

# GEUS



## SERVICE POLICY

ADOPTED BY THE  
GEUS BOARD OF TRUSTEES  
JULY 10, 1993

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## PLEASE CONTACT THE FOLLOWING FOR TYPICAL SERVICES NOTED:

### GEUS CUSTOMER SERVICE

6000 Joe Ramsey Blvd.  
2821 Washington Street  
Greenville, Texas 75401  
(903)457-2800

Consumer should contact this office to obtain information; sign up for service; final service, records and billing questions, deposits, credit information, Equal Payment Plan, rate questions.

### ENGINEERING DEPARTMENT

#### GEUS

6000 Joe Ramsey Boulevard  
Greenville, Texas 75402  
(903) 457-2800

Electricians, contractors, builders, and consumers should contact this office to determine service requirements. Please allow two (2) days.

ELECTRICAL INSPECTOR  
City of Greenville  
2315 Johnson St.  
Greenville, Texas 75401  
(903) 457-3139

Electrical contractors and electricians must  
obtain inspection permits for new or changed  
service.

## GEUS

To Our Consumers:

GEUS values each of its consumer/owners. As a non-profit, municipal GEUS, an integral element of our mission is 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 booklet 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 System. Revisions to this Service Policy Manual were discussed and approved in open session of the GEUS Board on August 11, 2005. 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 or telephone GEUS Consumer Services Office.

Sincerely,

Sue Ann Harting  
Chairman  
GEUS  
Board of Trustees

## INTRODUCTION

This manual is issued to contractors, architects, builders, developers, engineers, and customers to acquaint them with the Electric GEUS' 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 the Electric GEUS' Office of Public and Employee Services will bring individual attention to your specific installation.

The policies contained herein supersede all previous electric service policies adopted by GEUS including, but not limited to, the following:

- Underground Electric Policy
- Security Light Policy
- Street Light Policy
- Subdivision Approval Policy

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 Board of Directors of GEUS. The Board of Directors 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 Greenville Electric GEUS Board and are available for inspection at GEUS' Consumer Service Center located at 6000 Joe Ramsey Boulevard, Greenville, Texas. These Service Rules and Regulations supersede all service rules and regulations previously issued by GEUS.

All applications for service must be processed through GEUS Billing Office located at 2821 Washington Street, Greenville, Texas, (903) 457-2800 or GEUS Consumer Services Office located at 6000 Joe Ramsey Blvd., Greenville, Texas (903) 457-2800. Complete details of the application procedure are contained in this manual in Section 3 - General Electric Service Policies and in Section 5 - Consumer Service Policies.

For more information concerning GEUS, or its policies or procedures, contact GEUS Consumer Services office located at the Consumer Service Center, 6000 Joe Ramsey Boulevard, Greenville, Texas or call (903) 457-2800.

## DEFINITIONS

### 1.1 GENERAL

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.

### 1.2 POLICY 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.

**1.2.1. 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.

**1.2.2. 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.

**1.2.3. 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.

**1.2.4. 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)

**1.2.5. 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.

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

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

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

**1.2.9. 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)

**1.2.10. 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 is used by the Consumer under lease or otherwise.

**1.2.11. Deposit** - The amount of money placed with the City by each customer as security for payment of the electric bill.

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

**1.2.13. Development** - A subdivision or any other parcel of land which consists of two 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.

**1.2.14. 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 living unit or one 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 quadruplexes shall be considered single family attached housing units.

**C. Duplex** - A single building containing two living units, constructed on one or more lots.

**D. Triplex** - A single building containing three living units constructed on one or more lots.

**E. Quadruplex** - A single building containing four living units constructed on one or more lots.

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

**1.2.15. Electric Service** - The supply of Electric GEUS System's 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".

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

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

**1.2.18. Electric Service Entrance** - Wire and enclosures, connecting the customer's service equipment and the service drop or source of supply.

**1.2.19. 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.

**1.2.20. Electric Service Location** - The point in or on a premises 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 the Electric GEUS.

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

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

**1.2.23. 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.

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

**1.2.25. 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.

**1.2.26. 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 acre for commercial projects or multiple family dwellings and parcels of land for each single dwelling shall be considered lots.

**1.2.27. 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.

**1.2.28. Meter** - The metering device owned and installed by GEUS on a service line for the purpose of accurately measuring electric consumption by a customer.

**1.2.29. 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.

**1.2.30. 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 and recreational and common facilities incidental thereto.

**1.2.31. 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.

**1.2.32. OHD** - Overhead electric distribution system or facilities.

**1.2.33. Power Factor** - Ratio of Real (active) power to apparent power. Real power is constituted of Watts where apparent power is relative to amperage load.

**1.2.34. 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.

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

**1.2.36 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.

**1.2.37. 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.

**1.2.38. URD** - Underground residential distribution system or facilities.

## **2.1. GENERAL TERMS AND CONDITIONS**

**2.1.1. 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.

**2.1.2. 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.

**2.1.3. 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.

**2.1.4. 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.

**2.1.5. 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.

**2.1.6. Location of GEUS Facilities** - GEUS will provide the location of underground facilities upon request. Customers, contractors, developers or others will be held financially responsible for any damage to GEUS' facilities.

**2.1.7. Access to Premises** - The duly authorized agent of GEUS shall have access to the customer's premises for the purpose of installing, operating, maintaining, 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.

**2.1.8. 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.

**2.1.9 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.

**2.1.10 Metering of Adjacent Properties** - The customer will not build or extend his electric lines across or under a street, alley, lane, court, avenue or other way in order to furnish service for adjacent property through one 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 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 meter.

**2.1.11 Billing, Collection, Disconnection and Service Policies** - The customer is advised to refer to the City's adopted policies on these items which are contained in a separate document obtainable from GEUS Billing Office. (See Section 5)

## **SECTION 3 - GENERAL ELECTRIC SERVICE POLICIES**

**3.1.1. Availability and Classification of Service** - The Electric GEUS System will supply electric service to any prospective customer within the corporate limits of the City and in unincorporated areas of Hunt County, certified to the City of Greenville by the Public Utilities Commission of the State 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' opinion, 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 or underground electric distribution facilities to the customer's service entrance weatherhead, or underground service connection. The customer will be required to pay the cost differential between overhead and underground service.

To insure receiving electric service when needed, it is important that GEUS Billing Office, located in the Municipal Building at 2821 Washington or GEUS Consumer Services office at 6000 Joe Ramsey Boulevard, be contacted well in advance of the required service connection date. This service request should include such details as connected load, load factor, voltage, phase, etc. A check by GEUS engineers will provide information about service availability and steps to be taken 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 the above Codes or Standards will take precedence.

**3.1.2 Applications for Electric 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 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 proper identification at the service location prior to service being rendered. Failure to provide proper identification may delay service being rendered.

c. Service will be rendered only after the prevailing required deposits and fees are paid in full and inspection approved by the City Electrical Inspector. The coordination of the inspection of all electrical installations with local inspection authorities is the responsibility of the customer.

**3.1.3. 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 essential that the customer consult GEUS regarding type of service which can be furnished before proceeding with purchase of equipment or installation or wiring 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. If a new 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 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 maybe 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.. 7200 volt, 1 phase, 2 wire
- b. 12470y /7200 volt, 3 phase, 4 wire
- c. 69,000 volt, 3 phase, 3 wire

**3.1.4. 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 the

City Electrical Inspector. 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 the City's Electrical Inspector as required by law. Wiring installation outside of the corporate limits must be inspected by GEUS' duly designated Electrical Inspector. GEUS shall make connection only after approval by the authorized inspecting authority. 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.

**3.1.5. Special Installations Connected to the Electric Distribution System** - 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 Electric Director or his 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 charge will also be included.

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. 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 where in said electricity is to be used off of the customer's premises on which the meter is located.

**3.1.6. 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 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.

**3.1.7. 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 Electric Director or his duly authorized representative. The developer or customer will be responsible for any additional costs to GEUS for the implementation of such requests.

**3.1.8. Temporary Electric Service** - Temporary service shall be provided for construction, fairs, 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 the City's Electric Rate Ordinance. A prepaid deposit shall be required and based on the estimated energy consumption for those customers who have not established satisfactory credit with the City.

- 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 Appendix A and from the underground system in Appendix B.
- 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 Appendix A for service from the overhead system, and Appendix B from the underground system.
- e.** Advance payment will 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 will be disconnected if during any ninety (90) day period there is no construction activity of the designated work site.

**3.1.9. 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 will obtain from the property owner or owners the easements or right-of-way 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.

**3.1.10. Metering** - The electricity used will be measured by a meter or meters to be furnished and installed by GEUS, 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 Electric Code. The customer will provide a sufficient and proper space in a clean and safe place, accessible at all times and free from vibration, for the installation of GEUS' meters.

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). 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.

**3.1.11. Meter relocation and Tampering** - Tampering with the meter, conductors

carrying unmetered current, and the unauthorized breaking of GEUS' seals is prohibited by law. 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, then the police will be notified and the customer will be prosecuted for the theft of electricity by GEUS.

The customer is not permitted to install metered or unmetered conductors in the service entrance raceway. The customer will install meter sockets on the outside of buildings unless alternate location has been agreed to by GEUS. GEUS must have access to the meter. Nothing may be installed to prohibit this access. The customer will be responsible for removing obstructions such as shrubs, fences, etc., or for relocating the service at the customer's expense.

**3.1.12. 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%

**3.1.13. 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 or pulsations so that they will not interfere with other customers or GEUS equipment. Where the interference cannot be corrected, the use of such devices must be disconnected.

## **SECTION 4 - ELECTRIC SERVICE POLICIES (Technical service requirements)**

### **4.1.1 General Responsibilities of GEUS and the Customer**

**a.** Subject to the provisions of Section 2.1.1, 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 right-of-ways.

**d.** Signs, bill boards and other foreign objects in public right-of-ways and not specifically authorized to be in public right-of-ways upon request by GEUS will be removed at the owners expense.

**e.** In general, GEUS will be responsible for:

- i. Engineering and designing the electric distribution system.
- ii. Providing construction plans and details for the installation of the electric distribution system.
- iii. Furnishing, installing, connecting and maintaining all primary conductors, transformers, poles, secondary pedestals and all secondary conductors.
- iv. Making all high voltage and low voltage connections at the termination, transformers, and service entrances.
- v. Maintaining the electric distribution system by GEUS.
- vi. Designating the point of service, location of service wires, meter locations and transformer locations.

**f.** In general, the customer shall be responsible for:

- i. Furnishing GEUS two (2) sets of development plans showing detailed layouts of all property lines, dedicated easements, paving and drainage, water, waste-water and any other underground facilities.
- ii. 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.
- iii. 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.
- iv. Supplying and installing temporary boards that meet the requirements of GEUS and any fees or charges as determined by GEUS.
- v. Installation of customer owned service entrance equipment including a quality meter socket and service entrance location approved by GEUS.
- vi. Providing mechanical protection (conduit) for underground services on private property, to clear driveways, sidewalks, paved areas and other obstructions specified by GEUS.
- vii. Those items specified in the individual GEUS distribution policies contained herein.

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

#### **4.1.2. Overhead Services**

##### **a. Service Drop**

- i. 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 the 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 service entrance conductors to this location.
- ii. 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 the Electric GEUS. See Appendix C.
- iii. 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 Appendix D. 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.
- iv. Only one 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.
- v. 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.

**b. Service Entrance Conductors**

- i. To exclude moisture from the raceways for 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.
- ii. Each conductor of the service entrance shall extend not less than three feet beyond the service head.
- iii. Conductors other than service entrance conductors shall not be in the service raceway.
- iv. 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.
- v. 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.
- vi. The minimum conduit or electrical metallic tubing sizes for service entrance shall meet the National Electrical Code requirements.
- vii. 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.
- viii. 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.
- ix. It is required that the neutral conductor of the service wiring be plainly identified in accordance with the National Electrical Code.

**4.1.3. Underground Services**

This policy applies to installation of underground residential electric distribution

system (URD) where feasible from engineering, operation and economic stand points of serving general:

- a. New residential subdivisions
- b. Apartment complexes
- c. Apartments
- d. Mobile home parks
- e. Commercial developments
- f. Street lighting facilities in residential subdivisions
- g. Service connections to individual residential or commercial customers from existing overhead facilities.

GEUS' basic philosophy, 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 is to be maintained in all instances. GEUS will invoice and require payment in advance of installation of facilities for those charges on a cost differential basis associated with URD. Charges for residential underground service will be \$3.75 per foot. As an alternative, the developer and GEUS may jointly enter into an agreement with terms and conditions to be mutually agreed upon which will specify payment terms and responsibilities of the developer and GEUS. The agreement will be fully executed and filed for record prior to the commencement of construction by GEUS. Such agreement will take into account competitive factors such as all electric, and competition with other energy providers.

#### **a. Policies for Underground Distribution**

- i. 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 the point 24" below grade. See Appendix E
- ii. Customers requesting underground service for existing buildings with overhead service may have underground installed by the 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.
- iii. Customers upgrading or increasing capacity of their service that requires replacement of the overhead service will be required to pay for the entire cost for GEUS to install a replacement underground service in addition to the ordinary cost of providing the necessary service entrance equipment modifications.

## **b. Conditions of Service**

- i. URD will be made available in the City of Greenville's Certified service area where feasible from engineering, operation and economic standpoints.
- ii. 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:
    - 1. Single phase, 3 wire at a nominal voltage of 120/240V.
    - 2. Three phase, 4 wire at a nominal voltage of 277/480V.
    - 3. Three phase, 4 wire at a nominal voltage of 120/208V.
    - 4. 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.

**4.1.4. GEUS reserves the right** - To designate the location of each point of service. In apartment complexes the URD will be designated to provide the best engineered system. 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 as required, will all property corners staked before construction of URD system begins.

Location of underground facilities other than URD installed by or for the developer or builder shall be designated by the developer prior to construction of the URD. Any arrangements in the electric distribution system which may be required by the developer after installation of distribution system shall be paid for by the developer.

GEUS will furnish and install the following equipment for URD:

- a. All primary and secondary cables. (Does not include service connection cable).
- b. Primary switch enclosures, transformers, secondary pedestals, and associated equipment.
- c. Any overhead distribution required to provide URD service.
- d. The transformer pad.

GEUS will require secondary conductors, transformer pads and connectors to be furnished by the customer for URD for non-residential purposes in accordance with current GEUS Standards.

Developer will pay for any temporary construction required and for removal and rearrangement of any existing overhead facilities in 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.

#### **4.2 RESIDENTIAL ELECTRIC SERVICE POLICIES**

The electric distribution system will normally be fed from overhead primary feeders located somewhere on the project. In those cases where GEUS requires overhead main feeders on underground projects, the developer may, at his/her option, pay the cost difference for underground.

Street lights in areas with overhead electric distribution will normally be fed overhead. Street light 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 2.1.8.

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 service any mobile homes located under primary or secondary lines.

### **4.3 MULTIPLE FAMILY HOUSING ELECTRIC SERVICE POLICIES**

The electric distribution system will normally be fed from overhead primary feeders located somewhere on the project. In those cases where GEUS requires overhead main feeders on underground projects, the developer may at his/her option, pay the cost difference for underground service.

Temporary service for construction purposes will be made available as required by the customer. Temporary service will be provided under the provisions of Section 2.1.8.

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.

### **4.4 COMMERCIAL AND INDUSTRIAL ELECTRIC SERVICE POLICIES**

The electric distribution system will normally be fed from overhead primary feeders located somewhere on the project. In those cases where GEUS requires overhead main feeders on underground projects, the developer may, at his/her option, pay the cost difference for underground service. 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 2.1.8.

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 2 (two) primary conduits (1-spare) including all trenching and backfilling from transformer to termination pole and provide conduit capped at ground level for spare and provide up the pole conduit to the specifications of GEUS inspector. Stand Off brackets must also be provided.

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.

**4.4.1 Single Versus Multiple Service and Metering Points** - GEUS provides service through a single point of service through a single meter. If the consumer 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 consumer 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 consumer requests that an existing service that is supplied through multiple metering points be combined for billing purposes then 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 consumer 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 then the consumer will pay the additional cost of multiple service points.

Metering can be combined where the consumer owns the facilities beyond the meter (in the case of a General Service-Primary rate consumer). The consumer has already paid for the cost of the extra facilities in this case.

The extra metering costs will be recovered for each meter installation in all cases 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 consumer. The agreement will require Board approval. It will be signed by authorized representatives of the consumer and GEUS.

**4.4.2. Special Installations, Service Through Primary Meter** - When service is primary metered, two conditions may apply. with option one, the consumer may own all facilities beyond the primary meter. In such a case, the consumer will qualify for "General Service-Primary (GS-DP)" rate classification. The consumer must be solely responsible for ownership, maintenance, and replacement of facilities beyond GEUS' primary metering point.

With option two, GEUS may furnish and own transformers and other equipment beyond the primary metering point. The consumer 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 consumer's expense. GEUS will prepare a cost estimate in

advance of proposed work for the consumer'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.

#### **4.5. ELECTRIC UTILITIES - RENTAL SECURITY LIGHTING POLICIES**

**4.5.1. 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.

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

**4.5.3 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.

**4.5.4 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.

#### **4.5.5 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.

#### **4.6 STREET LIGHTING POLICY**

**4.6.1 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 designated representative provided that such request complies with standards contained in this policy and outlined in Greenville City Ordinance 9-021 as evidenced in Appendix H.

#### **4.6.2 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.

c. 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 Electric Director.

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

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

#### **4.6.3 New Installations**

**Subdivisions** - After approval by the Electric Director 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 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.

#### **4.6.4 Street Lighting Maintenance**

**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.

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

**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.

**Lamp Replacements** - High pressure sodium lamps may not be co-mingled with mercury vapor lamps. The group replacement method will be employed, i.e.: all lamps at an intersection or an entire block at one time will be replaced.

**4.6.5. 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.

**4.6.6. 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. In so far as possible, street lights will be installed at street intersections and one light centered in each street block.

**4.6.7. 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.

**4.6.8. 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.

**4.6.9. 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.

**4.6.10. Reports** - GEUS shall provide the City Manager or his designee, with a monthly report of street lighting which will show all charges to the inventory of street lighting made on a monthly basis. The report will include all additions to the system showing date, location and size of service installed.

#### **4.7 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 transmission point.

The customer shall in all cases, 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. 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.

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 the Electric GEUS Service requirements.

#### **4.8 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 grounded wire connected to the service raceway, the meter socket, and neutral terminal connection in the service disconnection device. Connections at each end of the grounded 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.

## **4.9 METERS AND METERING EQUIPMENT**

### **4.9.1 GENERAL:**

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

b. Unauthorized connections to, or tampering with GEUS' meter, associated equipment or indications or evidence thereof, subjects the customer to immediate discontinuance of service, prosecution under the laws of the State of Texas, adjustment of prior bills for services rendered, and reimbursement to GEUS for all extra expense incurred on this account.

c. 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.

d. Metering conduit from transformer locations to meter enclosures shall be as specified by GEUS.

e. The customer will be responsible for service entrance equipment and for his 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.

f. Except for factory built cubicles, all secondary metering conductors shall be in a conduit exclusive of any other conductors.

**4.9.1 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 consumer's side of a primary meter to separately meter and bill another consumer. In addition, the consumer is prohibited from installing Sub-meters for the purposes of resale of electricity as per GEUS' filed and published rate tariffs.

**4.9.2 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 deliver for each customer. Two or more points of deliver shall be considered as separate services and billed for each point of delivery.

### **4.9.3 Location of Metering Equipment:**

a. The location of meter and metering equipment shall be approved by GEUS. All metering equipment shall be located outdoors in a readily accessible space which shall be kept free from obstructions at all times, for service by representatives. All outside meter enclosures shall maintain a maximum of six (6) feet and a minimum of five (5) feet lateral clearance to driveways unless protected by a structural part of the building.

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

**4.9.4 Location of Primary Metering Equipment** - The physical location of a primary metering installation shall be determined by GEUS.

#### **4.9.5 Location of Metering Instrument Transformers:**

- a. Metering transformers will be installed in a location determined by GEUS.
- b. Three phase pad mount transformer installations will have metering current transformers installed on the secondary spade terminals if possible.

**4.9.6 Identification of Meters** - All meter sockets or enclosures 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.

**4.9.7 Meter Sizes** - All installations which have rated capacity of more than which will have rated capacity of more than 200 amperes should require instrument transformers for metering purposes and any deviation will be approved by GEUS.

**4.9.8 Meter Tests and Adjustments of Billing for Failure of Meter** - GEUS employs every practicable means to maintain the standard accuracy of its meters. If, upon test, any metering equipment is found to be in error by not more than two (2) percent, previous recordings of such equipment shall be considered accurate in computing the billings for service under the applicable rate schedules, but such equipment shall be adjusted at once to standard accuracy. If, upon test, any metering equipment shall be found to be in error by an amount exceeding two (2) percent, then previous recordings by such equipment shall be corrected for such error for any period of error which is definitely known, but in the event the period of error is not definitely known or agreed upon, such correction shall be for (a) one-half of the time elapsed since the date of last test of the meter or (b) three years prior to the date of the current test, whichever is the lesser.

#### **4.10 SERVICE EQUIPMENT**

##### **4.10.1 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.

c. Consideration should be given to locating branch circuit protection devices on the same floor served by the circuits. The use of such subdistribution centers fed by suitable feeder circuits will result in short final branch circuits and greatly improved voltage regulation.

**4.10.2 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.

## **4.11 CUSTOMER UTILIZATION EQUIPMENT**

### **4.11.1 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.

### **4.11.2 Motors:**

a. The protection of motors is the responsibility of the customer. The following recommendations apply to all motors connected to the Greenville Electric System.

b. 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 running overcurrent protective devices.

c. 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. The voltage release should be the adjustable time-delay type.

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

e. All single phase motors should be connected for 230 volts whenever it is practical to do so in order to minimize voltage drop in the customer's wiring system and GEUS' supply system.

**4.11.3 Welders and Furnaces** - It is absolutely essential in all cases that the customer consult with GEUS concerning the electrical supply for electric welders or arc furnaces before any commitments for their purchase or installations are made.

**4.11.4 Special Apparatus** - It is necessary that the installation of power equipment not covered in this section, such as X-ray, radio broadcasting stations, high frequency, heat treating, television transmitters, etc., be referred to GEUS for advisement before any commitments for purchase or installations are made.

### **4.11.5 Power Factor:**

a. 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 (90) percent or higher.

b. No gaseous tube or other type of lighting equipment will be served by GEUS if its power factor is less than that of presently available good quality high power factor equipment. If power factor corrective equipment is made necessary by this specification, it will be provided and maintained by the customer at his/her own expense. This applies to all new installations and any changes in existing installations.

c. GEUS recommends and will be pleased to supply any necessary information regarding the installation of capacitors as power factor improvement devices.

**4.12 RADIO AND TELEVISION ANTENNAS** - Antennas for radio, radio transmitter, and/or television sets must never 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. Where proximity to electric power service conductors of less than 250 volts between conductors cannot be avoided, the National Electrical Code requires a clearance of at least two (2) feet and a ten (10) foot minimum clearance is required for circuits over 250 volts. 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.

#### **4.13 MISCELLANEOUS**

**4.13.1 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 contact shall be negotiated between the applicant and GEUS. Joint facilities using agreements between GEUS and the applicant shall be individually negotiated.

**4.13.2. 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.

**4.13.3 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.

**4.13.4 Auxiliary Generators** - If a customer installs an emergency generator, a GEUS approved switching and control circuit must be provided in the service equipment to preclude the possibility that any energy generated by the customer's equipment might energize GEUS' system thus endangering the lives of men who may be working on the lines. Such auxiliary

generators and their associated equipment shall not be installed without prior written approval from GEUS.

**4.13.5 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.

#### **4.14 TREE TRIMMING**

**4.14.1 General** - 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 "H" of this Policy Manual pertains to tree trimming and tree removal)

**4.14.2 Guidelines** - 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 clearance.

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

All branches or limbs shall be cut flush with the supporting trunk or limb so that no stub is left. When a limb is to be partially removed it shall, if possible, be cut back flush to a limb at least one-third of the diameter of the portion removed.

All hanging and severed limbs shall be removed from the trees. The branches, brush, and debris resulting from the trimming shall be collected and disposed of in suitable disposal areas. The premises of the property owner shall be left as neat as they were before the work was started.

Effort shall be made whenever possible to regain and improve the quality of the clearance secured at the last trimming and to train growth of limbs away from lines.

Effort shall be made wherever possible to eliminate all tree parts and growth points beneath the wires, and all weak, diseased and dead limbs above the wires which may fall or blow into them.

Vines growing on a pole or wire shall be pulled down and laid on the ground in a direction that will allow the vine to grow away from the pole or wire. Only when such procedure is impractical shall they be cut at the ground line.

The use of tree climbers is permitted only when trees are being removed.

**4.15 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 in any way endanger or interfere with the

construction, maintenance, or operation of any of its respective GEUS or drainage systems within any of these easements. GEUS shall at all times 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 at any time 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' Billing Office, or by mail or telephone at GEUS' option.

**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 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 the State of Texas or U.S. Government 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. Letter of Authorization, 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.

**5.2.2** 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. RIGHT-OF-WAY AND EASEMENT**

**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 permanent 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, under the provision of City's service applications and contracts policy, Page 1 of 8, 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 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 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 change in rate schedules will be made within any twelve-month period for any one consumer, except in case of a substantial permanent change in consumer's service requirements. An annual minimum charge may be required for a seasonal consumer.

**5.4.3** GEUS does not guarantee that consumers will be served under the most favorable rate at all times and will not be held responsible to notify all consumers of the most advantageous rate. No refund will be made representing the difference in charge under different rates applicable to the same class of service.

**5.4.5** GEUS may charge for all labor, material and equipment necessary to repair or replace all equipment damaged due to meter tampering or by passing 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.

**5.4.6** Any additional penalty or any other additional charge for meter tampering or by passing or other service diversion will be as so called order by 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 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; nor shall consumer sell or otherwise disposal of the electric service supplied him 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 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 where in said energy is to be used off of the consumers premise from which the meter is located.

## **5.6. CONSUMERS LIABILITY**

**5.6.1** Consumer assumes all responsibility for the electric current, and for the wires, apparatus, etc., used in connection therewith, upon consumers premises and at and from the point of delivery of power, If such point is located off of consumers premises, and will protect, indemnify and safe GEUS' harmless from all claims for injury or damage to person or property occurring upon consumer 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 consumers responsibility to properly protect GEUS' property on the consumers 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 or damage by contractors, construction companies, governmental agencies or others, such damage will be 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 CONSUMERS 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.

**5.7.2** As to GEUS' employees or agents upon consumers 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 or shrubs or any other permanent obstacle that would preclude free entrance to easements or the above mentioned facilities. 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.

## **5.8. FEES AND CHARGES**

**5.8.1** At the time of making application for electric energy service to be provided by GEUS, a deposit shall be made with the GEUS office. 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. No credit information will be requested without written consent from the applicant. Applicants unwilling to give consent 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.

### **5.8.2 Deposit Amounts**

#### **Residential Connections**

Deposit-The deposit shall vary dependent upon the residential applicant's credit rating.

Deposit Amounts-

- Good Credit-\$0 Required
- Fair Credit-\$150 Required
- Poor Credit-1/6 of estimated annual cost

Residential deposits shall be made either:

- (a) In full , or
- (b) 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
- (c) by presenting a letter of credit 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 not indicate that the applicant has been late paying more than one (1) times during the period. Letters of credit must be for services ending within the past ninety (90) days.

#### **Commercial Connections**

Deposit-The deposit shall vary dependent upon the commercial applicant's credit rating.

Deposit Amounts-

- Good Credit-\$0 Required
- Fair Credit- A service deposit shall be required which shall be equal to an estimate of the cost of sixty (60) days' GEUS service, with a Two Hundred Fifty Dollar (\$250.00) minimum deposit.
- Poor Credit-150% of Estimated Fair Credit Cost Required

Commercial Deposits shall be made as follows:

- (a) 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 cost of ninety (90) days' GEUS service, with a Five Hundred Dollar (\$500.00) minimum deposit.
- (b) The amount of the deposit shall be estimated by GEUS office manager or his or her authorized representative. Where billing figures for a comparable establishment are not available to establish the deposit for a commercial connection, GEUS office manager shall direct the electric department to estimate a one-month billing based upon load information received from the applicant. This one-month estimate can then be used to apply the proper deposit to the account. GEUS office shall review the estimate after three months and will make the appropriate adjustment in the deposit amount at that time.

In addition to a deposit on a commercial account, an inspection verification must be completed by the City of Greenville Planning Office before GEUS service can be initiated. A Thirty Dollar (\$30.00) inspection verification fee is required per unit.

- (c) For temporary construction (saw service) connections, a service deposit of Thirty-Five Dollars (\$35.00) shall be required. A connection fee of Twenty Dollars (\$20.00) will be applied.
- (d) Commercial deposits shall be made in full before service is connected.

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 Utility Administration Manager to follow up once each year w\ a credit check, at the Utility's expense, if deemed necessary while service is active. Adjustments to the deposit may be made at any time based on information received from the credit history or actual account history.

## **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, and has not been paying more than twice during that period, will automatically have the deposit for electric service be applied to their account balance. GEUS reserves the right to reapply at least the minimum deposit should a customer receive more than two (2) late pay fees in a twelve (12) month period. Any customer reaching the cut off list may be subject to the "fair credit" deposit being applied to their account. Any customer 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.

**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 for any reason, twice within the most recent twenty-four (24) month period, then that customer may be required to increase the deposit to an amount equal to one-sixth (1/6) of the latest annual bill for electric service to that service address, but not less than Two Hundred

Fifty Dollars (\$250.00). Service will not be restored until the increased deposit is paid. The customer shall be placed on a "cash only" status and checks will not be accepted for a period of (1) one 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.

**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 system 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 office manager 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, or makes an assignment for the benefit of creditors, the city 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 dependent upon the time of application and the connection schedule. Requests for same day out of schedule residential connections will be charged a Forty-Five Dollar (\$45.00) fee instead of the Twenty Dollars (\$20.00) service initiation fee and must be requested before 3:30 PM.

**5.9.5** GEUS office manager 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 (i.e. houses apartments, condominiums, town homes, mobile homes). In such cases, a service charge of Ten Dollars (\$10.00) will be charged each time the service is so provided back into the name of the property owner or its DBA. If property owner does not elect to apply the "read and leave on" policy, then a service charge of Twenty Dollars (\$20.00) for all new connections and reconnections of electric service shall apply.

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

## **5.10 BILLING POLICY**

**5.10.1** Rates and charges for the provision of electric GEUS service shall become due upon

receipt, and such bill shall be paid by the customer of such service at GEUS office of the City of Greenville, GEUS Customer Service Center, 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 thirty (30) days from the date of issuance. No adjustments will be given for requests received after the thirty (30) day period.

**5.10.3** Should a bill for charges or 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 service. 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 rentals, a check or other drafting instrument which is returned by the bank or financial institution for insufficient funds or for any other reason.

**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 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 customer may apply in writing to GEUS office manager for waiver of a late charge for current billings only. Such waiver would not apply to any account that carries a prior balance or resides in billing cycles 1-1 through 1-15 and 4-1 through 4-15. 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 one or more of the wage earners is paid only once per month. 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 increased deposit amounts up to the equivalent of two months billing.

**5.10.7** As used in this Article, date of issuance shall mean the date when a bill is placed in the United States mail, properly addressed to the customer.

**5.10.8** GEUS office manager shall have authority to waive late charge for any customer who has not been notified of late payment within the preceding twelve (12) month period.

## **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 in GEUS office of the City of Greenville, 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 in GEUS office of the City of Greenville, or any other location designated to receive GEUS payments, by the date specified in the disconnection notice, a Forty Dollar (\$40.00) disconnect fee shall be added to the residential or commercial customer's account assuming this is a standard commercial disconnection. Non-standard commercial disconnects requiring GEUS crews to make the disconnection will be charged an additional Thirty-Five Dollars (\$35.00). Services shall be disconnected on the next working day. These disconnect 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 office manager reserves the right to forego or postpone disconnection of service if the prior balance is Thirty Dollars (\$30.00) or less.

**5.11.2** No agreements to extend service or credit to a residential customer shall be made except in case of actual emergencies, upon prior approval of GEUS Office Manager or his or her authorized representative. Examples of actual emergencies qualifying for an extension are medical emergencies, loss of employment, death of an immediate family member. Extensions will only be allowed for two (2) billings during a twelve (12) month period. No extensions will be allowed on first bills nor extensions on top of extensions.

**5.11.3** Upon a failure to pay an electric account when due in accordance with the terms of paragraph (a), 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 office of the City of Greenville, 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 such referenced holiday, shall be Thirty-five Dollars (\$35.00). Commercial reconnects made during the days of the week Monday thru Friday, between the hours of 8:00 a.m. and 5:00 p.m. shall be charged a Thirty-Five Dollar (\$35.00) fee. No commercial reconnects will be preformed after hours. Residential payments received after hours by the Police Station will require an additional \$35 fee.

**5.11.4** GEUS Consumer Services Manager or his or 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 all 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 at anytime 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 will be filed with the appropriate law enforcement agency. The service charge for reconnecting services in this instance shall be One Hundred Twenty Five Dollars (\$125.00) and shall 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 office. The service charge provided herein shall not be construed as an assessment of a fine as provided by Sec. 1-7 of 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.

Further, GEUS office manager or his/her authorized representative shall be entitled to bill and collect from the customer, under the proper rate schedule, for all 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 person may request to have an electric meter tested by making a request to GEUS

Office. It shall be the duty of GEUS Office 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, a new meter will be installed at no charge and the Twenty-Five Dollar (\$25.00) fee will be waived.

**5.12.2** Any person shall have the right to request that an electric meter be re-read by GEUS Office. It shall be the duty of GEUS Office to cause the meter to be re-read at the earliest convenience. There shall be no charge for the re-read unless more than (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 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 - average or poor rating

#### **5.13.2 Transaction Fee**

- (a) No fee charged to revalue card at either the kiosk or through the cashier

#### **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 such as a kiosk failure after hours.

#### **5.13.5 Limits**

##### Minimum Transaction

- (a) \$5.00 minimum will be required to revalue a card each time

##### Maximum Transaction

- (a) Customers shall be limited to \$300\revalue.

##### CIU Maximum Dollar Amount

- (a) \$1,000 maximum shall be held on a CIU at any given time

## **5.14 AID TO CONSTRUCTION CHARGES**

**5.14.1** 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 30 days of the date of invoice.

## **5.15 MEDICAL EMERGENCY**

**5.15.1** A customer may request that a medical emergency tagged electric meter be installed if the customer or any person residing at the service location has a medical condition that requires electricity to operate medical equipment. In order to qualify for a medical emergency meter, the customer must present to the GEUS Office, a signed doctor's certificate showing the patient's name, date of birth, address, medical condition and medical reason requiring continuous electric service. Customer will be asked to furnish an updated certificate annually in order to remain eligible for the medical emergency status. The customer is required to keep all GEUS bills paid current. Each time a customer seeks to avoid disconnection of service, the customer must accomplish all of the following by the stated date of disconnection:

(A) the person's attending physician shall (the term "physician" shall mean any public health official, including medical doctors, doctors of osteopathy, nurse practitioners, registered nurses, and any other similar public health official) call or contact the electric utility by the stated date of disconnection;

(B) the person's attending physician shall submit a written statement to the electric utility; and

(C) the customer shall enter into a deferred payment plan.

The prohibition against service termination shall last 63 days from the issuance of the electric utility bill or a shorter period agreed upon by the electric utility and the customer or physician. If disconnected for non payment, service will not be restored or initiated at another location until the full outstanding balance is paid in full.

## **5.16 AFTER HOUR SERVICE:**

**5.16.1** 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 \$35.00. The maximum charge will be GEUS' actual cost including labor at overtime rates, equipment charges and standard additions.



## APPENDIX "H"

### City of Greenville Code of Ordinances Chapter 5.16

#### 5.1601 Permission to Plant and Remove

No trees or shrubs shall be planted in or removed from any public parking strip or other public place in the city with out permission from the Director of Public Works (1972 Code, Sec. 31-52)

#### 5.1602 Trimming, Etc. May be Required on Public Property

The Director of Public Works, Director of Community Services or the Director of Electric Utilities may cause to be trimmed, pruned, or removed any trees, shrubs, plants or vegetation in any parking strip or other public place, or may required any property owner to trim, prune or remove any trees, shrubs, plants, or vegetation in a parking strip abutting upon said owner's property, and failure to comply therewith, after thirty (30) days' notice, shall be deemed a violation of this Code. (1972 Code, Sec. 31-53)

#### 5.1603 Trimming Etc. on Private Property, Declaration of Nuisance

Any tree or shrub growing on property which is endangering or which in any way may endanger the security or usefulness of any public street, sewer or sidewalk, is declared to be a public nuisance, and the city may remove or trim such or may require the property owner to remove or trim any such tree on private property. (1972 Code, Sec. 31-54)

#### 5.1604 Abuses, Etc.

It shall be unlawful to abuse, destroy or mutilate any tree, shrub or plant in a public parking strip or any other public place, or to attach or place any rope or wire (other than one used to support a young or broken tree), sign, poster, handbill, or other thing to or on any tree growing in a public place, or to cause or permit any wire charged with electricity to come in contact with any such tree or to allow any gaseous, liquid or solid substance which is harmful to such trees to come in contact with the roots or leaves. (1972 Code, Sec. 31-55)

## **APPENDICES**

- "A" - Temporary Service from Overhead System
- "B" - Temporary Service from Underground System
- "C" - Service Entrance for Houses with Adequate Height
- "D" - Service Entrance for Low Roof Housing
- "E" - Residential U.G. Service
- "F" - How to Read Your Electric Meter
- "G" - Current Rate Schedules (Residential and Commercial)
- "H" - City of Greenville Code of Ordinances - Chapter 5.16