is available to contractors, architects, builders, developers, engineers, and customers to acquaint them with GEUS’ electric policies and requirements for obtaining new service and the associated meter installations and for removing, adding to, or relocating service and meter installations due to remodeling.

The standards herein are not intended to conflict in any way with national codes or any regulations of state regulatory bodies, but are intended to supplement these and to clarify certain service requirements for maintaining safe, satisfactory, and dependable service to the customer.

It is necessary to always refer to and comply with statutes and local ordinances. The information contained herein is general and does not include every detail or every lawful requirement.

It is expected that this manual will cover in detail most of the conditions that will occur. Where conditions arise that this manual does not cover, a phone call or letter to GEUS will bring individual attention to your specific installation.

The policies contained herein supersede all previous electric service policies adopted by GEUS.

If any section, clause, provision, or portion of this policy shall be held invalid or unconstitutional by any court of competent jurisdiction, such holding shall not affect any other section, clause, provision, or portion of this policy.

No officer, agent, or employee of GEUS has authority to waive or modify the provisions contained herein unless specifically authorized to do so by the GEUS Board of Trustees. The GEUS Board of Trustees may revise these policies at any time and may modify or suspend any portion of it temporarily or permanently.

These Service Rules and Regulations outline the rights and obligations of both GEUS and its consumers. They are designed for the benefit and protection of both parties to the application or contract for electric service. In order that all consumers may receive uniform, efficient, and adequate electric service, all consumers who have applied for or are receiving electric service from GEUS, shall be subject to the conditions stated herein.

GEUS’ rate schedules and these Service Rules and Regulations have been approved by the GEUS Board of Trustees and are available for inspection at GEUS’ Consumer Services Center located at 2810 Wesley, Greenville, Texas and are available online at www.geus.org. These Service Rules and Regulations supersede all service rules and regulations previously issued by GEUS.

All applications for service must be processed through GEUS Consumer Services Center located at 2810 Wesley, Greenville, Texas, (903) 457-2800. Complete details of the application procedure are contained in this manual in Section 3 - General Service Policies and in Section 5 - Consumer Service Policies.
For more information concerning GEUS or its policies or procedures, contact GEUS Consumer Services located at the Consumer Services Center, 2810 Wesley, Greenville, Texas or call (903) 457-2800.
Section 1 - DEFINITIONS

The following definitions are given for the purpose of establishing standard interpretations of the terms used in this policy. Except where specific definitions are used within a certain article or section of this policy for the purpose of such section, the following terms, phrases, words, and their derivations shall have the meaning given herein when not inconsistent with the context. Words in the plural number include the singular number and words in the singular number include the plural number. The word "shall" is mandatory and the word "may" is permissive.

1.1 Abutting Property - Any property that is immediately adjacent to or contiguous with or that is located immediately across any road, public right-of-way, or easements from the subject property.

1.2 Additional Facilities or Structures - Any additional construction of buildings or real property appurtenances at a specific location that would create or tend to create additional demand for electric service.

1.3 Apartment - Two or more buildings constructed on a single parcel of property where each building contains at least two (2) living units or one or more buildings constructed on a single parcel of property where each building contains at least five (5) living units.

1.4 Applicant - The person, organization, or corporation who signs an application form requesting electric services be made available at a specific location and thereby agrees to pay for all such services at the location. (Also see Customer)

1.5 Building - Any structure, either temporary or permanent, having a roof and used or built for the shelter or enclosure of persons, animals, vehicles, goods, merchandise, equipment, materials, or property of any kind. This definition shall include, but is not limited to, tents, lunch wagons, dining cars, trailers, mobile homes, sheds, garages, carports, animal kennels, store rooms, or vehicles serving in any way the function of a building as described herein.

1.6 City of Greenville - A municipal corporation hereinafter called the "City".

1.7 Commercial Service - An electric service that is used primarily for commercial, business, or single metered multi-family housing unit. Designation will be determined by the Customer Services Supervisor.

1.8 Consumer - The person or persons who actually receive and utilize electric service at a specific location.

1.9 Customer - The person, organization, or corporation responsible for payment for all electric services used at a specific location and further defined as that person, organization, or corporation who signed the application requesting that electric services be made available at the specific location and thereby agreeing to pay for all usage of such services occurring at said location. (Also see Applicant)
1.10 Customer's Installation - All service entrances, weatherheads, bus ducts, pipes, fixtures, and appliances or apparatus of every kind and nature used in connection with, or forming a part of, an installation for utilizing electric service. In general, customer's installations are located on the customer's side of the "Point of Delivery", whether such installations are owned outright by the customer or are used by the Consumer under lease or otherwise.

1.11 Deposit - The amount of money placed with GEUS by each customer as security for payment of the electric bill.

1.12 Developer - Any person or legal entity engaged in developing or subdividing land to which GEUS services are to be rendered by GEUS Electric. Where applicable, any individual or legal entity that applies for the extension of GEUS electric services in order to serve a certain property.

1.13 Development - A subdivision or any other parcel of land which consists of two (2) or more lots. In addition, parcels of land greater than one (1) acre for commercial projects or multiple family dwellings shall be considered as developments.

1.14 Dwelling - A house, mobile home, apartment, or building used primarily for human habitation. The word dwelling shall not include hotels, motels, tourist courts, or other accommodations for transients, nor shall it include dormitories, fraternities, sororities, rooming houses, business, or industrial facilities.

(a) Single Family - A building containing not more than one (1) living unit or one (1) or more lots. Mobile homes not in approved mobile home parks are considered single family dwellings.

(b) Single Family Attached - Single family dwelling units constructed in such a manner that the units share a common wall and lot line with another unit. Duplexes, triplexes, and quadplexes shall be considered single family attached housing units.

(c) Duplex - A single building containing two (2) living units constructed on one (1) or more lots.

(d) Triplex - A single building containing three (3) living units constructed on one (1) or more lots.

(e) Quadplex - A single building containing four (4) living units constructed on one (1) or more lots.

(f) Multiple Family - A building in which two (2) or more living units exist. Multiple family units shall be the same as duplexes, triplexes, quadplexes, apartments, condominiums, townhouses, and mobile homes in approved mobile home parks for the purpose of billing monthly service charges.

1.15 Electric Service - The supply of GEUS' product, "electricity", to the customer. The wire connections between the electric distribution system and the customer's wiring is a service connection and is sometimes called "a service".

1.16 Electric Service Drop - The overhead service conductors between a pole and the point of attachment to the customer's property.

1.17 Electric Service Entrance - Wire and enclosures connecting the customer's service equipment and the service drop or source of supply.
1.18 **Electric Service Equipment** - Equipment usually consisting of circuitry breakers or switches and fuses installed by, and at the expense of, the customer near the point of the entrance of the supply conductors to a building and intended to constitute the main control and the means of cut off for the supply to that building.

1.19 **Electric Service Location** - The point in or on a premise where GEUS’ overhead service drop or underground service lateral connects to the customer's service entrance conductors. The location is designated by a representative of GEUS.

1.20 **Electric Underground Service Connection** - The point at which that portion of the underground system installed and owned by the customer is connected to GEUS facilities.

1.21 **Engineering Estimate** - A calculation of the construction costs of a project based on GEUS’ best available current estimates of costs for material and labor plus overheads for engineering, contingency, and general administrative costs.

1.22 **GEUS Board of Trustees** - GEUS' governing body hereinafter called the “Board”.

1.23 **Hunt County** - A county in the State of Texas hereinafter called the "County".

1.24 **Individual or Person** - The word "individual" or "person" includes any group of persons, firms, corporations, associations, organizations, or legal entities.

1.25 **Industry** - Any activity involving the manufacturing or treatment of any commodity including the assembly, packaging, canning, bottling, or processing of any item. To change any commodity in composition, form, size, shape, texture, or appearance is deemed to be an industrial process.

1.26 **Inspector or Inspection Authority** - A person or agency authorized to inspect and approve electrical installations.

1.27 **Living Unit** - A room or rooms comprising the essential elements for a single housekeeping unit. Facilities for the preparation, storage, and keeping of food for consumption within the premises, shall cause a unit to be constructed as a living unit. Those facilities need not be private from the living unit but shall be conveniently accessible to the living area.

1.28 **Lot** - A part of a subdivision or any other parcel of land intended as a unit for building development or transfer of ownership or both. Parcels of land less than one (1) acre for commercial projects or multiple family dwellings and parcels of land for each single dwelling shall be considered lots.

1.29 **Lot Line** - The property line abutting the right-of-way line or any line defining the exact location and boundary of the lot or property.

1.30 **Meter** - The metering device owned and installed by GEUS on a service line for the purpose of accurately measuring electric consumption by a customer.
1.31 Mobile Home - A detached residential dwelling designed for long term occupancy and intended to be transported after fabrication on streets and highways on its own wheels or on a flatbed or other trailer and arriving at the site where it is to be occupied as a dwelling complete and ready for occupancy, except for minor and incidental unpacking and assembly operation, location on jacks, or permanent foundation connection to utilities and the like.

1.32 Mobile Home Park (approved) - A parcel of property zoned under provisions of the applicable City or County zoning regulations whose allowed and recognized use is the business of renting spaces or lots upon which mobile homes are placed and occupied as single family dwellings and shall include any associated and allowed laundry, recreational, and common facilities incidental thereto.

1.33 Motel - The term "motel" shall include the term "motor hotel", "tourist court", "transient accommodations", primarily for those persons traveling by automotive vehicles and consisting of two (2) or more units or buildings designed to provide sleeping accommodations and with customary uses.

1.34 OHD - Overhead Electric Distribution system or facilities.

1.35 Power Factor - Ratio of Real (active) power to Apparent power. Real power is measured in Watts and Apparent power is measured in Volt-amperes.

1.36 Residential Service - An electric service that is used primarily for individually metered residential dwellings. Designation will be determined by the Customer Services Supervisor.

1.37 Rooming House - A residential building used or intended to be used as a place where sleeping or housekeeping accommodations are furnished or provided for pay to transient or permanent guests or tenants in which less than ten (10) and more than three (3) rooms are used for the accommodations of such guests or tenants, but which does not maintain a public dining room or cafe in the same building, nor in any building in connection therewith.

1.38 Rooming Unit - A room or rooms used as a place where sleeping or housekeeping accommodations are provided for pay to transient or permanent guests.

1.39 Secondary - That portion of the electric distribution system which distributes the energy from the secondary (low voltage) side of the distribution transformer to the customer's service connection points at utilization voltage. Nominal voltages of these secondary systems are 120/240 volts delta, 240 volts, 208/120 volts wye, and 480/277 volts wye.

1.40 Subdivision - A division of a lot, tract, or parcel of land or water into two (2) or more lots, plots, sites, or other subdivisions of land or water for the purpose, whether immediate or future, of sale, rent, lease, building development, or other use, and which further includes the term "subdivide", meaning to divide land by conveyance or improvement into lots, blocks, parcels, tracts, or other portions.

1.41 URD - Underground Residential Distribution system or facilities.
Section 2 - GENERAL TERMS AND CONDITIONS

In order that all customers may receive uniform, efficient, and adequate GEUS service, all customers who have applied for or are receiving electric service from GEUS shall be subject to the conditions stated herein.

2.1 Application for Service

It shall be unlawful for any person to use GEUS' electric facilities without first making a written application for service. Such application shall constitute an agreement by the customer with GEUS to pay all charges incidental to such and to abide by the rules, regulations, policies, and resolutions of GEUS and ordinances of the City in regard to its service.

2.2 Ownership

No person shall by the payment of or causing any construction of facilities accepted by GEUS, acquire any interest or right in any of these facilities, or any portion thereof, other than the privilege to have their property connected thereto for electric service in accordance with these procedures and regulations.

2.3 Continuity of Service

GEUS shall use reasonable diligence to provide continuous service, and having used reasonable diligence, will not be liable to the customer for failure or interruption of service. GEUS shall not be liable for any act or omission caused directly or indirectly by strikes, labor troubles, accidents, litigation, shutdowns for repairs or adjustments, interference by governmental agencies, failure of electric power, acts of God, or other causes beyond its control.

2.4 Indemnity of GEUS

The customer shall not hold GEUS responsible for any damage or injury to persons or property in any manner, directly or indirectly, connected with or growing out of the transmission and use of electricity by the customer at or on the customer's side of the point of delivery or connection.

2.5 Protection of GEUS' Property

It shall be the customer's responsibility to properly protect GEUS' property on the customer's premises or easements and the customer will permit no one who is not an agent of GEUS to remove or tamper with GEUS' property. When service lines, meters, or other equipment are damaged by contractors, construction companies, governmental agencies, or others, such damage will be repaired by GEUS and the cost of repair charged to the party or parties causing the damage. In the event of any loss or damage to the property of GEUS caused by or arising out of carelessness, unlawful use of electricity to avoid payment, bypassing the metering of electricity, neglect or misuse by the customer or by unauthorized parties, the cost of making good such loss or repairing damage shall be paid by the customer.
2.6 Location of GEUS Facilities

GEUS will provide the location of underground facilities upon request at no charge. Customers can call 811 to request location of underground facilities. Customers, contractors, developers, or others will be held financially responsible for any damage to GEUS’ facilities.

2.7 Access to Premises

The duly authorized agent of GEUS shall have access to the customer's premises for the purpose of installing, operating, maintaining, reading, inspecting, testing, or removing GEUS’ property for purposes incidental to, performance under, or termination of the electric service to the customer and in such performance shall not be liable for trespass.

2.8 Obstruction of Meters

Customers and their agents (such as employees, contractors, etc.), are prohibited from placing any obstacles on or about electric meters and other equipment which in any way obstructs free access to such facilities.

2.9 Right-of-Way

The customer or property owner will grant or cause to be granted to GEUS without cost, all rights, easements, permits, and privileges, which in the opinion of GEUS are necessary for rendering and maintaining service to the customer's premises.

2.10 Metering of Adjacent Properties

The customer will not build or extend his/her electric lines across or under a street, alley, lane, court, avenue, or other way in order to furnish service for adjacent property through one (1) meter, even though such adjacent property is owned by the customer, unless written consent is obtained from GEUS. Consent may be given when such adjacent properties are operated as one (1) integral unit, under the same name, for carrying on parts of the same business. Apartments and multiple dwelling units will be separately metered. Each separately owned property shall be supplied with electricity through one (1) or more meters.

2.11 Billing, Collection, Disconnection and Service Policies

GEUS reserves the right to discontinue electric service, without notice, to facilities in violation of a City ordinance, such as no active water service. Customers are advised to refer to GEUS' adopted policies on these items in Section 5 of this Policy.
Section 3 - GENERAL SERVICE POLICIES

3.1 Availability and Classification of Service

GEUS will supply electric service to any prospective customer within the corporate limits of the City and in unincorporated areas of Hunt County, certified to GEUS by the Public Utility Commission of Texas, subject to the following conditions:

Should an extension of GEUS’ facilities be required, GEUS will pay the cost of such an extension provided that, in GEUS’ judgment, the immediate or potential revenues justify the full cost of the extension. GEUS may require monthly or annual revenue guarantees or contributions in aid of construction in those cases where estimated revenues do not justify the full cost of the extension.

Providing that the above conditions are met, GEUS will provide, at no cost, overhead electric distribution facilities to the customer’s service entrance weatherhead. If underground service is requested, the customer will be required to pay the cost differential between overhead and underground service.

To insure receipt of electric service when needed, it is important that GEUS Consumer Services be contacted well in advance of the required service connection date. This service request should include such details as connected load, load factor, voltage, number of phases, etc. GEUS Engineering personnel will provide information about service availability and any steps that need to be taken in order to make the desired service available.

Service requirements for installations at the usual secondary distribution voltages are contained in this manual. Installations which require higher distribution voltages are subject to agreement between the customer and GEUS.

Technical requirements in this manual are based upon the applicable provisions of the National Electrical Code as approved by the National Fire Protection Association, the National Electric Safety Code, and American National Standard ANSI-C2. Additional requirements and recommendations are included for reasons of safety and convenience. Municipal and State requirements are included for reasons of safety and convenience. Municipal and State requirements which may be greater than any contained in this manual or in the above Codes or Standards will take precedence.

3.2 Applications for Service

In order to insure that service is rendered at the time desired by the customer, it is necessary for the customer to apply for service as far in advance as is practical.

(a) When applying for service, the customer must provide street address, subdivision name, lot numbers, or legal descriptions as necessary to locate the property.

(b) The customer shall be responsible for providing official City designated street address or Hunt County 911 address for the service location prior to service being rendered. Failure to provide proper service location address may delay service being rendered.
(c) Service will be rendered only after the prevailing required deposits and fees are paid in full and, if inside the City limits, inspection approved by the Code Enforcement Officer. The coordination of the inspection of all electrical installations with local inspection authorities is the responsibility of the customer. GEUS will supply power to facilities inside the Greenville city limits only if the facilities meet all City of Greenville codes and/or standards.

(d) Facilities outside the City limits shall meet applicable codes (reference Section 3.1) and standards contained in this policy. If GEUS determines that facilities do not meet applicable codes and standards, GEUS will notify customer of deficiencies. GEUS will not provide service until facilities are brought into compliance with applicable standards and codes.

3.3 Type and Character of Service

Service is provided with alternating current at a normal frequency of sixty (60) hertz (cycles per second).

The voltage and number of phases which will be supplied depend upon the character of the load, the size, and location. It is recommended that the customer consult GEUS regarding type of service which can be furnished before proceeding with purchase of equipment, installation of equipment, or wiring of equipment since GEUS will make the final determination as to the service provided.

GEUS can generally serve loads of less than 10 kW demand most economically through single-phase services (all residential services shall be single-phase services). If a new nonresidential consumer whose anticipated demand is less than 10 kW desires three-phase service, GEUS' Engineering Department will calculate the cost difference between the requested three-phase service and the normally provided single-phase service. GEUS will provide a quotation of the cost difference to the consumer in advance of proposed work. If the consumer accepts the estimate and agrees to make a non-refundable aid-to-construction contribution in the amount of the cost difference, payable in advance, GEUS will agree to provide three-phase service to the general service non-demand customer.

GEUS provides three-wire, single-phase service at 120/240 volts. Four-wire three-phase service may be provided at 120/240 volts delta and 480 volt 3-phase delta (limited to overhead service or underground service from overhead, pole mounted transformers), or 120/208 volts wye and 277/480 volts wye. All services shall have a grounded conductor.

Higher service voltage can be provided depending upon the size of the customer's load and availability. The standard nominal primary voltages are the available voltages of sufficient capacity which will serve the customer's required load. They are as follows:

(a) Four-wire, three-phase 7200/12470 volts wye

(b) Four-wire, three-phase 39840/69000 volts wye
3.4 Inspection and Codes

Wiring and electrical equipment of the customer shall be installed in accordance with the latest edition of the National Electrical Code and facilities within the City limits shall be installed in accordance with codes adopted by City Ordinance. It is recommended that the installation be maintained in accordance with the latest standards available.

The customer is cautioned against the purchase and use of electrical equipment that is not approved by a competent authority (such as Underwriter's Laboratories, Inc.).

Wiring installations within the City must be inspected and approved by Code Enforcement Officers as required by law.

Facilities outside the City limits must be inspected and approved by GEUS and shall meet applicable codes (reference Section 3.1) and standards contained in this policy. If GEUS determines that facilities do not meet applicable codes and standards, GEUS will notify customer of deficiencies. GEUS will not provide service until facilities are brought into compliance with applicable standards and codes.

GEUS may refuse service to any new or altered installation, or disconnect service to any existing installation, which GEUS considers unsafe. GEUS will not be responsible in any way for any defect in the customer's wiring or for damage resulting from such defects.

3.5 Special Installations

Standard electric rate schedules are based on exclusive use of GEUS’ service and not for standby service. Customer shall pay the cost of any special installation necessary to meet his/her particular requirements.

When a customer requires a deviation from GEUS’ standard voltage, alternate circuits, special regulation, etc., the deviation must be approved by the General Manager or his/her designated representative. GEUS reserves the right to determine what is standard at a specific location to serve a specific load.

Any special facilities, when installed in the electric distribution system ahead of the metering point, will be installed by GEUS at the customer's expense. Any approved transfer switch, manual or automatic, installed in GEUS’ system ahead of the metering point, will be paid for by the customer and installed, maintained, and owned by GEUS. A monthly maintenance fee will also be charged to the customer.

Special facilities will be the property of GEUS and GEUS will assume operation and maintenance of these facilities.

GEUS will not be required to supply or continue to supply service to any customer where a portion of the customer's service is supplied by the customer or by contract with others, except as may be permitted by other Board approved policies (for example, “Distributed Generation”). The customer will not sell the electricity purchased from GEUS to any other customer, company, or person, and the customer will not deliver electricity purchased from GEUS to any connection
wherein said electricity is to be used off of the customer's premises on which the meter is located.

3.6 Customer's Installation

All wiring and other electrical equipment furnished by the customer will be installed, operated, and maintained by the customer at all times in conformity with good electrical practice and with the requirements of the constituted authorities and the policies contained herein. GEUS, for the customer's protection, may require a certificate from a licensed electrician stating that the customer's installation conforms to the National Electrical Code. GEUS does not assume responsibility for the design, operation, or condition of the customer's installation.

Service will normally be delivered to the customer for each premise at one point of delivery to be designated by GEUS and to conform to GEUS' service standards. For mutual protection of customer and GEUS, only authorized employees of GEUS are permitted to make and energize the connection between GEUS' service wire and the customer's service entrance conductors.

3.7 Alterations and Additions

Connection to the customer's premises is made with service connections, meters, transformers, and/or other necessary facilities to properly supply adequate electric service for the operation of the customer's installation in accordance with the application. To safeguard both the property of the customer and that of GEUS, the customer must not overload or overuse any service or branch circuit. Therefore, no additions should be made to the customer's installation without first notifying GEUS. Failure to provide such notification may affect the quality of the customer's own service and also that of other customers supplied from the same facilities.

Upon request, GEUS will promptly remove all disconnected services and meters. When alterations require the relocation of GEUS owned service drop wires, meters, or metering equipment, the customer should make appropriate arrangements for the accomplishment of such relocation. GEUS should be notified when the necessary wiring changes have been completed by the customer and inspection made by the local inspection authorities. The customer will be responsible for making alterations to customer owned service entrance wires and equipment. GEUS owned service connections, meters, or metering equipment, by law, shall not be removed or relocated except by authorized employees of GEUS. No person, except those that are duly employed by GEUS for such purposes, will in any way alter, adjust, or extend any part of the electric distribution system. The entire electric distribution system will be owned and maintained by GEUS. Requests by a developer or customer for modifications to the existing electric distribution system must be approved by the General Manager or his/her duly authorized representative. The developer or customer will be responsible for any additional costs to GEUS for the implementation of such requests.

3.8 Temporary Service

Temporary service shall be provided for construction, fairs, and other similar temporary purposes. If temporary service is desired, the customer must make a request well in advance.
(a) Temporary service billing will be accomplished under GEUS’ standard billing process. A prepaid deposit may be required based on the estimated energy consumption combined with the customer’s credit score and/or payment history with GEUS.

(b) Temporary service charges are made according to the cost of installation and removal of required facilities. The customer pays these charges.

(c) Requirements for temporary service from the overhead system are shown in Section 6.1, and from the underground system in Section 6.2.

(d) Service entrance wiring and equipment will be supplied and installed by the customer. If not installed on a building, a temporary structure or pole must be provided in accordance with Section 6.1 for service from the overhead system, and Section 6.2 from the underground system.

(e) Advance payment may be required for the estimated cost of installing and removing those facilities not required for permanent service.

(f) Terms of service are not to exceed one year.

(g) Temporary installation of service entrance, meter, and other wiring shall be made and inspected in the same manner as permanent installation.

(h) Temporary services may be disconnected if during any ninety (90) day period there is no construction activity at the designated work site.

3.9 Owner Consent to Occupy

GEUS may have to install and maintain equipment in, over, and under the customer’s property and shall have access to the customer’s premises for any other purpose necessary for supplying electric service to the customer. In case the consumer is not the owner of the premises or of the intervening property between the premises and GEUS’ lines, the customer shall aid and assist GEUS in the acquisition of all necessary right-of-way easements necessary to install and maintain in, over, or under said premises all such wires and electrical equipment as are necessary or convenient for supplying electric service to the customer.

3.10 Metering

GEUS supplies and installs electric meters to measure Customer’s electric power usage. Only GEUS employees or authorized persons shall install or remove, turn on, or turn off GEUS meters or make any modifications or changes which may affect the accuracy of GEUS meters.

All bills will be calculated upon the registration of such meters. Meters include all measuring instruments. Meter installations will be made in accordance with GEUS’ service standards and the National Electrical Code.

Meters will be tested on an as needed basis. If the meter or meters are found to be in error more than 2%, proper adjustment in billing will be made for the period during which the meter was in
error (See Section 5.12). Should GEUS meters fail to register properly, the amount of electricity delivered to the customer will be estimated on the basis of the best available information or upon customer's meters when installed.

3.11 Meter Tampering and Theft of Service

Tampering with the meter or installation of conductors carrying unmetered current is prohibited by law. The unauthorized breaking of GEUS’ seals is prohibited by policy.

Unauthorized connections to, or tampering with, GEUS’s meter, associated equipment, or meter seals, or indications or evidence thereof, subjects Customer to immediate discontinuance of electric service, prosecution under the laws of the State of Texas and local jurisdictions, adjustment of prior bills for electric service, and reimbursement to GEUS for all extra expenses incurred on Customer’s account.

Metering equipment and associated service entrance wiring or equipment must not be altered, disconnected, removed, or relocated except by written permission of GEUS. The customer will be held responsible for such modification and if such modification results in unmetered consumption of electricity, Law Enforcement will be notified and the customer will be prosecuted for the theft of electricity.

3.12 Power Factor

GEUS will not be required to furnish electric service to any customer with low power factor equipment. Where customer has power or heating equipment installed that operates at low power factor, customer, when requested to do so by GEUS, will furnish, at his/her own expense, suitable corrective equipment to maintain a power factor of 90% or higher.

Customer will install and maintain in conjunction with any florescent lighting, neon lighting, or other lighting equipment having similar load characteristics, auxiliary or other corrective apparatus that will correct the power factor of such lighting equipment to not less than 90%.

3.13 Protection of Service

GEUS will not be obligated to serve any devices that have a detrimental effect upon the service to other customers or upon GEUS equipment where the customer’s use of such a device causes fluctuation of the system voltage or frequency (60 Hertz). Customer will furnish at his/her own expense, necessary equipment to limit such voltage or frequency fluctuation harmonics and pulsations so that they will not interfere with other customers or GEUS equipment. Where the interference cannot be corrected, the devices must be disconnected.
Section 4 - TECHNICAL SERVICE POLICIES

4.1 General Responsibilities of GEUS and the Customer

(a) Subject to the provisions of Section 2, GEUS will provide, at no cost, overhead electric distribution facilities to the customer's service entrance weatherhead.

(b) GEUS, at its own discretion, may utilize either front or rear lot lines for service.

(c) The entire electric distribution system will be installed within easements dedicated to GEUS by the customer or within public rights-of-way.

(d) Upon request by GEUS, signs, billboards, and other foreign objects in public right-of-ways not specifically authorized to be in public rights-of-way will be removed at the owner's expense.

4.1.1 In general, GEUS will be responsible for:

(a) Engineering and designing the electric distribution system.

(b) Providing construction plans and details for the installation of the electric distribution system.

(c) Furnishing, installing, connecting, and maintaining all primary conductors, transformers, poles, secondary pedestals, and all secondary conductors.

(d) Making all high voltage and low voltage connections at the termination, transformers, and service entrances.

(e) Maintaining the electric distribution system.

(f) Designating the point of service, location of service wires, meter locations, and transformer locations.

4.1.2 In general, the customer shall be responsible for:

(a) Furnishing GEUS two (2) sets of development plans showing detailed layouts of all property lines, dedicated easements, paving and drainage, water, wastewater, and any other underground facilities.

(b) Providing easements as specified by and at no cost to GEUS, including restrictions that would eliminate encroachments that may interfere with the installation, operation, and maintenance of the electric distribution system. Survey lot pins indicating property corners shall be provided by the customer as necessary to properly locate easements.

(c) Clearing easements of all construction material, dirt piles, and other debris relative to building construction and bringing site to final grade before GEUS begins installation
of electric facilities.

(d) Supplying and installing temporary service entrance equipment that meets the requirements of GEUS and any fees or charges as determined by GEUS.

(e) Installation of customer owned service entrance equipment, including a GEUS approved meter socket and service entrance location approved by GEUS.

(f) Providing mechanical protection (conduit) for underground services on private property to clear driveways, sidewalks, paved areas, and other obstructions specified by GEUS.

(g) Those items specified in the individual GEUS distribution policies contained herein.

(h) Providing customer equipment to protect against over voltage, under voltage, over current, overload, and phase protection of customer owned equipment. GEUS cannot guarantee deviations of voltage or frequency will not occur on its electric distribution system.

4.2 Overhead Services

4.2.1 Service Drop

(a) Upon inquiry by the customer, GEUS will designate a location for the service drop wires and their point of delivery to a building. GEUS assumes no responsibility for changing the location of its service drop attachments if an improper location is chosen without consultation with GEUS. The customer must provide proper phase and connection markings at the point of service connection. GEUS further reserves the right to refuse to connect to any point of delivery that has not been located by a representative of GEUS. Generally, the point of delivery for overhead services will be located near the meter center, but GEUS reserves the right to locate the point of delivery at a distance from the meter center wherever it deems proper and the customer shall extend his/her service entrance conductors to this location.

(b) In general, the service entrance cap must be above the point of service drop attachment and high enough to maintain, for the service wires, a minimum ground clearance of 10’ at building, 12’ minimum to residential driveway, 18’ minimum to commercial driveway, and 22’ minimum to street. The attachment should not be more than 20’ above ground unless a greater height is necessary for proper clearance subject to approval by GEUS. (See Section 6.3)

(c) If the type of building will not permit these minimum clearances, a service mast must be provided to obtain them. The service mast, or any other service raceway, shall not be used to support other equipment. The recommended structure for a proper service mast is galvanized rigid steel through the roof. (See Section 6.4) This mast must be sized accordingly and sufficiently braced and extended above the roof the distance required to give adequate clearance for overhead service conductors. GEUS shall be
consulted regarding the point of location of any service mast or other service structure before installation is started.

(d) Only one (1) set of wire attachments should be installed on the customer’s building for the service drop wires. These wires must not interfere with windows, doors, awnings, or other parts of the building and must not be readily accessible to persons at windows and doors.

(e) When service wires are to be installed on customer’s structures, the customer will install GEUS approved anchorage bolts or spool racks. For service load requiring instrument transformers, GEUS should be consulted for recommended provisions for service attachment. GEUS will not be responsible for damage to customer’s building, equipment, or facilities due to inadequate customer installed anchorage equipment.

4.2.2 Service Entrance Conductors

(a) To exclude moisture from the raceways for overhead service entrance conductors or service cable, it is advisable to terminate them on the outside building wall at a point approximately 12” above the point of attachment of the highest service drop wire so that the individual service entrance conductors will extend downward to the points where connections are made to the service drop wires.

(b) Each conductor of the service entrance shall extend not less than three (3) feet beyond the service head.

(c) Conductors other than service entrance conductors shall not be in the service raceway.

(d) The service entrance conductors shall consist of continuous lengths of individual stranded conductors approved for the purpose in galvanized conduit, electrical metallic tubing, or aluminum conduit.

(e) It is required that all service entrance conductors be of sufficient size to carry the rated capacity of service entrance equipment. It is recommended that these conductors be of sufficient size to provide for reasonable future load increases.

(f) The minimum conduit or electrical metallic tubing sizes for service entrance shall meet the National Electrical Code requirements.

(g) Fittings with removable covers in the service conduit run are to be avoided, if possible, where conduit is used. If fittings are necessary, they shall not be concealed. Approved locked or sealable type covers are the only types permitted. All conduit threads and all fittings used in the service raceways are to be made raintight with a suitable compound.

(h) In general, where no accessible common meter location is available for buildings (duplex houses, apartment buildings, etc.), separate sets of service entrance conductors are to be brought out to a common point on the building wall to be
connected to a single service drop or underground service connection.

(i) It is required that the neutral conductor of the service wiring be plainly identified in accordance with the National Electrical Code.

4.3 Underground Services

This policy applies to installation of underground residential electric distribution system (URD) where feasible from engineering, operation, and economic perspectives, serving in general:

- New residential subdivisions
- Apartment complexes
- Apartments
- Mobile home parks
- Commercial developments
- Street lighting facilities in residential subdivisions
- Service connections to individual residential or commercial customers from existing overhead facilities.

GEUS’ policy is that the developer (owner, operator, builder, or individual customer) should pay the cost of underground electric distribution facilities that is in excess of the cost of overhead electric distribution facilities. GEUS will invoice and require payment in advance of installation based on the difference in cost. Charges for residential underground secondary service drops will be $5.50 per foot where normal trenching conditions are available. Additional charges may be assessed for obstructed trenching or paved area crossings. As an alternative, the developer and GEUS may jointly enter into an agreement with terms and conditions to be mutually agreed upon that will specify payment terms and responsibilities of the developer and GEUS. The agreement must be approved by the Board and must be fully executed and filed for record prior to the commencement of construction by GEUS. Such agreement will take into account competitive factors.

4.3.1 Policies for Underground Distribution

(a) Customers requesting underground service wires in areas with existing overhead distribution facilities will have the services installed by GEUS and the customer will be required to pay on a cost differential basis with equivalent overhead facilities. The customer will be responsible for attaching the meter socket and providing and installing conduit from the meter socket to a point 24” below grade. (See Section 6.5)

(b) Customers requesting underground service for existing buildings with overhead service may have underground installed by GEUS by paying the total cost of conversion. The customer will be responsible for attaching the meter socket and providing conduit from the meter socket to a point 24" below grade.

(c) Customers upgrading or increasing capacity of their service that requires replacement of the overhead service with an underground service may be required to pay an aid-to-construction contribution for a portion of the construction cost.
4.3.2 Conditions of Service

URD will be made available in GEUS’ certified service area where feasible from engineering, operation, and economic perspectives.

Electric service furnished from URD shall be:

(a) Residential units, individually metered, single phase, 3-wire at a nominal voltage of 120/240.

(b) Apartment projects or individually metered commercial customers with single point service and metered secondary shall have one of the following electrical characteristics:
   (i) Single phase, 3-wire at a nominal voltage of 120/240V
   (ii) Three phase, 4-wire at a nominal voltage of 277/480V
   (iii) Three phase, 4-wire at a nominal voltage of 120/208V
   (iv) Three phase, 4-wire at a nominal voltage of 120/240V

(c) Commercial and Industrial customers with primary meters shall have the number of phases and voltages as agreed.

(d) The service for Commercial and Industrial customers is the sole responsibility of the customer and the service shall be extended to GEUS’ point of service connection. The customer’s service shall be connected at the point of connection by GEUS and it is the responsibility of the customer to have phases properly marked and coordinate the connection with GEUS.

4.4 Reserved Rights of GEUS

GEUS reserves the right to designate the location of each point of service.

In apartment complexes, the URD will be designed to provide service in the most efficient manner. In some cases, one transformer may serve more than one building. To insure reliability of service to all consumers in apartments and commercial developments, the following conditions shall apply:

(a) Developer will provide adequate overcurrent protection to individual customers.

(b) Underground service connection cables shall be installed and owned by the customer between the customer's building and GEUS' transformer or to GEUS' secondary distribution point.

The developer will provide GEUS with an adequate easement at final grade. The easement shall be clear of trees and other obstructions which in any way obstructs free access to such facilities. This shall include the building of fences, planting of trees or shrubs, or any other obstacle that would preclude free entrance to easements or the above mentioned facilities. All property corners shall be staked before construction of URD system begins.
Location of all underground facilities shall be designated (located) by the developer prior to construction of the URD. After installation of the electric distribution system, any developer required/requested alterations of the electric distribution system shall be paid for by the developer.

GEUS will furnish and install the following equipment for residential URD:

(c) All primary and secondary cables

(d) Primary switch enclosures, transformers, secondary pedestals, and associated equipment

(e) Any overhead distribution required to provide URD service

(f) The transformer pad

For nonresidential underground facilities, GEUS will require secondary conductors, transformer pads, and connectors to be furnished by the customer in accordance with current GEUS standards.

The developer shall pay for any temporary construction required and for removal and/or rearrangement of any existing overhead facilities in the area being developed. All underground construction will be in accordance with the latest standards of GEUS, which shall equal or exceed those of the National Electrical Safety Code.

4.5 Residential Service

The electric distribution system will normally be fed from overhead primary feeders located near or on the project. In those cases where GEUS requires overhead main feeders on underground projects, the developer may request underground primary feeders and the developer shall be assessed the additional costs necessary to construct the underground primary feeders.

Street lights in areas with overhead electric distribution will normally be fed overhead. Street lights in areas with underground electric distribution will normally be fed underground. Street lighting should be designed and coordinated with the installation of the electric distribution facilities. Developers should contact GEUS to make necessary provisions for street lights.

Temporary service for construction purposes will be made available at each lot in the development. Temporary service poles shall be located as designated by a representative of GEUS. Temporary service will be provided under the provisions of Section 3.8.

The electric distribution system will be designed to permit the installation of minimum lengths of primary and secondary conductor and to maintain good transformer utilization. Transformer, pole, secondary pedestal, and meter locations will be specified by GEUS as part of the electric system design.

Three phase service will not be provided for residential services. GEUS shall provide and install
all residential secondary service conductors from transformers or secondary pedestals to meter sockets for underground services or weatherheads for overhead services.

For mobile home parks, the developer will provide meter pedestals (single or ganged) that meet the specifications of GEUS. The developer is responsible for the installation and maintenance of service conductors to pedestals and maintenance of all facilities that are primary metered. GEUS will not provide service to mobile homes located under primary or secondary lines.

4.6 Multiple Family Housing Service

The electric distribution system will normally be fed from overhead primary feeders located somewhere near or on the project. In those cases where GEUS requires overhead main feeders on underground projects, the developer may request underground primary feeders and the developer shall be assessed the additional costs necessary to construct the underground primary feeders.

Temporary service for construction purposes will be made available as required by the customer. Temporary service will be provided under the provisions of Section 3.8.

The electric distribution system will be designed to permit the installation of minimum lengths of primary and secondary conductors and to maintain good transformer utilization. Transformer, secondary pedestal, and meter locations will be specified by GEUS Engineering Department as part of the electric system design.

The customer shall provide and install service entrance conductors and mechanical protection (as specified by GEUS) from the transformer. GEUS will make final connections to the transformers. Primary metering is not available for multi-family housing installations. Provisions for multiple (individual) metering of each dwelling unit in apartment group metering with single service conductors for each building will be provided by developer. Townhouses may be supplied by individual service lines and meters for each dwelling unit like a single family residence.

4.7 Commercial and Industrial Service

The electric distribution system will normally be fed from overhead primary feeders located somewhere near or on the project. In those cases where GEUS requires overhead main feeders on underground projects, the developer may request underground primary feeders and the developer shall be assessed the additional costs necessary to construct the underground primary feeders. If the developer provides conduit, trenching, and installation in compliance with GEUS specifications, this cost difference may be waived.

Temporary service for construction purposes will be made available as required by the developer. Temporary service boards shall be located as designated by a representative of GEUS. Temporary service will be provided under the provisions of Section 3.8.

Bus duct will be specified for services over 2000 amperes. Service over 2000 amperes may also be required to utilize padmount transformers and underground primary conductors. Services will be limited to 8 conductors per phase. If additional conductors are required, a
secondary connection box meeting GEUS specifications must be provided by the developer.

GEUS will install and maintain the primary electric distribution system only. Underground service (secondary voltage) will be the responsibility of the developer.

For underground electric service, developer will provide and install two (2) primary conduits (1-spare) including all trenching and backfilling from transformer to termination pole. Developer shall provide conduit up the pole, provide stand-off brackets, and cap the spare conduit at ground level per the specifications of GEUS Engineering. Developer shall also provide and bring secondary conductors to the transformer and supply mechanical terminators for said conductors.

Developer will provide concrete transformer pad for the pad mounted transformer. Pads will be constructed to specifications of GEUS. Rate tariffs of GEUS should be consulted to determine responsibility for ownership, operation, maintenance, and replacement of the transformer.

4.7.1 Single versus Multiple Service and Metering Points

GEUS provides service through a single point of service through a single meter. If the customer requests additional service points, each will be metered and billed separately so that GEUS can recover its investment for the additional point of service. As an alternative, the customer can pay the additional cost of service facilities over what it would have cost GEUS to provide service through a single point of service. The basic cost of providing service will be determined by the Engineering Department and will vary depending upon the service requirements.

When the customer requests that an existing service that is supplied through multiple metering points be combined for billing purposes, GEUS Engineering Department will determine the best method of combining the service. The consumer will be expected to pay for GEUS’ extra investment in multiple facilities less depreciation.

As an alternative, the customer can combine their service electrically and be supplied through a single point of service, but they will be required to pay the cost of removal of the additional service facilities and will pay the cost of the new installation.

Another alternative would be for GEUS to combine multiple service points through a single primary meter at GEUS’ option. If GEUS owns the service facilities beyond the meter, the customer will pay the additional cost of multiple service points.

Metering can be combined where the customer owns the facilities beyond the meter (in the case of a General Service-Primary rate customer). The customer has already paid for the cost of the extra facilities in this case.
The extra metering costs will be recovered for each meter installation through a service charge as defined in the tariff. This service charge can be modified from time to time in the tariff without modifying this policy.

A letter-type service agreement will be prepared which defines the additional service facilities and the cost of those facilities to be paid by the customer. The agreement will require Board approval. It will be signed by authorized representatives of the customer and GEUS.

4.7.2 Special Installations - Service Through Primary Meter

When service is primary metered, two conditions may apply.

Option 1: The customer may own all facilities beyond the primary meter. In such a case, the customer will qualify for "General Service-Primary (GS-DP)" rate classification. The customer must be solely responsible for ownership, maintenance, and replacement of facilities beyond GEUS' primary metering point.

Option 2: GEUS may furnish and own transformers and other equipment beyond the primary metering point. The customer will qualify for "General Service-Demand (GS-D)" rate classification. Capital costs associated with the new installations, upgrades, or major replacements will be at the customer's expense. GEUS will prepare a cost estimate in advance of proposed work for the customer's review and approval prior to the commencement of work. GEUS will maintain ownership and maintenance responsibility of installed facilities. A letter of agreement will be required for this type of service.

4.8 Rental Security Lighting

4.8.1 Purpose

Rental lighting shall be provided solely for security purposes. It shall not be designed to display products, architecturally illuminate buildings, or light athletic fields. Illumination levels shall normally be restricted to an average of one-half foot candle.

4.8.2 Availability

GEUS shall provide rental security lighting on existing facilities inside and outside the corporate limits of the City to any customer already receiving GEUS electric service. This service shall be supplied for the use of lighting outdoor areas by means of high pressure sodium lamps installed in luminaries. Any additional or decorative fixtures may be provided at the expense of the customer. Lamps shall be operated by photo-electric control to provide lighting service from dusk to dawn or approximately 4,000 hours per year.

4.8.3 Maintenance

GEUS shall provide all normal maintenance necessary to satisfactorily operate lights during night time hours. If extensive vandalism or excessive maintenance costs are experienced at a particular installation, GEUS may discontinue rental light service, or at the customer's option, lighting service shall be continued and the customer shall be billed the extraordinary
maintenance costs incurred. GEUS shall normally repair rental light outage within two (2) working days after notification.

4.8.4 Relocation or Change

GEUS shall, upon request by the customer, relocate or change any of its facilities used in rendering service hereunder provided that change is practical and permissible. Payment by the customer of all anticipated costs shall be required before work is undertaken.

4.8.5 Special Provisions

(a) In the event that the customer cancels service prior to the termination of his/her contract, he/she shall be required to make a non-refundable payment for the balance of the term, up to a maximum of 12 months.

(b) The customer shall be required to pay extraordinary costs associated with primary or secondary line extension to the point of designated service. The first 150' of low voltage service will be provided at GEUS’ expense.

(c) GEUS, upon request, shall locate and aim the fixture for the customer whenever locations and aiming are not in conflict with good lighting practices.

(d) All security lighting shall be subject to good lighting practices and no security lenses shall be allowed to reflect light that would interfere with a neighbor’s privacy or cause hazardous driving conditions.

4.9 Street Lighting

4.9.1 Availability

Street lighting service shall be provided to approved public streets, highways, alleys, parks, and other public grounds located within the City limits by means of lamps installed on overhead fixtures supported by poles in the existing distribution system. Service shall be made available upon request by the City of Greenville Public Works Director or his/her designated representative provided that such request complies with standards contained in this policy and outlined in Greenville City Ordinances.

4.9.2 Reserved Rights

(a) GEUS shall reserve the right to energize street lights in all subdivisions on a section basis, which shall be determined by the building activity in any particular area at a given time. Lighting service will not normally be provided in sections more than 500 feet from residences. Additional sections will be lighted when warranted by further development.

(b) Service shall be delivered to street and traffic lights at a point that shall be designated by GEUS and shall conform to current service standards.
Only authorized employees of GEUS shall be permitted to make or energize the connections between GEUS’ service wires and the street or traffic lighting system of the City of Greenville. The City of Greenville shall not authorize any extensions of the lighting system without written approval from the General Manager.

GEUS reserves the right to control any and all new street or alley light installations.

GEUS reserves the right to approve any major modifications to the existing street lighting systems. Any changes which will result in an increase to the monthly schedule of charges paid by the City will require approval by the GEUS Board and/or General Manager and will be charged to the City with its approval.

4.9.3 New Installations - Subdivisions

After approval by the General Manager and Public Works Director or their designees, street light installations in new subdivisions shall be paid for by the developer or customer. Payment of all anticipated costs for materials, designs, and installation of the system shall be required before the work is undertaken. After being placed in service, each unit shall be operated and maintained by GEUS with billing based on a flat monthly operating and maintenance rate that shall be paid by the City of Greenville.

As an option, the developer may install street lights at the developer's expense according to GEUS specifications and with prior approval by GEUS. Developer will be responsible for costs of lighting until the subdivision is accepted by the City. The City Manager of the City of Greenville or his/her designee will notify GEUS in advance of any service requirement so that GEUS can schedule installation and connections to the secondary distribution system. GEUS will provide the City of Greenville documentation that such requests have been fulfilled. Such documentation will include type of service, location, and date installed. After being placed in service, each unit shall be operated and maintained by GEUS with billing based on a flat monthly capital recovery, operation, and maintenance rate that shall be paid by the City of Greenville.

4.9.4 Street Lighting Maintenance

(a) Routine - GEUS shall provide all normal maintenance necessary to satisfactorily operate street and alley lights during night time hours. Upon notification of lamp outage, repair shall normally be made by GEUS within two (2) working days. If extensive vandalism or excessive maintenance costs are experienced at a particular installation, an adjustment shall be made in the rate to cover the additional expense.

(b) Emergency - GEUS shall provide standby personnel at all times to provide maintenance to the system in the event of a major failure, e.g. an entire roadway street lighting system inoperative, lightning strikes, main breaker failure, hot wires down, and traffic accident damage to the system.

(c) Preventive - GEUS shall conduct a preventive maintenance program to prevent rust or other weather phenomenon from damaging street light poles or attachments thereto, to the extent that hazardous conditions would result.
(d) **Lamp Replacements** - Mercury vapor lamps are being phased out and are no longer installed. When replacement is required, mercury vapor lamps will be replaced with high pressure sodium lamps. High pressure sodium lamps may not be co-mingled with mercury vapor lamps. The group replacement method may be employed; i.e. all lamps at an intersection or an entire block may be replaced at one time.

(e) **Pole Replacements** – Obsolete “shop built” steel poles are being phased out. When an old, “shop built” steel pole is replaced, the replacement pole will meet GEUS’ current standard.

### 4.9.5 Accidents

The City of Greenville Police Department will provide GEUS with copies of traffic accident reports where damage to the street lighting system has been done. It shall be the responsibility of GEUS to seek restitution for damages done to the system from the person or persons responsible.

### 4.9.6 Street Lighting Standards

Street lighting is installed to light streets for safety purposes, not for the purpose of lighting adjacent properties. Street lighting will be installed so as to provide an adequate level of lighting. Typically, street lights will be installed at street intersections and one light centered in each street block.

### 4.9.7 Accounting

The City of Greenville shall be charged a flat monthly rate for each street light in service. Such charges are to be computed in accordance with approved rate structures.

### 4.9.8 Metering

All traffic signals shall be metered and shall conform to the metering requirements as contained in this policy. Street lights need not be metered, but GEUS shall reserve the right to meter any street light to assure consumption accuracy.

### 4.9.9 Special Provisions

The City shall be required to pay extraordinary costs associated with primary or secondary line extensions to the point of designated service. Initially, the first 150’ of low voltage connection will be provided at GEUS’ expense, and the cost recovered through rates charged the City.

### 4.9.10 Reports

GEUS shall provide the City Manager, or his/her designee, a street lighting report as requested (no more frequent than monthly) which will show all charges to the inventory of street lighting. The report will include all additions to the system showing date, location, and
size of service installed.

4.10 Transformer Pads (for other than residential service)

Where conditions are such that it is necessary to install a pad mounted transformer adjacent to a building on the customer’s premises, the customer will provide the concrete mounting pad as specified by GEUS and two (2) underground primary conduits to the proper pole or underground primary distribution point.

The customer shall consult GEUS regarding location and construction of the pad and conduit before detailed plans are completed.

The customer shall install underground service conduit and cable from the building service entrance equipment to the concrete pad. This shall include secondary terminators as specified by GEUS. Service cables shall extend five (5) feet above the concrete pad surface. Cable connections to the transformer will be made by GEUS.

Splicing of secondary conductors shall not be allowed for new installation.

The pad and underground primary conduit shall be constructed in accordance with GEUS’ specifications and so located that they will be easily accessible for installation, maintenance, and removal of the pad mounted transformer. Consumers and their agents (such as employees, contractors, etc.,) shall not place obstacles on or about any electric meters, transformers, pedestals, or any other equipment which obstructs free access to such facilities (see Section 5.7.3 for “free access” dimensions). This shall include the building of fences, planting of trees or shrubs, or any other obstacle that would preclude free entrance to easements or the above mentioned facilities.

The pad shall be located with respect to building doors, windows, fire escapes, etc., in compliance with the National Electrical Code and such local ordinances as may be in force or as required by GEUS’ service requirements.

4.11 Grounding

All residential services which have a neutral conductor operate with the neutral wires grounded for protective purposes. To assure maximum safety, GEUS requires that the customer shall provide an adequate and permanent grounding wire connected to the service raceway, the meter socket, and neutral terminal connection in the service disconnection device. Connections at each end of the grounding conductor should be accessible for inspection. The ground conductor will be connected to a ground terminal with a ground resistance of not more than ten (10) OHM's.

Water pipes will not be used for grounding purposes. A ground rod will be used at each meter location and the ground resistance shall not exceed ten (10) OHM's. Ground rods will be installed flush with the ground. GEUS normally grounds the midpoint of one of the transformers in a three phase, four-wire delta connected transformer bank. In all commercial and industrial applications, the neutral conductor, provided by the customer, shall be approved by GEUS.
4.12 Meters and Metering Equipment

4.12.1 General

(a) GEUS supplies and installs electric meters to measure the electric power used by the customer. Only GEUS employees or persons authorized by GEUS shall set, remove, turn on or off GEUS meters, or make any changes which will affect the accuracy of GEUS meters.

(b) Meter centers, when approved, shall be furnished, installed, and maintained by the customer. GEUS assumes no responsibility for maintenance but reserves the right to lock or seal all enclosures containing metered or unmetered conductors or bus.

(c) Metering conduit from transformer locations to meter enclosures shall be as specified by GEUS.

(d) The customer will be responsible for service entrance equipment and for their individual meter socket in the event of damage due to the weather, mechanical injury, loose connection, or overload. Service will not be reconnected until approved by local inspection authorities.

(e) Except for factory built cubicles, all secondary metering conductors shall be in a conduit exclusive of any other conductors. All factory built cubicles shall be approved by GEUS prior to installation.

4.12.2 Sub-Metering

Where multiple transformers are served off metered primary, the area may be designated by GEUS as "Primary Metered". GEUS will not provide secondary service to an area designated Primary Metered. Under no circumstances will "Subtractive" or "Sub" meters be installed on the customer's side of a primary meter to separately meter and bill another customer. In addition, the customer is prohibited from installing Sub-meters for the purposes of resale of electricity as per GEUS' filed and published rate tariffs.

4.12.3 Number of Meters

All electric services will be metered by a single meter installation for each point of delivery. GEUS will establish one point of delivery for each customer. Two or more points of delivery shall be considered as separate services and billed for each point of delivery.

4.12.4 Location of Metering Equipment

(a) Meters and meter equipment shall be installed in a location agreed to by GEUS. All meter locations shall be outside the building, accessible, and as near as possible to the point of delivery.

(b) Customer shall pay the actual cost of installing additional facilities to provide service to a meter location other than that designated by GEUS.
(c) Customer shall provide a proper space that is accessible at all times, clean, safe, and free from vibration for the installation of metering equipment. GEUS may remove, or require customer to remove as necessary, to obtain working space, any debris, equipment, landscaping, and other obstacles.

(d) All outside meter enclosures shall maintain a minimum height of five (5) feet, a maximum height of six (6) feet, and a minimum lateral clearance of five (5) feet to driveways. An exception to the minimum lateral clearance requirement may be allowed if the meter enclosure is protected by a structural part of the building or other structural protection systems (bollards, etc.) are installed or in place.

(e) All signboard meter sockets shall be installed in such a manner that will place the meter facing the nearest street or highway.

(f) Customer meter and meter base shall not be installed on GEUS transformers or on GEUS poles.

4.12.5 Point of Delivery (POD)

The location of the POD shall be designated by GEUS and may differ from the location of the metering equipment. Customer shall extend service entrance conductors to the point of delivery.

4.12.6 Meter Sockets

The customer will provide, install, and maintain GEUS approved, self-contained meter sockets, instrument-rated meter sockets, transockets, and CT enclosures. These sockets are to be used exclusively for metering. GEUS reserves the right to refuse service if an incorrect socket is installed or if the socket is not wired correctly.

The connectors provided in meter sockets shall be rated for aluminum or copper. Aluminum conductors require wire brushing to remove oxide film and application of an oxide inhibitor immediately before installation.

Each connector provided in the meter socket is rated for a single aluminum or copper conductor. Only one (1) conductor shall be installed in each connector. The number of Customer conductors shall not exceed the number of connectors (shall not double lug or double tap).

4.12.7 Meter Socket Ampacity and Conductor Sizes

The meter socket ampacity shall be determined by GEUS using customer provided information on electric service requirements.
4.12.8 Location of Primary Metering Equipment

The physical location of a primary metering installation shall be determined by GEUS.

4.12.9 Location of Metering Instrument Transformers

(a) Metering transformers will be installed in a location determined by GEUS.

(b) As required, padmount transformer installations will have metering CT’s (current transformers) installed on the secondary spade terminals if possible (with customer provided one-inch conduit to location specified). If not possible, the customer must provide and install a CT enclosure per GEUS specifications.

4.12.10 Identification of Meters

All meter sockets or enclosures or main disconnects on multiple occupancy dwellings or commercial services requiring the use of more than one meter shall be clearly and permanently identified by the developer/contractor as to street number, apartment number, or building section which that meter serves.

4.12.11 Meter Sizes

All installations which have or will have rated capacity of more than 200 amperes shall require instrument transformers for metering purposes. Any deviation shall be approved by GEUS.

4.13 Service Equipment

4.13.1 Location

(a) Service Equipment (i.e., service circuit breaker or switch) should be located in a readily accessible place and as close as practical to the point where the service entrance conductors enter the building.

(b) In residences, the required location for the service equipment is at a readily accessible point nearest to the entrance conductors, either inside or outside the building wall.

4.13.2 Polyphase

Automatic circuit breakers are preferred for this class of service because of convenience in immediately restoring service when the circuit protection operates, thus preventing expensive machine outages for any considerable periods of time. Fused type of equipment is acceptable.

4.14 Customer Utilization Equipment
4.14.1 General

(a) GEUS builds and maintains adequate lines to supply proper service to all customers using normal equipment. However, since equipment installed by one customer may vary materially and affect the adequacy and continuity of service to other customers and because the misuse of some equipment might constitute a fire hazard or endanger life, GEUS has promulgated the following regulations covering the more common installations of utilization equipment.

(b) GEUS specifies only such requirements as are necessary to safeguard both the customer and GEUS to the end that service may be rendered with a maximum of safety and with a minimum of interruption or disturbance. The customer should consult GEUS for additional details on special equipment which may not be covered in the following paragraphs.

4.14.2 Motors

The protection of motors is the responsibility of the customer. The following recommendations apply to all motors connected to the GEUS System:

(a) The National Electric Code provides that all motors be equipped with suitable starting switches having overload protection in motors or switches. For three phase motors, the National Electrical Code requires three (3) running overcurrent protective devices.

(b) The use of reverse phase and phase failure relays supervising the closing circuits, and low voltage releases and phase balance relays in the trip circuit breakers or conductors is advisable in order to automatically disconnect all motor installations which cannot be safely reversed or which would be damaged by a phase failure or total or partial voltage failure.

(c) Customer shall provide any surge protective equipment necessary to protect motors from lightning and switching surges.

(d) All single phase motors should be connected for 240 volts whenever it is practical to do so in order to minimize voltage drop in the customer's wiring system and GEUS' supply system.

4.14.3 Welders and Furnaces

The customer should consult with GEUS concerning the electrical supply for electric welders or arc furnaces before any commitments for their purchase or installations are made.

4.14.4 Special Apparatus

It is strongly recommended that the installation of power equipment not covered in this section, such as rectifiers, x-ray, radio broadcasting stations, high frequency apparatus, heat treating, television transmitters, etc., be referred to GEUS for advisement before any commitments for purchase or installations are made.
4.14.5 Power Factor

For any load, it is economically important to maintain a power factor as near to unity as possible. The maintenance of a high power factor may result in increased conductor and equipment capacities and reduced operating costs. Where the customer has power or heating/air conditioning equipment that operates at a low power factor the customer, when requested to do so by GEUS, shall furnish at the customer’s expense suitable corrective equipment to maintain a power factor of ninety percent (90%) or higher.

If power factor corrective equipment is required by GEUS, it will be provided and maintained by the customer at his/her own expense.

4.14.6 Harmonics

Customers shall implement filtering or other mitigation methods in order to attain and remain in compliance with IEEE Standard 519-1992 IEEE Recommended Practices and Requirements for Harmonic Control in Electric Power Systems (or subsequent successor IEEE standards).

4.15 Radio and Television Antennas

Antennas and lead-in conductors for radio, radio transmitter, ham radio, and/or television sets shall not be erected over, under, or in close proximity of either side of GEUS’ power lines or other wires carrying electric current, nor should they be constructed in such a place where they may accidentally come into contact with energized wires. To do so may result in serious accidents, damage to the equipment, or poor reception. All installations shall adhere to the requirements found in the latest edition of the NEC (National Electric Code). Where proximity to electric power service conductors of less than 250 volts between conductors cannot be avoided, the NEC requires a minimum clearance of at least two (2) feet. For circuits over 250 volts between conductors, there shall be a ten (10) foot minimum clearance.

The attachment of antenna systems to poles carrying GEUS conductors is strictly prohibited due to the possibility of serious accidents or property damage from accidental contacts. Such attachments will be removed immediately upon discovery by GEUS.

4.16 Miscellaneous

4.16.1 Pole Attachments

Corporations, governmental agencies, subdivisions, and businesses who have need and desire to attach their facilities or equipment to GEUS’ poles and property may do so only after contract. The fee for such contract shall be negotiated between the applicant and GEUS. Joint facilities using agreements between GEUS and the applicant shall be individually negotiated.
4.16.2  Lightning Arresters

Lightning arresters for services at secondary voltages are not required and GEUS does not install or provide arresters for the customer's equipment. When lightning arresters are installed by the customer, they shall be connected to the customer's facilities on the load side of the customer's protective equipment.

4.16.3  House Moving

Whenever a house or other oversized loads are to be moved along streets over which electric wires are strung, GEUS must be advised of the time and the route over which the structure is to be moved. A serviceman will then be dispatched to accompany the moving. Under no circumstances shall anyone other than an authorized employee of GEUS remove, cut, raise, or handle any wires in connection with the moving of a structure. The customer is responsible for contacting in advance and will be invoiced for all expenses incurred by GEUS.

4.16.4  Auxiliary Generators

If a customer installs an emergency generator or other alternate energy source, the possibility exists of endangering the lives of personnel who may be working on the lines.

Where energy sources other than that supplied by GEUS are installed, customer shall install as per GEUS specifications a switching and control system to prevent the energization of GEUS facilities by customer's energy source.

Such auxiliary generators or other alternate energy source and their associated equipment shall not be installed without prior written approval from GEUS. Written approval from GEUS can be obtained after submittal of the following:

1. Wiring schematic showing GEUS service entrance, standby service equipment, all panels, metering equipment, transfer switch.

2. Cut-sheet of the transfer switch.

3. Signed statement from customer's licensed electrician or engineer that the equipment has been installed as per GEUS Electric Service Policy and the NEC.

4.16.5  Interconnection of Distributed Generation

GEUS standards for interconnection of Distributed Generation are located in Appendix D of this Policy. Customers should consult Consumer Services for information.

4.16.6  Ground/Fault Protection

All fifteen (15) and twenty (20) Amp receptacle outlets on single phase circuits for construction sites shall have approved ground-fault circuit protection for personnel safety.
4.17 Tree Trimming/Vegetation Management

It is the policy of GEUS to comply with local ordinances regarding tree trimming as well as additional guidelines established in this policy and in the City of Greenville Code of Ordinances. (Appendix "E" of this Policy Manual pertains to City Ordinances related to tree trimming and tree removal.)

All trimming, both initial and re-trimming, shall be done in accordance with the best recognized and approved principles of modern horticulture and tree surgery, with balanced emphasis on current tree health, symmetry, and line clearance.

The amount of line clearance shall be determined on the job taking into consideration the growth characteristic of the tree species. The amount of clearance to be obtained should give at least four (4) years of trouble free operations. When four (4) year growth clearance cannot be obtained, special efforts shall be made to secure a reasonable amount of temporary clearance.

Trees and shrubs that are out of the easement and on privately owned property will only be trimmed enough to maintain proper clearance from GEUS facilities.

4.18 Clearing GEUS Lines on Rights-of-Way and Easements

GEUS shall have the right to remove and keep removed all or part of any buildings, fences, trees, shrubs, or other improvements or growths which endanger or interfere with the construction, maintenance, or operation of any of its respective GEUS' easements or drainage systems within any of these easements.

GEUS shall have the right of unobstructed ingress and egress to and from and upon the said easements for the purposes of constructing, reconstructing, inspecting, patrolling, maintaining, and adding to or removing all or part of its respective systems without the necessity of procuring the permission of anyone.
Section 5 - CONSUMER SERVICE POLICIES

5.1 Service Applications and Contracts

5.1.1 Before service is supplied by GEUS, a request for service shall be made on GEUS’ standard application, or contract form, as GEUS’ rules or practices may indicate. Such application shall be signed by consumer and accepted by GEUS. Requests for electric service may be made in person at GEUS’ Consumer Services office, by mail, fax, or scanned attachments in email at GEUS’ option when acceptable under Federal FACT Act standards.

5.1.2 Service under such application or contract will be furnished only under and in pursuance of such rate or rates therefore as may be fixed for such service by the GEUS Board. A separate application or contract shall be made for each class of service at each separate location.

5.2 Application for Service

5.2.1 Proof of identification in the form of a driver’s license, identification card, or other forms of identification approved by a state, national, or international government agency are required at the time of application and must be submitted before GEUS service will be provided. A copy of a consumer’s lease or proof of ownership of the facility may be required before services can be established. A Letter of Authorization, tax identification number, Corporate Resolutions, and copies of Articles of Incorporations, Partnerships or other corporate documents are required on all Commercial accounts before GEUS service will be provided. Applicants may be required to provide an official 911 address if the service location is in question. Existing customers transferring within the System may be required to fill out another application and supply deposits for the new location. Deposits may be based on credit score or existing payment history with GEUS.

5.2.3 Only the person or persons listed on the application for service or listed on a letter of authorization from the applicant are authorized to transact business on a GEUS account.

5.3 Rights-of-Way Easements

5.3.1 Consumer shall provide, and consumer’s acceptance of electric service, shall constitute a grant of the necessary easements and rights-of-way on property owned by consumer at no cost to GEUS and consumer shall aid and assist GEUS in the acquisition of all other necessary rights-of-way and permits on, over, or under property owned by others along the route from the point of delivery to GEUS lines for the installation, maintenance, and operation of electrical lines and equipment as may be necessary for the supplying of electricity to consumer. Consumer shall also maintain easements to ensure free access for repairs and maintenance of facilities. Consumer will not plant trees or shrubs, build fences, erect poles or cause to exist any obstacle to the free access of easements. In the event that consumer erected structures such as fences, portable buildings, etc., must be moved in order to provide repair or maintenance service, the cost of such action and subsequent return of the easement to its original condition will be the responsibility of the consumer. Service to consumer will not be refused if GEUS is unable to obtain necessary easements from other property owners. However, if it is necessary for GEUS to resort to condemnation to obtain
required easements to provide such service, the time required to provide service may be lengthened.

5.3.2 Such easements and rights-of-way shall continue in effect so long as such lines and equipment are used or useful for furnishing electric service and in the case of underground service shall be permanent, even though service to consumer may be discontinued. If requested to do so, consumer shall execute such documents as GEUS shall deem necessary or desirable to evidence such easements and rights-of-way.

5.4 Determination of Rate

5.4.1 Upon request for service by a residential applicant or for a transfer of service by a residential consumer, GEUS shall inform the applicant or consumer of GEUS' lowest-priced alternatives available at the consumer's location. GEUS shall provide this information beginning with the lowest-price alternative and giving full consideration to applicable equipment options and installation charges.

5.4.2 When optional rates are available, it is the consumer's right and obligation to designate a choice, but no adjustment of past bills will be made as a result of a rate change. GEUS' rate schedules are based on twelve (12) months' usage, and no more than one (1) change in rate schedules will be made within any twelve-month (12) period for any one (1) consumer, except in case of a substantial permanent change in the consumer's service requirements. An annual minimum charge may be required for a seasonal consumer.

5.4.3 GEUS publishes current rates on the GEUS website at www.geus.org and current rates are available from Consumer Services. GEUS does not provide individualized notifications of rates to customers. No refund will be made representing the difference in charge under different rates applicable to the same class of service.

5.4.4 GEUS may charge for all labor, material, and equipment necessary to repair or replace all equipment damaged due to meter tampering, bypassing, or other service diversion, and other cost necessary to correct service diversion where there is no equipment damage, including incidents where service is reconnected without authority. An itemized bill of such will be provided to consumer.

5.4.5 Any additional penalty or any other additional charge for meter tampering, bypassing, or other service diversion will be as ordered by a court of law of competent jurisdiction.

5.5 Use of Electric Service

5.5.1 In no case shall consumer, except with written consent of GEUS, extend his/her line across a street or alley or to adjacent property in order to furnish service for such adjacent property, nor permit it to be done, even though such adjacent property be owned by him/her; nor shall consumer sell or otherwise dispose of the electric service supplied him/her without written consent of GEUS. Consent may be given when such adjacent properties are operated as one integral unit, under the same name, for carrying on parts of the same business.
5.5.2 Consumer shall not permit another source of electric energy to operate in parallel with GEUS System or use GEUS’ supply as a source of standby, auxiliary, or supplemental service except with written consent of GEUS. (See Section 4.16.4 and 4.16.5) More specifically, GEUS will not be required to supply or continue to supply service to any consumer where a portion of consumer service is covered by a contract. The consumer shall not sell the energy purchased from GEUS to any other consumer, company, or person, and consumer shall not deliver energy purchased from GEUS to any connection wherein said energy is to be used off of the consumer’s premise from which the meter is located.

5.6 Consumer’s Liability

5.6.1 Consumer assumes all responsibility for the electric current and for the wires, apparatus, etc., used in connection therewith, upon consumer’s premises and at and from the point of delivery of power, if such point is located off of consumer’s premises and will protect, indemnify, and hold GEUS harmless from all claims for injury or damage to person or property occurring upon consumer’s premises or at and from such point of delivery, occasioned by such electric current or said wires or apparatus.

5.6.2 It shall be the consumer’s responsibility to properly protect GEUS' property on the consumer’s premises or easement and the consumer will permit no one who is not an agent of GEUS to remove or tamper with GEUS’ property. When service lines, meters, or other equipment are damaged by contractors, construction companies, governmental agencies, or others, such damage shall be paid by the consumer. In the event a contractor working for the consumer damages GEUS’ facilities and such contractor is unwilling or unable to pay for the repair cost assessed by GEUS, then the consumer shall pay GEUS the actual cost of such repairs.

5.7 Access to Consumer’s Premises

5.7.1 Consumer shall allow employees or agents of GEUS to enter consumer’s premises at all reasonable times for the purpose of installing, operating, maintaining, inspecting, testing, servicing, reading, examining and inspecting GEUS’ meters, tree trimming and tree removal, and testing and repairing or removing GEUS’ meters, instruments, auxiliary equipment, or other property. The customer must insure that GEUS will have unrestricted access to the meter. Upon GEUS' request, customer will restrain dogs or pets so that GEUS employees can safely perform normal duties. The customer will be responsible for removing obstructions such as shrubs, fences, etc., or for relocating the service at the customer’s expense. The “riser” (electrical conduit) shall be fully visible and located on an outside wall. Effective February 1, 2017, existing concealed risers shall be relocated prior to reactivation of electrical service for a new accountholder. Upon preapproval, GEUS will reimburse up to 50% of the relocation costs, with reimbursement not to exceed $400.00. After GEUS confirms the riser has been relocated, GEUS will apply this credit to the customer’s account or issue a check if the responsible party isn’t the future accountholder.

5.7.2 As to GEUS’ employees or agents upon consumer’s premises for any purpose, including inspection or any similar program, GEUS shall not be liable for, and consumer shall indemnify GEUS against, all claims for damages to persons or property based upon such
employees or agents failing to discover, or, if discovered, their failure to report, correct, or
terminate service to any unsafe or improper structures, equipment, wires, appliances, or
devices owned, installed, leased, or maintained by the consumer.

5.7.3 Consumers and their agents (such as employees, contractors, etc.,) shall not place
obstacles on or about any electric meters, transformers, pedestals, or any other equipment
which in any way obstructs free access to such facilities. This shall include the building of
fences, planting of trees, shrubs, bamboo, or any other obstacle that would preclude free
entrance to easements or free access to the above mentioned facilities.

Free access shall be defined as follows (clearances are measured from the limbs/tips/foliage
of the shrub, not from the trunk or base):

- Minimum ten (10) feet from the lock side of transformers, junction boxes, switching
cabinets, etc. (i.e. all except pedestals).
- Minimum five (5) feet from all other sides of transformers, junction boxes, switching
cabinets, etc.
- Minimum five (5) feet from all sides of pedestals.
- Minimum three (3) feet from all sides of meter.

A Fifteen Dollar ($15.00) fee may be assessed each month after the customer has been
notified in writing or in person of the obstruction. Refusal by consumer to allow GEUS
reasonable access to meters, service connections, and other property owned by GEUS on
consumer’s premises shall be deemed sufficient cause for discontinuance of electric service.

If it becomes necessary for GEUS employees or agents to remove obstacles, including and
not limited to, fences, trees, or shrubs, GEUS will not be responsible for replacing dead grass,
re-building fencing, landscaping, etc.

5.8 Deposit Requirements, Amounts

At the time of making application for electric energy service to be provided by GEUS, any
required deposits shall be paid in accordance with Section 5.8.1 and Section 5.8.2. Deposit
amounts shall be based upon the individual’s or business’ credit rating. Credit ratings shall be
obtained from a nationally-recognized credit agency selected by GEUS. GEUS establishes
criteria for credit levels to determine deposits based on the recommendation of the credit agency
providing the customer’s credit rating. An individual’s social security number will be required in
order to pull credit history. No credit information will be requested without written consent from
the applicant. Applicants unwilling to give consent or supply their social security number shall
be charged the maximum deposit. Residential applicants shall not be charged for the credit
request, but commercial applicants shall be charged the same amount per request as is charged
by the credit agency.

Residential and Commercial credit will not be checked without written permission from the
person/business whose credit is being checked. This written permission will allow the GEUS
Customer Service Supervisor or his/her authorized representative to follow up once each year
with a credit check, at GEUS’ expense, while service is active. Adjustments to the residential or
commercial deposits may be made at any time based on information received from the credit history or actual account history.

5.8.1 Residential Connections, Deposit Amounts

(a) The deposit shall vary dependent upon the residential applicant’s credit rating.

(i) Good Credit - $0 Required

(ii) Fair Credit - $200 Required

(iii) Poor Credit - Sixty (60) days of estimated maximum cost with a minimum of $275

(b) Residential deposits shall be made either:

(i) In full; or

(ii) two-thirds to be paid at the time of making application and the remaining portion to be billed on the first month’s billing; or

(iii) by presenting a letter of credit faxed or emailed directly from applicant's most recent electric utility company which represents a satisfactory payment history for at least twelve (12) months preceding the date of application. To be satisfactory, the letter of credit must indicate that the applicant has not been late paying more than two (2) times during the period. Letters of credit must be for services ending within the past ninety (90) days.

5.8.2 Commercial Connections, Deposit Amounts

(a) The deposit shall vary dependent upon the commercial applicant’s credit rating.

(i) Good Credit - $0 Required

(ii) Fair Credit - A service deposit shall be required equal to an estimate of the maximum cost of sixty (60) days of GEUS service, with a Two-Hundred Fifty Dollar ($250.00) minimum deposit.

(iii) Poor Credit - 150% of Estimated Fair Credit Cost Required

(b) Commercial Deposits shall be made as follows:

(i) For commercial GEUS accounts held in the name of a Limited Liability Partnership, the service deposit required shall be equal to an estimate of the maximum cost of ninety (90) days’ GEUS service, with a Five-Hundred Dollar ($500.00) minimum deposit.

(ii) The amount of the deposit shall be estimated by GEUS’ Customer Service Supervisor or his/her authorized representative. Where billing statistics for a
comparable establishment are not available to establish the deposit for a commercial connection, GEUS’ Customer Service Supervisor shall direct the Engineering Department to estimate a one (1) month billing based upon load information received from the applicant. This one (1) month estimate can then be used to apply the proper deposit to the account. GEUS Customer Service office shall review the estimate after three (3) months and will make the appropriate adjustment in the deposit amount at that time.

(iii) For temporary construction (saw service) connections, a standard service deposit may be required dependent upon credit score or GEUS payment history. The standard connection fee of Twenty Dollars ($20.00) will be applied.

(iv) Commercial deposits shall be made in full before service is connected.

NOTE: In addition to a deposit on a commercial account, an inspection verification must be completed before GEUS service can be initiated. (Reference Sections 3.1, 3.2, and 3.4)

5.9 Deposit Policy

5.9.1 Any residential or commercial customer whose account has been active for twenty-four (24) months, has not reached the non-payment cut off list during that period, has not presented any non-sufficient funds payments, and has not been late paying more than twice during that period, may have the deposit for electric service applied to their account balance. GEUS may request permission to check credit scores, if permission has not already been granted, before deposits are refunded. GEUS reserves the right to apply at least the “fair credit” deposit level should a customer receive more than two (2) late pay fees in a twelve (12) month period. Any customer reaching the non-payment list may be subject to at least the “fair credit” deposit being applied to their account. Any customer late paying more than six (6) times in the past twelve (12) month period and/or reaching the cut off list two (2) times within a twenty-four (24) month period may be subject to the “poor credit” deposit being applied to their account. Customers failing to meet their obligation when given an extension may have their deposits increased to the “poor credit” level.

5.9.2 If a residential or commercial customer has service disconnected for non-payment of a bill or has paid a bill with a check or other bank drafting instrument that is not honored by the bank or online pay service for any reason twice within the most recent twenty-four (24) month period, that customer may be required to increase the deposit to an amount equal to the poor credit level for electric service to that service address. Service may not be restored until the increased deposit is paid. The customer may be placed on a “cash only” status and checks will not be accepted for a period of one (1) year from the date the last unaccepted check was issued. Should a residential or commercial customer present a single unaccepted check or other bank drafting instrument after having already been on “cash only” previously, that customer may be placed on “permanent cash only”. Should a deposit or first bill be paid with a non-sufficient funds check, the residential or commercial account may be placed on “cash only” for twelve (12) months and the customer may be required to increase their deposits to the maximum level.
5.9.3 All sums of money so collected, or hereafter to be collected, as a cash deposit securing GEUS system against losses that may be sustained when a consumer of electric energy discontinues the use thereof, shall be deposited in a special account to be used for the payment or adjustment of final amounts due GEUS for electric service used when an account is closed, provided, however, such funds or deposits may be used by GEUS as working capital for the making of permanent improvements within GEUS system, but the funds shall never be reduced to a point where current adjustments or closing of accounts could not be met. Should the use of these funds as a working capital create a deficit to the point where the current adjustments of withdrawals could not be met, there shall be transferred sufficient funds from the general operating revenues of GEUS system to provide a sufficient active fund for that purpose. GEUS billing department shall keep an accurate record of depositors and amounts deposited to the credit of the special account, as heretofore provided. In the event a customer making such deposit becomes insolvent, makes an assignment for the benefit of creditors, or has account terminated voluntarily or for non-pay, GEUS shall have the right and authority to apply the deposit to any account held in the name of that customer that has an outstanding balance.

5.9.4 In addition to the deposits herein required, there shall be a service initiation fee of Twenty Dollars ($20.00) which shall be paid upon application for service or included on the initial GEUS bill rendered to the new service address. Connections may be made on the next working day following the completion of the application and payment of deposits dependent upon the time of application and the connection schedule. Requests for same day out-of-standard schedule residential connections will be charged a Forty-Five Dollar ($45.00) fee instead of the Twenty Dollar ($20.00) service initiation fee.

5.9.5 GEUS’ Customer Service Supervisor is authorized to provide service on a "read and leave on" basis to property owners who engage in the business of premise rentals/leases for residential use (e.g. houses, apartments, condominiums, town homes, mobile homes). These property owners must maintain a current application for service on file every thirty-six (36) months. In such cases, a service charge of Ten Dollars ($10.00) will be charged each time the service is provided back into the name of the property owner or it’s DBA. Requests for same day out-of-standard schedule residential read and leave on service would be Thirty-Five Dollars ($35.00). If property owner does not elect to apply the "read and leave on" policy, a service charge of Twenty Dollars ($20.00) for all new connections and reconnections of electric service shall apply. Landlords requesting service be terminated at their rental property or transferred to their name when service is still active in the tenant’s name shall be required to complete GEUS’ Landlord Disconnect Form which states the termination is not being done to evict a tenant.

5.9.6 Any deposit made pursuant to the provisions of this section for electric services at the address shown on the original application may be transferred by GEUS’ Customer Service Supervisor to any subsequent address of the same original applicant at the written request of such applicant, signer of any application, depositor, or if a default on any account occurs.

5.10 Billing Policy
5.10.1 Rates and charges for the provision of electric service shall become due upon receipt and such bill shall be paid by the customer of such service at GEUS’ Consumer
Services Center, through GEUS’ online payment system, or other designated place authorized to receive GEUS payments. Such charges shall appear on GEUS’ statement in conjunction with water and sewer and other GEUS charges for the current month of the user and shall be chargeable as a lien or legal charge against the deposit made for security of payment of the account.

5.10.2 Requests for billing investigations and adjustments must be made within sixty (60) days from the date of issuance and credit is limited to sixty (60) days. No adjustments will be given for requests received after the sixty (60) day period.

5.10.3 Should a bill for charges or security light rentals for electric service remain unpaid after fifteen (15) days from the date of issuance, a late charge shall be imposed on the total amount of the balance outstanding for GEUS services. A late charge shall be equal to five percent (5%) of the total balance due and shall be automatically added to the customer's GEUS account.

5.10.4 A charge of Thirty Dollars ($30.00) shall be assessed against any customer who presents for payment of charges for electric service or security light rentals, a check or other drafting instrument which is returned by the bank or financial institution for insufficient funds or for any other reason if the City of Greenville or GEUS is assessed a fee. No temporary checks will be accepted on any accounts and no out-of-state checks will be accepted by GEUS for residential customers.

5.10.5 Regardless of agreement between owner and occupant, charges and rentals for electric service shall be billed against and collected from the person using such service or benefiting from the provision of such service. The person or persons receiving GEUS service is/are responsible for the bill for said service as well as any past service provided to that person or persons regardless of the actual name on the current active GEUS account.

5.10.6 An eligible residential customer may apply in writing to GEUS’ Customer Service Supervisor for waiver of a late charge for current billings only. To be eligible for a late charge waiver, an applicant must present satisfactory proof of eligibility for Medicare benefits, Medicaid/SSI benefits, AFDC benefits, or if not eligible for Medicare, participation in any other recognized retirement system, or proof that the occupants of the household only receive one total payment per month. Such waiver would not apply to any account that carries a prior balance or resides in a billing cycle that normally is mailed the week before or the week of the date the customer receives their monthly payment. The late charge waiver, if granted, applies only to one residential account carried in the name of the applicant or the spouse of the applicant. Proof of eligibility must be provided annually. Late charge waiver accounts are to be paid in full monthly prior to the next billing date and are subject to non-payment fees, disconnection of service, and increased deposit amounts.

5.10.7 As used in this Article, date of issuance shall mean the date when a bill is issued electronically or placed in the United States mail, properly addressed to the customer. Date of receipt shall mean the date when the payment can reasonably be applied to the customer’s account during normal business hours.

5.10.8 GEUS’ Customer Service Supervisor or his/her authorized representative shall
have authority to waive late charges and non-payment fees for any customer who has had active service for at least twelve (12) months and has not been notified of late payment within the preceding twelve (12) month period. Requests for removal must come within sixty (60) days of the charges being applied.

5.10.9 New or existing residential customers that are not currently past due, nor have reached the non-payment list in the past twelve months, may sign up for GEUS’ Level Billing Program. Level Billing averages a residential customer’s last twelve electric charges then charges the rolling average each month.

Customers reaching the non-payment list will be taken off Level Billing causing the rolling balance difference to apply to their account and be due with the next bill. This same settle up will occur each time a Level Billing account finals.

Customers taken off, or who request to be taken off, are not eligible to go back on Level Billing for twelve (12) months, except in cases of transfer when a customer moves.

New or existing Level Billing customers without twelve (12) months of history will be billed based on their average consumption for the number of months available until they reach a rolling twelve-month average.

Customers on Cash Only status or found to have tampered with a meter will be taken off Level Billing and will not be eligible for re-enrollment for twelve (12) months. Permanent cash only customers or customers tampering with meters more than once are no longer eligible for Level Billing.

5.11 Disconnection for Delinquency, for Tampering with Equipment, and Reconnection Charges

5.11.1 On the nineteenth (19th) day after a bill for electric service is mailed, if payment has not been received by GEUS, a disconnection notice shall be mailed to the customer. The deadline for payment of the balance due shall be specified on the disconnection notice and shall be not less than five (5) days nor more than seven (7) days after the mailing of the notice. If payment is not received by GEUS, or any other location designated to receive GEUS payments, by the date specified in the disconnection notice, a Forty Dollar ($40.00) non-payment fee shall be added to the residential or commercial customer’s account. Non-standard disconnects requiring GEUS crews to make the disconnection will be charged an additional Thirty-Five Dollars ($35.00) or One Hundred and Thirty Dollars ($130.00), dependent upon which crew is required to make the reconnection. Services shall be scheduled for disconnection on the next working day. These non-payment fees shall apply, even if service is not disconnected. In addition, any and all service charges associated with the disconnection or reconnection of service shall apply in all cases, even if payment is received after the date specified in the disconnect notice. GEUS’ Customer Service Supervisor reserves the right to forgo or postpone disconnection of service if the prior balance is Twenty Dollars ($20.00) or less. GEUS pre-pay electric customers that have their water service disconnected shall have their pre-pay card blocked based on the City of
Greenville’s code requiring water service in all homes.

5.11.2 Accounts not paid within ten (10) business days of reaching non-pay status will be terminated and a final meter reading obtained. Any deposits held for the purpose of securing the account shall be applied to the account balance in accordance with Section 5.9.3 of this Policy. A refund of any remaining deposit funds will be issued to the accountholder. In order to reinstate service, the customer must complete a new application for service and supply any required deposits.

5.11.3 No agreements to extend service or credit to a residential customer shall be made except in case of emergencies, upon prior approval of GEUS’ Customer Service Supervisor or his/her authorized representative. Extensions of not more than fourteen (14) calendar days from the last day to pay will only be allowed for two (2) billings during a rolling twelve (12) month period. No extensions will be allowed on first bills, extensions on top of extensions, nor bills containing additional deposits.

5.11.4 Upon a failure to pay an electric account when due, the GEUS General Manager or his/her authorized representative, for and on behalf of GEUS, shall have the authority to order electric service provided under such account disconnected and discontinued until the appropriate service charges for reconnection of such service have been paid to GEUS or any other location designated to receive GEUS payments, together with all delinquent charges due upon the account. There shall be no service charges for residential reconnection made during the days of the week Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. These reconnects will be worked into the schedule and reconnected during normal business hours, no later than noon on the next working day after the payment is made. Service charges for residential reconnection made during any other hour during the days of the week Monday through Friday, or on the days of Saturday, Sunday, or any GEUS holiday, shall be Thirty-Five Dollars ($35.00) for After Hours Weekday Reconnect Fee (ends at 9:00 p.m. on Fridays) or Three Hundred Dollars ($300.00) for After Hours Weekend Reconnect Fee (begins at 9:00 p.m. Friday) dependent upon which crew is required to make the reconnection. Non-standard commercial reconnects made during the days of the week Monday through Friday, between the hours of 8:00 a.m. and 3:00 p.m. shall be charged a Thirty-Five Dollar ($35.00) fee. No commercial reconnects will be performed after hours. Residential payments received after hours by the Police Station will require an additional service fee assessed by the Police Department.

5.11.5 GEUS Consumer Services Manager, or his/her authorized representative, may order and direct that services be discontinued at any location by the disconnection of service when physical evidence shows that the electric meter has been subjected to tampering. The phrase, "when physical evidence shows that the electric meter has been subjected to tampering," shall mean any one or any combination of the following: (1) electric meter is found to have been removed; (2) the cover or any part or portion of any such meter or terminal box is found to have been removed; (3) any part or portion thereof has found to have been loosened; (4) any foreign object is found to have been inserted; (5) any foreign substance is found to have been injected into any such meter or terminal box; (6) any adjustment is found to have been made in the mechanism of any such meter; or (7) any wire has been found to have been tapped onto or connected to the supply conductor of any such terminal box.
The finding of any fact, circumstance, or condition on or about any such electrical meter, terminal box, or conductor that tends to show or evidence that any act or acts have been committed or performed in violation of any portion or portions of this section, shall be and constitute prima facie evidence and create an evidentiary presumption of knowledge on the part of the person having subscribed for electric service through any such electric meter, or the person having the custody or management of the building, room, or place for which such subscription for any service is made, of the performance or commission of any such act or acts prohibited under this code. Such subscriber or other person shall be deemed to have or caused to occasion the performance or commission of any such prohibited act or acts. Upon finding evidence of meter tampering, a criminal complaint may be filed with the appropriate law enforcement agency, which may assess its own fines and penalties. The service charge for reconnecting services in this instance must be pre-paid and may be One-Hundred Twenty-Five Dollars ($125.00) the first time such evidence is found for an accountholder; Two-Hundred Fifty Dollars ($250.00) the second time such evidence is found for an accountholder; and Three-Hundred Seventy-Five Dollars ($375.00) each time for all meter tampering incidences after two. In these instances, services may be reconnected only during regular working hours between 8:00 a.m. and 5:00 p.m. during the days of Monday through Friday and not on holidays observed by the personnel or employees of GEUS. The service charge provided herein shall not be construed as an assessment of a fine as provided by the City of Greenville Code of Ordinances. Upon finding evidence of meter tampering, the account may be placed on “cash only” and maximum deposits may be applied. If evidence is found a second time, the account may be placed on “permanent cash only”.

If a cut, broken, or missing meter seal is discovered, GEUS personnel will investigate to determine if there is evidence that diversion has occurred. If no evidence of diversion is found, a new meter seal will be installed and the following actions will occur: 1) for the first occurrence, a letter will be sent to the consumer notifying them of discovery of a cut meter seal and informing them of GEUS policies and consumer responsibilities in regard to meter seals and metering equipment; 2) for the second occurrence, a second letter will be mailed to the customer by certified mail and a $40 “broken meter seal fee” will be charged to the consumer’s account; 3) for the third occurrence, additional investigation will be conducted, including discussions with the consumer to attempt to identify causes of repeated cut meter seals, and to determine if undetected meter tampering has occurred or is occurring; at the discretion of the General Manager, a service charge of One-Hundred Twenty-Five Dollars ($125.00) may be assessed to the consumer’s account to recover GEUS’ cost of investigation and meter seal replacement.

Accounts with evidence of tampering may be placed on cash only and no extensions allowed for twelve (12) months.

Further, GEUS’ Customer Service Supervisor, or his/her authorized representative, shall bill and collect from the customer, under the proper rate schedule, for all estimated electrical usage not recorded on the meter by reason of such tampering or interference with such meter, for a period of the service up to six (6) months, the amount of which may be estimated by GEUS from the best available data.
5.12 Meter Testing and Meter Re-Reads

5.12.1 Any customer may request to have an electric meter tested by making a request to the GEUS Consumer Service Office. It shall be the duty of GEUS to cause the meter to be tested at the earliest convenience at no charge to the customer if there has not been a meter testing request from that location in the past twelve (12) months. Any additional meter test requests during a twelve (12) month period will be charged a Twenty-Five Dollar ($25.00) fee. If the meter is found to be registering more than two percent (2%) over or under the correct reading, an adjustment will be made to the account and the Twenty-Five Dollar ($25.00) fee will be waived.

Back-billing under this subsection shall not exceed a period of:

(A) three (3) months, if GEUS discovers a non-compliant meter or other equipment that has not been affected by meter tampering and the back-billing would result in additional electricity charges to the customer; or

(B) six (6) months, if GEUS discovers a non-compliant meter that has been affected by meter tampering and the back-billing would result in additional charges or fees to the customer.

The back-billing shall not be limited if GEUS discovers a non-compliant meter that has not been affected by meter tampering or has provided incorrect meter readings that are unrelated to meter tampering and the back-billing would result in a credit to the customer.

5.12.2 Any customer shall have the right to request that an electric meter be re-read by contacting GEUS Consumer Service. It shall be the duty of GEUS to cause the meter to be re-read at the earliest convenience. There shall be no charge for the re-read unless more than one (1) re-read has been requested within the last twelve (12) month period and if the re-read indicates that the initial meter reading was correct, in which case, the person requesting such re-read shall be charged a sum of Ten Dollars ($10.00).

5.13 Self-Managed Pre-Pay Metering Fees and Limits

5.13.1 GEUS Customer Information Unit (CIU) Deposit

(a) $0 - with a good credit rating or payment history

(b) $100 - fair or poor credit rating or payment history

5.13.2 Transaction Fee

No fee shall be charged to revalue a card at either the GEUS location or one of its authorized revalue locations.

5.13.3 Card Replacement Fee $7.50

5.13.4 Emergency Reconnect Fee $25
$25 fee charged when it is determined that a 24-hour e-code was requested when the incident was not related to a GEUS problem.

5.13.5 Transaction Limits

(a) Minimum Transaction
$5.00 minimum shall be required to revalue a card each time.

(b) Maximum Transaction
Customers shall be limited to $300/revalue.

(c) CIU Maximum Dollar Amount
$1,000 maximum shall be held on a CIU at any given time.

5.13.6 Rates

Rates for this service are the standard GEUS residential electric rates.

5.14 Aid to Construction Charges

Charges for aid to construction costs billed under a separate invoice will be added to a customer’s GEUS bill if the charges are not paid within thirty (30) days of the date of invoice.

5.15 Critical Care Customers

A residential customer who has a person permanently residing in his or her home who has been diagnosed by a physician as being dependent upon an electric-powered medical device to sustain life shall be deemed a Critical Care Customer once the registration form has been signed by the physician and returned to GEUS. This designation or re-designation is effective for two (2) years.

Each time a Critical Care Residential Customer seeks to avoid disconnection, the customer shall accomplish all of the following by the stated date of disconnection:

(A) Have the person’s attending physician (“physician” shall mean any public health official, including medical doctors, doctors of osteopathy, nurse practitioners, registered nurses, and any other similar medical professional) contact GEUS to confirm that the customer is a Critical Care Residential Customer;

(B) Have the person’s attending physician submit a written statement to GEUS confirming that the customer is a Critical Care Residential Customer; and

(C) Enter into a deferred payment plan requiring fifty percent (50%) payment and the remaining balance billed over not more than the next five (5) months.

If the Critical Care Residential Customer does not accomplish the above requirements to avoid disconnection:
(A) GEUS shall provide written notice to the Critical Care Residential Customer of its intention to disconnect service not later than twenty-one (21) days prior to the date that service would be disconnected. Such notice shall be a separate mailing or hand delivered notice with a stated date of disconnection with the words “disconnection notice” or similar language prominently displayed; and

(B) Prior to disconnecting a Critical Care Residential Customer, GEUS shall contact the customer. If GEUS does not reach the customer by phone, GEUS shall visit the premises and, if there is no response, shall leave a door hanger containing the pending disconnection information and information on how to contact GEUS.

5.16 After Hours Service

If GEUS service repair crews are dispatched after normal working hours and after investigation it is determined that the outage is due to problems concerning a consumer's equipment (tripped breaker, etc.), the consumer will be assessed a charge for the service call. The minimum charge for such an instance will be Thirty-Five Dollars ($35.00). The maximum charge will be GEUS’ actual cost, including labor at overtime rates, equipment charges, and standard additions.
NOTES:
1.) DISTANCE TO GEUS SECONDARY POLE SHALL NOT BE MORE THAN 100' FOR 100 AMP OR SMALLER SERVICES AND NOT MORE THAN 75' FOR 150 AMP AND 200 AMP SERVICES. FOR SERVICES LARGER THAN 200 AMP, CONSULT WITH GEUS ENGINEERING DEPARTMENT.

2.) A MINIMUM CLEARANCE OF 18' IS REQUIRED OVER COMMERCIAL DRIVEWAYS AND PARKING LOTS. A MINIMUM OF 22' CLEARANCE IS REQUIRED OVER PUBLIC STREETS.

3.) DUAL ELEMENT FUSES OR CIRCUIT BREAKERS SHALL BE USED IN RAIN TIGHT ENCLOSURE. NO PLUG-TYPE FUSES ALLOWED. G.F.I. PROTECTION REQUIRED ON 120V RECEPTACLE.

4.) CUSTOMER SHALL BE RESPONSIBLE FOR PROVIDING PROPER IDENTIFICATION AT THE SERVICE LOCATION PRIOR TO SERVICE BEING RENDERED.

5.) MINIMUM 24" CONDUCTOR TAILS AT WEATHER HEAD.

6.) CUSTOMER MUST CONTACT ALL UTILITIES TO OBTAIN LOCATES PRIOR TO EXCAVATION.
TOP VIEW

DWG 6.1 CONT.

MIN. 4" X 4" TREATED WOOD POLE

MIN. 2" X 4" BRACES

MIN. 3" X 4" STAKES DRIVEN INTO GROUND

90°
NOTES:
1.) DUAL ELEMENT FUSES OR CIRCUIT breakERS SHALL BE USED IN Raintight ENCLOSURE. NO PLUG TYPE fuses allowed. G.F.I. PROTECTION REQUIRED ON 120V RECEPCTACLE.
2.) CUSTOMER SHALL BE RESPONSIBLE FOR PROVIDING PROPER IDENTIFICATION AT THE SERVICE LOCATION PRIOR TO SERVICE BEING RENDERED.
3.) CUSTOMER TO PROVIDE 36" OF SERVICE ENTRANCE CONDUCTOR BEYOND CONDUIT.
4.) CUSTOMER MUST CONTACT ALL UTILITIES TO OBTAIN LOCATES PRIOR TO EXCAVATION.
NOTES:
1.) EYE BOLT TO BE INSTALLED BY CUSTOMER.
2.) A MINIMUM 24" CONDUCTOR EXTENDED FROM WEATHER HEAD, WITH NEUTRAL CONDUCTOR PLAINLY IDENTIFIED.
3.) METER BASE MUST BE SECURELY AND PERMANENTLY MOUNTED TO EXTERIOR OF BUILDING WALL.
NOTES:
1.) A MINIMUM CLEARANCE OF 18" IS REQUIRED OVER COMMERCIAL DRIVEWAYS OR PARKING LOTS AND 22" OVER PUBLIC STREETS.
2.) MAST SHALL HAVE SUFFICIENT SUPPORT (EX. 2" X 6" FRAMING BETWEEN RAFTERS TO REINFORCE ROOF DECKING). WHERE SERVICE IS LONG OR EXTRA HEAVY, THE ELECTRICAL INSPECTOR MAY REQUIRE ADDITIONAL SUPPORT.
3.) FOR ROOF OVERHANG GREATER THAN 48" CONSULT GEUS ENGINEERING DEPARTMENT.
4.) METER BASE MUST BE SECURELY AND PERMANENTLY MOUNTED TO EXTERIOR OF BUILDING WALL.
NOTES:
1.) METER BASE MUST BE SECURELY AND PERMANENTLY MOUNTED TO EXTERIOR OF BUILDING WALL.

2.) CUSTOMER MUST CONTACT ALL UTILITIES TO OBTAIN LOCATES PRIOR TO EXCAVATION.
13 TERMINAL METER BASE

1" OFFSET ADAPTER WITH
1" RIGID PIPE COLLAR
1" PVC ADAPTER

1 7/8" X 1 7/8" UNISTRUT

1" PVC PIPE SCHEDULE 40
1" UNISTRUT PIPE STRAP

CONCRETE PAD 24" X 24" X 6"
GROUND LEVEL

NOTES:
UNISTRUT UNDER THE GROUND IS SET IN CONCRETE.
1" PVC SCHEDULE 40 GOES TO TRANSFORMER

FRONT VIEW
SIDE VIEW

1 7/8" X 1 7/8" UNISTRUT

60.00"

13 TERMINAL METER BASE

1 7/8" X 1 7/8" UNISTRUT

84.00"

1" OFFSET ADAPTER

1" RIGID PIPE COLLAR

1" PVC ADAPTER

1 7/8" X 1 7/8" UNISTRUT

1" PVC PIPE SCHEDULE 40

1" UNISTRUT PIPE STRAP

CONCRETE PAD 24" X 24" X 6"

GROUND LEVEL

24.00"

NOTES:
UNISTRUT UNDER THE GROUND IS SET IN CONCRETE.

1" PVC SCHEDULE 40 GOES TO TRANSFORMER
APPENDICES

"A" - How to Read Your Electric Meter

"B" - GEUS Rates for Electric Service

"C" - City of Greenville Code of Ordinances – Division 4 Damaging Trees and Shrubs

"D" - Distributed Generation Rider

"E" - Demand Side Response Rider
HOW TO READ YOUR ELECTRIC METER

Reading your own meter is an easy way to keep tabs on the amount of energy you use.

YOUR ELECTRIC METER

10,000

1,000

100

10

An electric meter records your use of kilowatt hours of electricity. To read your meter:

1. Read the dials from left to right. (Note that the numbers run clockwise on some dials and counterclockwise on others.

2. If a pointer is between two numbers, read the lower one unless the pointer is between nine and zero. (The zero stands for ten) For example, the pointer on the first dial is between 0 and 8... Read 9. The pointer on the second dial is between 8 and 7... Read 7. Read 9 on the third dial and 8 on the fourth. The total reading is 9,798.

3. This reading is based on a cumulative total... that is, since the meter was last set at zero, 9,798 kilowatt hours of electricity have been consumed. (To find your monthly consumption, take two readings one month apart, and subtract the earlier one from the later one.)

4. The figures above each dial show how many kilowatt hours are recorded each time the pointer makes a complete revolution.
APPENDIX "B" - GEUS ELECTRIC RATES

http://www.geus.org/177/Rates
APPENDIX "C" – City of Greenville Code of Ordinances – Division 4. Damaging Trees and Shrubs

CHAPTER 16, PUBLIC PLACES

ARTICLE 16.06 TREES AND SHRUBS

http://z2.franklinlegal.net/franklin/Z2Browser2.html?showset=greenvilleset
APPENDIX "D" - DISTRIBUTED GENERATION FROM RENEWABLE RESOURCES RIDER

Application:
This Rider is available to any retail consumer receiving electric service under a GEUS electric rate schedule who owns and operates an on-site generating system powered by a renewable resource capable of producing not more than 10 kW of power, and who interconnects at single-phase with GEUS’ electric system. Renewable energy technology is any technology that exclusively relies on an energy source that is naturally regenerated over a short time and derived directly from the sun, indirectly from the sun, or from moving water or other natural movements and mechanisms of the environment. Renewable energy technologies include those that rely on energy derived directly from the sun, on wind, geothermal, hydroelectric, wave, or tidal energy, or on biomass or biomass-based waste products, including landfill gas. A renewable energy technology does not rely on energy resources derived from fossil fuels, waste products from fossil fuels, or waste products from inorganic sources. This Rider applies to a consumer-owned generating system that primarily offsets part or all of the consumer’s electric service provided by GEUS.

Conditions of Service:
All charges, character of service, and terms and conditions of the GEUS Rates for Electric Service under which the consumer receives service apply except as expressly altered by this Rider.

The consumer shall comply with the current GEUS “Technical Requirements for Single-Phase Distributed Generation Interconnection for Facilities up to 10 kW” and any revisions to the requirements. The consumer shall obtain approval from the GEUS before the consumer energizes the consumer’s on-site generating system or interconnects it with the GEUS’ electric system. The consumer shall submit to GEUS a completed interconnection application form and signed agreement. The minimum term of an agreement under this Rider is one year, extended automatically unless terminated by either party with sixty days written notice.

The consumer is responsible for the costs of interconnecting with GEUS’ electric system, including transformers, service lines, or other equipment determined necessary by GEUS for safe installation and operation of the consumer’s equipment with GEUS’ system. The consumer is responsible for any costs associated with required inspections and permits.

Metering:
Metering under this Rider shall be performed by a single meter capable of registering the flow of electricity in two directions (delivered and received) to determine the consumer’s net energy flow. An additional meter, installed at the output of the DG (Distributed Generation) facility, shall be required to enable GEUS to verify and monitor the output of the DG facility.

Rate:
In a billing month after a consumer receives approval to interconnect the consumer’s on-site generating system from GEUS, if the energy delivered by the consumer’s approved system to GEUS’ electric system exceeds the amount of energy delivered by GEUS to the consumer, GEUS shall credit the consumer’s account for the energy generated as described below. The monthly credit, if any, is calculated as follows:
Each kWh delivered from the consumer’s approved system to GEUS’ electric system in excess of the kWh delivered by GEUS is multiplied by the Fuel Adjustment Charge (FAC) as defined in Appendix A of GEUS Rates for Electric Service.

Any credit shall be applied to the electric service charges due from the consumer to GEUS.
TECHNICAL REQUIREMENTS FOR SINGLE-PHASE DISTRIBUTED GENERATION
INTERCONNECTION FOR FACILITIES UP TO 10 kW

A. General

1. This document describes technical interconnection requirements, for single-phase Distributed Generation, up to 10 kW. For three-phase Distributed Generation (DG) and/or Distributed Generation larger than 10 kW, please contact GEUS Engineering Dept. for technical requirements.

2. GEUS may determine that certain specific interconnection locations and conditions require the installation of more sophisticated protective devices and operating schemes, especially when the facility is exporting power to GEUS. If GEUS determines an application for parallel operation describes facilities that require additional devices and operating schemes, GEUS shall make those additional requirements known to the Customer at the time the interconnection studies are completed.

3. Point of Interconnection. If the Point of Interconnection is defined in the Interconnection Agreement between GEUS and the Customer, that definition overrides the following definition:

   The Point of Interconnection is defined as the net flow meter terminals of the Power Station Isolating Switch on the Customer’s facility side.

4. Customer shall own, operate, maintain, design and install the DG Facility, as necessary for the interconnection of Customer’s DG Facility to GEUS’ electric distribution system at the point of interconnection (“Point of Interconnection”). Customer will be responsible for GEUS’ costs to place into service, operate and maintain the Interconnection Facilities, and for the costs of any other protective facilities which, in GEUS’ sole opinion, are required or prudent in order to protect GEUS’ System from disruption or damage caused by the DG Facility. The Interconnection Facilities shall measure both the energy produced by the DG Facility and any energy provided by GEUS for Customer’s use at the DG Site.

B. Design Considerations

1. The Distributed Generation Facility equipment shall be designed in accordance with, but not limited to UL Standards (including but not limited to UL 1741), IEEE Standards (including but not limited to IEEE 1547), the National Electrical Code, the National Electrical Safety Code, the ERCOT Operating Guides, GEUS Electric Service Standards, Public Utility Commission of Texas, and any other applicable local, state or federal codes or standards.

2. The DG Facility generator shall be equipped with protective hardware and software designed to prevent the generator from being connected to a de-energized GEUS circuit, and in the event of de-energization of GEUS facilities, the DG facility generator shall cease to energize GEUS facilities, within the timeframes dictated by IEEE 1547.

3. The DG Facility generator shall be equipped with the necessary protective hardware and software designed to prevent connection or parallel operation of the generating equipment with GEUS’ distribution system unless the GEUS voltage and frequency is of normal magnitude.

4. Prior to energization of the DG facility, the customer shall submit design documentation to the GEUS Engineering Dept for review. Approval of the design must be obtained from the GEUS Engineering Dept., prior to connection of the DG facility to the Interconnection Facilities.

5. Prior to connection of the DG Facility to the Interconnection Facilities, GEUS may send a representative to the DG Site to inspect and perform acceptance tests on the DG Facility to determine if
the DG Facility complies with Technical Requirements and that all metering, telemetry, communications equipment, etc., associated with the Point of Interconnection is properly functioning and receiving and transmitting accurate information. Customer shall not commence parallel operation of the DG Facility with GEUS facilities until written approval has been provided to customer, by GEUS. GEUS shall notify Customer as to whether or not approval is granted, within ten (10) working days from GEUS’ inspection of the DG Facility. In the event the DG Facility does not comply, GEUS shall promptly notify Customer in writing and shall provide Customer a reasonable period of time to bring the DG Facility into compliance. GEUS shall have reasonable access to the DG Site at all times and shall provide advance notice to Customer of the need for GEUS presence at the DG Site, except that no advance notice is necessary in the case of an emergency, in connection with the performance of GEUS obligations imposed on it by this Agreement, or if necessary to meet GEUS’ legal obligation to provide service to GEUS retail customers.

C. Protective function requirements

1. The DG Facility must have an interconnect disconnect device, a generator disconnect device, an over-voltage trip, an under-voltage trip, an over/under frequency trip, and an automatic synchronizing check.

2. GEUS shall have the right to suspend service by disconnecting in cases (i) where continuance of service to Customer will, in GEUS’ reasonable determination, endanger persons or property of GEUS or if there is evidence that the DG Facility operation causes disruption or deterioration of service to other customers served from the same grid; (ii) where GEUS reasonably determines that Customer is failing to meet its obligations as provided for under this Agreement; (iii) where GEUS has reasonable cause to believe that the requirements of this Agreement are not being complied with by Customer.

D. Operational requirements

GEUS recognizes the importance of having operational and maintenance procedures for the purpose of coordinating the operation of DG and Interconnection Facilities system with GEUS’ Electric Operation system. Failure to install, operate and maintain all wiring and apparatus in such condition and/or manner as not to endanger persons or property, or to cause impairment of the Interconnection Facilities and DG Facility, or any of GEUS' distribution customers, may result in GEUS disconnecting the DG Facility from the GEUS distribution system. The Customer's contractors, agents, and operating/maintenance personnel shall be informed of and shall be required to follow these procedures. Copies of this document and any attachments shall be posted at the DG Facility. Accordingly, to help ensure the protection and safety of DG Facility and GEUS’ personnel and property, the continued provision of electric service to DG Facility, the continued maintenance of an interconnection between DG Facility and Interconnection Facilities, and the reliable functioning of GEUS’ overall system operations, the following operational and maintenance procedures shall be observed.

1. The DG Facility shall be responsible for protecting its generating equipment in such a manner that GEUS system outages, short circuits or other disturbances including zero sequence currents and ferroresonant over-voltages do not damage the DG Facility’s generating equipment. The DG Facility’s protective equipment shall also prevent unnecessary tripping of GEUS breakers that would affect GEUS’ capability of providing reliable service to other customers.

2. Circuit breakers or other interrupting devices at the Point of Interconnection must be capable of interrupting maximum available fault current from either direction.

3. The Customer shall furnish and install a manual generator disconnect switch (electrically between the DG Facility and the customer’s load), and it shall be accessible to GEUS personnel and capable of being locked in the open position. The customer shall also furnish and install a manual interconnect disconnect switch (electrically on the GEUS side of the net flow meter), and it shall be accessible to GEUS personnel and capable of being locked in the open position. The manual interconnect disconnect switch shall be
physically located next to the net flow meter. The Customer shall follow GEUS’ switching, clearance, tagging, and locking procedures.

**E. Prevention of interference.**

1. **Voltage.** The Customer will operate its generating equipment in such a manner that the voltage levels on GEUS distribution system are in the same range as if the generating equipment were not connected to GEUS’ system. The DG Facility shall have an automatic method of disconnecting the generating equipment from GEUS if a sustained voltage deviation in excess of +5.0% or −10% from nominal voltage persists for more than 30 seconds, or a deviation in excess of +10% or −30% from nominal voltage persists for more than ten cycles. The DG Facility may be reconnected when GEUS voltage and frequency return to normal range and the system is stabilized.

2. **Flicker.** The DG Facility shall not cause excessive voltage flicker on GEUS’ distribution system. This flicker shall not exceed 3.0% voltage dip, in accordance with Institute of Electrical and Electronics Engineers (IEEE) 519 as measured at the Point of Interconnection.

3. **Frequency.** The operating frequency of the DG Facility shall not deviate more than +0.5 Hertz (Hz) or −0.7 Hz from a 60 Hz base. The DG Facility shall automatically disconnect the generating equipment from GEUS within 15 cycles if this frequency tolerance cannot be maintained. The DG Facility may be reconnected when GEUS voltage and frequency return to normal range and the system is stabilized.

4. **Harmonics.** In accordance with IEEE 519 the total harmonic distortion (THD) voltage shall not exceed 5.0% of the fundamental 60 Hz frequency nor 3.0% of the fundamental frequency for any individual harmonic when measured at the Point of Interconnection.

5. **Fault and line clearing.** The DG Facility shall automatically disconnect from GEUS within ten cycles if the voltage on one or more phases falls below 70% of nominal voltage. This disconnect timing also ensures that the DG Facility is disconnected from GEUS prior to automatic re-close of breakers. The DG Facility may be reconnected when GEUS voltage and frequency return to normal range and the system is stabilized.

6. **Inspection and start-up testing.** The Customer shall provide GEUS with notice at least two weeks before the initial energizing and start-up testing of the DG Facility and GEUS may witness the testing of any equipment and protective systems associated with the interconnection. The Customer shall revise and re-submit the application with information reflecting any proposed modification that may affect the safe and reliable operation of the GEUS distribution system.

7. **Site testing and commissioning.** Testing of protection systems shall include procedures to functionally test all protective elements of the system up to and including tripping of the generator and interconnection point. Testing will verify all protective set points and relay/breaker trip timing. GEUS may witness the testing of installed switchgear, protection systems, and generator. The Customer is responsible for routine maintenance of the generator and control and protective equipment. The Customer will maintain records of such maintenance activities, which GEUS may review at reasonable times.

8. **Metering.** At a minimum, two meters shall be required (one to monitor the output of the DG facility, and the other meter to monitor the net flow between GEUS and the customer). GEUS shall supply own, and maintain all necessary meters and associated equipment to record energy flow. The Customer shall supply at no cost to GEUS suitable locations on its premises for the installation of GEUS’ meters and other equipment. Meter locations shall be within ten feet of each other. Procurement and installation of meter bases are the responsibility of the customer.
APPENDIX "E" - DEMAND SIDE RESPONSE RIDER

Application:
This Rider is available to any retail consumer receiving electric service under a GEUS electric rate schedule that has metered load in excess of 1500 kW billing demand that can reduce load on short notice at times when wholesale market prices reach predetermined levels.

Conditions of Service:
All charges, character of service, and terms and conditions of the GEUS Rates for Electric Service under which the consumer receives service apply except as expressly altered by this Rider.

GEUS will notify the consumer's designated contact that wholesale market prices have increased above predetermined levels and that a Demand Side Response (DSR) event has been initiated. The consumer will, at consumer's sole discretion, reduce load by an agreed upon minimum level of demand reduction. Once wholesale market prices have reduced below a predetermined level, GEUS will notify the consumer that the DSR event has been terminated and the consumer can return to normal operations at consumer's discretion.

A letter agreement will be necessary between GEUS and the consumer that specifies the duties and responsibilities of each entity. This agreement will include language that describes this rider, both entities will use best efforts, and that there are no performance requirements or penalty provisions on either entity.

Term:
The minimum term of an agreement under this Rider is one year, but either party may terminate the agreement immediately upon notice. This rider may be terminated by GEUS at its discretion.

Metering:
Interval metering is required for this service.

Rate:
A credit will be calculated and applied to the consumer's electric bill at the end of each billing period that is based on one-half of GEUS' avoided wholesale market cost or incremental wholesale market sales during each DSR event during the billing period. The DSR load amount will be calculated based on the reduction in consumer's interval metered load during each DSR event compared to consumer's average metered load during the hour immediately preceding the DSR event. The credit for each DSR event will be determined by multiplying the DSR load amount by ERCOT Load Zone North Settlement Point Prices during each 15-minute settlement interval during the DSR event. In the event ERCOT makes after-the-fact Real-Time Market Price Corrections to Settlement Point prices affecting any DSR event credit, an adjustment will be made to the DSR event credit and applied to the consumer's next electric bill.