

**THE SATILLA RURAL ELECTRIC MEMBERSHIP CORPORATION**  
**SERVICE RULES AND REGULATIONS**

**100 ELECTRIC SERVICE AVAILABILITY**

**101 Application for Membership**

Any person, firm, association, corporation, or body politic or subdivision thereof will become a Member of **THE SATILLA RURAL ELECTRIC MEMBERSHIP CORPORATION** (hereinafter called the “Cooperative”) upon receipt of electric service from the Cooperative, provided that he, she, or it has first:

- A. Made and signed a written application for membership therein;
- B. Agreed to purchase electric energy from the Cooperative and pay any prior debt owed the Cooperative as hereinafter specified;
- C. Agreed to comply with and be bound by the Articles of Incorporation and Bylaws of the Cooperative and any rules and regulations adopted by the Board of Directors (hereafter, “Board”);
- D. Paid the **\$5.00** Membership fee together with a **\$25.00** non-refundable account establishment fee at the time of application;
- E. In the case of renters or tenants, provided consent from property owner for approval of connection; and
- F. Upon being requested, execute and deliver to the Cooperative without charge easements of right-of-way over, on and under such lands owned or leased by or mortgaged to the applicant, and in accordance with such reasonable terms and conditions as the Cooperative shall require for the furnishing of electric service to him/her or other Members or for the construction, operation, maintenance, or relocation of the Cooperative’s electric facilities.

The Cooperative may refuse membership if the Bylaws or the Service Rules and regulations are not followed.

No Member may hold more than one membership in the Cooperative, and no membership in the Cooperative shall be transferable, except as provided in the Bylaws.

Membership in the Cooperative shall be evidenced by a membership certificate, which shall be in such form and shall contain such provisions as shall be determined by the Board. Such certificate shall be signed in facsimile by the Chairman of the Board and by the Secretary of the Cooperative. No membership certificate shall be issued for less than the membership fee fixed in the Bylaws, nor until such membership fee has been fully paid.

The Cooperative shall not be required to furnish electric service to an applicant who, at the time of such application, is indebted to the Cooperative for service previously furnished applicant.

Each Member shall, as soon as electric energy is available, purchase from the Cooperative all metered electric energy used on the premises specified in his/her application for Membership (excluding emergency or “back-up” generators and distributed generation installed and operated by permission of the Cooperative), and shall pay therefore upon the terms and conditions as specified in the applicable rate schedule of the Cooperative, which shall from time to time be fixed by the Board. It is expressly understood that amounts paid for electric energy exceeding the cost of service is capital, and each Member shall be credited with the capital so furnished as provided in the Bylaws. Each Member shall pay to the Cooperative such minimum amount regardless of the amount of electric energy consumed, as shall be fixed by the Board from time to time. Each Member shall also pay all amounts owed to the Cooperative as and when the same shall become due and payable.

Upon the withdrawal, death, cessation of existence or expulsion of a Member, the membership of such Member shall thereupon terminate. Termination of membership in any manner shall not release a Member or his/her estate from any debts due the Cooperative.

In case of withdrawal or termination of membership in any manner, the Cooperative shall repay to the Member the amount of his/her Membership fee without interest; provided, however, that the Cooperative shall deduct from the amount of the Membership fee the amount of any debts or obligations owed by the Member to the Cooperative. Once a member’s account is disconnected, final billed, and membership fee is refunded, the membership is considered terminated. A new membership certificate must be executed by the terminated member prior to any future accounts being made active.

## **102    Service Security Deposits**

A service security deposit shall be collected in advance of connecting any service if the Cooperative determines that such deposit is needed to assure payment of the power bill.

In determining the need for security deposits, and in fixing the amounts of such deposits, the Cooperative will give careful regard to the following factors:

- A. Type of service involved;
- B. Cooperative history of connects, disconnects, and reconnects for the involved Member;
- C. Credit assessment based on an ONLINE UTILITY EXCHANGE report;
- D. Risk involved in a new business enterprise;
- E. Any other factor having a realistic bearing on the risks associated with serving the account.

The minimum deposit amount for Residential Service and General Service members as determined by prior history of transactions with the Cooperative or as determined by the score of an ONLINE UTILITY EXCHANGE Credit Report will be charged according to the following scale:

Low Score	\$400.00
Medium Score	\$200.00
High Score	no deposit required

The Cooperative reserves the right to refuse service to individuals unable to produce a government-issued identification and a valid Social Security Number. Deposit for inadequate identification and/or lack of a Social Security Number shall be a minimum of \$600.00 if service is provided. These members may be allowed to enroll in the Cooperative's Pre-Payment program (and avoid a security deposit) if approved by Management.

Deposits and refunds for all other service types will be determined on an individual basis. Deposits may be required on any or all additional accounts or services.

Security deposits of Residential and General Service accounts will be refunded without interest provided that (1) for 13 consecutive billing cycles, the Member has paid the amount due no more than two times after the due date ("2 delinquents"), and has not had a cut-off notice, or (2) at such time as the Member discontinues service providing there is no outstanding balance on the books of the Cooperative. In a case where there is a balance, the Member's security deposit and membership fee will be used to pay the balance first, with the remainder, if any, being returned to the Member.

### **103 Extension Policy**

This service extension policy applies to all line extensions including single phase, multiphase, overhead, and underground.

It shall be the policy of the Cooperative to extend electric service in accordance with Board Policy 310 – Area Coverage & Service Extension.

Extensions to all facilities shall be subject to applicable impact fees. However, if such extensions are determined to benefit the distribution system as a whole, or if such extensions coincide with planned future construction, applicable fees may be reduced as determined by the Cooperative. Impact fees shall be paid in full prior to commencement of work by the Cooperative.

Before extending facilities, the Member must execute an application for electric service in full, including any addendum needed for identifying underground facilities and easements.

All line extension requests are subject to evaluation on a case-by-case basis to determine system impact and cost of additional investment required verses anticipated revenues. No line extension shall be allowed to affect the cost disproportionately or affect the electrical characteristics of the Cooperative's distribution system in a negative manner.

Any overhead line extension from an existing pole which does not require the Cooperative to set additional poles will be extended without impact fees with the exceptions of minimum use, seasonal or temporary accounts.

Service extensions to outdoor lighting shall be governed by the Cooperative's outdoor lighting program and schedules contained therein.

## 104 Line Conversion Policy

This policy is intended to outline the cost and conditions of adding additional phases at a Member's request.

All line conversion requests are subject to evaluation on a case-by-case basis to determine system impact and cost of additional investment required versus anticipated revenues. No line conversion shall be allowed to affect the cost disproportionately or affect the electrical characteristics of the Cooperative's distribution system in a negative manner.

However, if such line conversions are determined to benefit the distribution system as a whole, or if such conversions coincide with planned future construction, applicable fees may be reduced as determined by the Cooperative. Line conversion fees shall be paid in full prior to the commencement of work by the Cooperative.

## 105 Standard Supply Voltages

One system of alternating current, 60 cycles per second, is supplied throughout the Cooperative's system.

The voltage, number of phases, and type of metering which will be supplied depends upon the Cooperative's facilities available and upon the character, size, and location of the load to be served. Therefore, the Member shall consult the Cooperative before proceeding with the purchase or installation of wiring or equipment. To avoid misunderstanding, this information should be in writing.

The standard secondary voltages described below are nominal and are subject to a plus or minus 10-percent variation:

Single phase	3-wire	120/240 volts	Overhead/underground
Single-phase	3-wire	240/480 volts	Overhead/underground
Three-phase	4-wire	120/208 volts	Overhead/underground
Three-phase	4-wire	277/480 volts	Overhead/underground
Three-phase	4-wire	120/240 volts	Overhead
Three-phase	4-wire	240/480 volts	Overhead
Two-phase	4-wire	120/240 volts	Overhead
Two-phase	4-wire	240/480 volts	Overhead

Other voltages requested must be approved by the Cooperative's Engineering Department.

The standard primary voltages described below are nominal and are subject to a plus or minus 10-percent variation:

Single phase	2-wire	14,400 volts
Three phase	4-wire	14,400/24,900 volts

## **106 Service Interruptions**

The Cooperative cannot and does not guarantee continuous and uninterrupted electric service and will not be liable for loss or damage to any Member's equipment, loss of production, programming or other business process, loss of income or other monetary loss caused by any failure to supply electricity or by any interruption or reversal of the supply of electricity if due to any cause beyond the reasonable control of the Cooperative, including those caused by the actions or inactions of a subcontractor(s) of the Cooperative.

The Member is responsible for protecting his/her equipment from the following distribution system disturbances including but not limited to lightning, overvoltage, under-voltage, excessive amperage, stray voltage, harmonics, and single phasing. All protective devices required by these regulations shall be provided by the Member and at the Member's sole expense.

The Member should notify the Cooperative promptly of any defect in service or of any trouble or irregularity in the electric supply.

## **107 Standby Power**

No electric power sold by the Cooperative shall be used as reserve or standby service or in any way in conjunction with any other source of power without the Cooperative's prior written consent.

## **108 Resale of Power**

Members shall not directly resell electric energy for any purpose. Members shall not divert electric energy to other premises or use it for purposes other than those permitted by the Bylaws, Service Rules and Regulations of the Cooperative, and by state or local laws, rules, and codes.

## **109 Office Hours**

The Cooperative's primary office is in Alma, Georgia. District offices are located in Douglas, Hazlehurst and Jesup. These offices are open for business, except holidays, between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday.

## **110 Service Hours**

Routine and regular service work shall be performed during the hours of 8:00 a.m. to 4:00 p.m., Monday through Friday, except that no routine and regular service work will be performed on holidays falling during this period. Service work for unusual conditions or circumstances may be arranged where necessary at other times upon request.

Emergency service and outage restoration is available through the Cooperative's **24-Hour** Control Center which may be reached after normal hours and on holidays and weekends by calling **1-888-738-6926**.

### **111 Service for Member's Convenience**

A service charge of **\$50.00** will apply for service at Member's convenience, which necessitates employees working outside specified working hours.

### **112 Transfer of Active Service**

A transfer fee of **\$25.00** will apply for transfers of service from one location to another.

### **113 Line Retirement**

In the interest of economics, the Cooperative may retire unutilized primary, secondary and service lines. Once a primary line has been retired, a Member requesting re-installation of the line must pay the current impact fees for new construction prior to the line being constructed. A retired secondary and/or service may be re-installed at no cost so long as the new secondary/service is being installed in the same location as the retired secondary/service.

### **114 Pre-Payment Program**

Qualifying members who have single phase, non-demand, direct metered services of not more than 200 Amperes nominal, are eligible to participate in the Pre-Payment program.

In addition to the standard provisions of the Service Rules and Regulations, participating members must execute a Pre-Payment Service Agreement and agree to be bound by the provisions of the Pre-Payment program.

Prior to receiving service, Members electing to participate in this program, must pay the \$5 membership fee, \$25 application fee and fund the account with a minimum of \$75 credit balance from which to purchase electric service. No security deposit is required for qualified members electing this service. Other conditions as stated in the Pre-Payment Service Agreement apply.

## **200 SERVICE CONNECTIONS, MEMBER WIRING AND MEMBER EQUIPMENT**

### **201 Service Connections**

The Cooperative will furnish and install only one service drop (single or paralleled conductor) to a metered point. The Member must furnish a point of attachment for the Cooperative's service facilities that meets the *National Electrical Safety Code*, *National Electrical Code*, and all other Cooperative requirements.

The point of attachment furnished by the Member must be located at a point where the Cooperative facilities can be constructed at reasonable cost, and in accordance with sound engineering practices.

The Cooperative's responsibility for installation and/or maintenance of service facilities shall not extend beyond the Member's point of attachment.

The Cooperative, in its sole discretion, will decide the method and type of service metering. The Cooperative will furnish and install current transformer (CT) metering only when load, voltage or other circumstances dictate its use as deemed necessary by the Cooperative. The standard method of service is to serve one location with one meter. Unless it is in the best interest of the Cooperative, no additional services shall be built from an existing CT meter installation. Multiple meter installations shall not be installed in order to circumvent or avoid any particular rate schedule application of the Cooperative.

Standard Cooperative to Member service connections shall be made outside the facility being served. Such connections shall be made in a suitable manner (and in a suitable enclosure when applicable), adhering to prevalent *NEC* standards. Any deviation from the standard service connection requires special permission from the Cooperative. Special permission will be based on the Cooperative's decision that alternative connections are in the best interest of the Member and the Cooperative. Such alternatives may include but are not limited to allowing the Member to terminate his service wires at the secondary lugs of the Cooperative's transformer.

A Member may have any number of service connections under one Membership. There shall be a non-refundable account establishment fee of **\$25.00** for each additional service request. Deposits may be required on any or all additional accounts or services.

No more than one residence, mobile home, or separate business may be served through one meter.

At the Member's request, the Cooperative may install facilities exceeding those provided for in these Service Rules and Regulations. Such service facilities will be furnished on a direct investment plus appropriate overhead charges basis, the sum of which must be paid in advance of the construction of the facilities.

Service facilities and equipment constructed and installed by the Cooperative shall remain the sole property of the Cooperative and shall not become part of the property or premises to which the facilities are attached or on which the facilities are constructed.

Many counties within the Cooperative service area require some type of permit to be granted before the Cooperative is allowed to provide electrical service. Each county is unique in its requirements. The Member is responsible to secure such permits prior to the installation of electrical service facilities.

## **202 Seasonal Accounts**

Seasonal accounts will be required to pay an impact fee of \$195.00 if the service is disconnected within six (6) months of the connect date. This fee will be added to the final bill.

## **203 General Wiring Requirements**

Each Member shall cause all premises receiving electric service pursuant to his/her Membership to become and to remain wired in accordance with the specifications of the latest addition of the *National Electrical Code*, the *Georgia Electrical Code*, the Cooperative, and

in accordance with the limitations of municipal and/or county authorities having jurisdiction. Each Member shall be responsible for and shall indemnify the Cooperative and any other person against injury, loss or damage resulting from any defect in or improper use or maintenance of such premises and all wiring and apparatus connected thereto or used thereon. In no event shall the responsibility of the Cooperative extend beyond the Cooperative to Member service connection point.

#### **204 Member Equipment**

The Cooperative should always be consulted on motor installations. The maximum permissible size depends upon the motor's location on the distribution system and the capacity of the circuit.

It is the characteristic of most electric motors to draw a heavy momentary current when starting, which often results in variation of the voltage supplied to the other Members who receive electrical service from the same circuits or transformer. It is therefore necessary that the Cooperative limit the amount of starting current which may be drawn by a motor.

All motors should be provided with devices that will protect the motor against overload or short circuit. All three-phase motors shall have overload devices on each of the three-phase wires to ensure proper protection for the motor. Motors that cannot be safely subjected to full voltage at starting should be provided with a device to ensure that, on the failure of the supply voltage, the motor will be disconnected from the line.

The direction of phase rotation and the continuity of three-phase supply are guarded with great care, but the Cooperative cannot guarantee against accidental or temporary change of phase; therefore, motors or other apparatus requiring unchanged phase rotation and continuity of three-phase supply shall be equipped with suitable protection against such reversal or phase failure.

#### **205 Emergency Generators**

Where the Member installs auxiliary service to provide *emergency* power, parallel operation of the Member's generating equipment with the Cooperative's system will not be allowed. A double-throw switch must be used to prevent possible injury to the Cooperative workers by making it impossible for power to be fed back into the main line from the generating equipment. In certain cases, a meter collar generator adaptor may be used by the member. Such generator adaptors must meet prior approval and be installed by Cooperative personnel. (See section 400 for more information about meter collar generator adaptors.)

The Cooperative differentiates emergency generators and distributed generation. See section 208 for more information about distributed generation.

#### **206 Other**

Members desiring to operate electric welders or other devices with high inrush or fluctuating currents must supply the Cooperative with information regarding the electrical characteristics of the equipment. Service will not be allowed to equipment that adversely

affects the Cooperative's equipment or the service to other Members. The Cooperative must be consulted before the purchase or installation of the equipment.

## **207 Power Factor and/or Harmonic Corrections**

A Member's system/equipment that produces undesirable power factor and/or harmonic distortion can adversely affect the economic and/or reliable operation of the Cooperative's electric distribution system. It is the Member's sole responsibility to correct the cause of these issues with Member-owned/operated equipment.

Where the average power factor of the Member's load is less than 90% lagging, the Cooperative may require the Member to install, at the sole Member's expense, equipment to correct the power factor, or the Member may be billed with a demand factor adjusted upward from the registered demand in proportion to the difference between the average power factor and 90%. The Cooperative reserves the right to measure the power factor at any time.

Where the harmonic voltage or current distortion exceeds the acceptable levels established in the latest revision of IEEE Standard 519, the Member shall, at the sole Member's expense, correct the problem immediately by use of filters, reactors, or other recommendations of the manufacturer of the harmonic-producing equipment. Failure of the Member to correct such adverse distortions shall be grounds for disconnection of service until such time the Member can demonstrate that said distortions have been permanently eliminated from his or her system/equipment. The Cooperative reserves the right to measure the harmonic distortion levels at any time.

## **208 Distributed Generation Interconnection**

Members wishing to interconnect distributed generation to the Cooperative distribution system for purposes of supplementing their central station power purchases and to sell back excess energy to the Cooperative shall comply with the Cooperative's Distributed Generation Policy and associated schedules. Copies of the Cooperative's Distributed Generation Policy, Interconnection Application, Rate Schedule, and Process documents will be provided to active Members upon request.

Emergency or "back-up" generators do not constitute distributed generation. Emergency generators are not allowed to operate in parallel with the Cooperative's distribution system.

## **209 Mobile Home Service**

A mobile home is defined as a factory-assembled structure or structures transportable in one or more sections, built on a permanent chassis and designed to be used as a dwelling without a permanent foundation, where connected to the required utilities includes the plumbing, heating, air-conditioning, and electric systems contained therein. For the purpose of this Service Rule, the term "mobile home" shall also be deemed to include manufactured homes.

The mobile home service equipment shall be located adjacent to the mobile home but not mounted in or on the mobile home. The service equipment shall be located in sight of but

not more than 30 feet from an exterior wall of the mobile home it serves. The service equipment shall be permitted to be located elsewhere on the premises, provided that a suitable disconnecting means is located in sight of, but not more than 30 feet from, an exterior wall of the mobile home it serves.

An exception shall be granted to allow service equipment to be mounted on a manufactured home provided the manufactured home meets **all** of the requirements listed below:

1. The manufactured home must be transported in more than one section (excludes single wide mobile homes);
2. The manufacturer shall include in its written installation instructions information indicating that the home shall be secured in place by an anchoring system or installed on and secured to a permanent foundation; and
3. All provisions for mobility shall be removed from the manufactured home including axles, wheels, tongue, and lighting used for roadway compliance.

An electrical service connection shall not be made to the mobile home if its service equipment is attached to the mobile home and all three of the above conditions are not met.

## **210 Member-Owned Pole Attachments**

All Member-owned poles to which a Cooperative service attachment is required shall meet the requirements herein.

Wooden poles shall be fully pressure treated and a minimum of 20 feet in length. Round poles shall have a 6-inch minimum top diameter and square poles shall be a minimum of 6 inches by 6 inches. Such poles shall be set no less than 48 inches below grade.

Poles used in conjunction with *all* service lengths greater than 75 feet shall be guyed against the pull of the service wire by placing an anchor and guy in line with but opposite of the service wire. Member-owned poles with service lengths less than 75 feet *may* require a guy and anchor as determined by the Cooperative. The anchor shall be a minimum of 30 inches long with a ½-inch diameter rod with thimble eye and 4-inch helix and placed no closer than 10 feet from the base of the pole at ground level. The anchor shall be installed such that no more than 6 inches of the thimble eye and rod is exposed above grade. The guy wire shall be a minimum of ¼ inch and must be listed as suitable for use as guy wire by the manufacturer of the wire. The guy wire shall be attached 18 inches below the top of the pole to a ½ inch galvanized eye bolt extending through the pole with appropriate washers. In such cases where the guy may be exposed to traffic, it shall have a suitable white or yellow plastic guy marker, not less than 8 feet in length, securely attached to the guy cable.

All newly constructed services, as well as existing services and/or poles replaced after the adoption of this service rule, shall meet the guying requirements. Service installations installed prior to this service rule shall not be required to meet these guying requirements unless, in the opinion of the Cooperative, conditions mandate such guying to prevent or correct a *National Electrical Safety Code (NESC)* violation or other safety issue.

Upon the discovery of an *NESC* violation or other safety issue able to be remedied by a guy and anchor on the Member-owned pole, a letter shall be sent, return receipt requested, informing the Member of the hazard. The Member will have thirty (30) days from the date of the returned receipt in which to correct the hazard. At the conclusion of thirty (30) days, if such hazard is not satisfactorily corrected, the Cooperative reserves the right to install a guy and anchor to correct the hazard and will charge the Member a minimum of \$200.00 for such correction.

Upon the discovery of a hazard, resulting from deficiencies in the Member-owned pole or its installation, which in the opinion of the Cooperative constitutes an immediate danger to the public, the Cooperative reserves the right to immediately disconnect service until such time as the Member has corrected the problem.

### **300 MEMBER CLASSIFICATIONS**

#### **301 Rate Schedules**

A copy of the Cooperative's applicable retail rates shall be on file at the Georgia Public Service Commission. Certain rate schedules may be posted on the Cooperative's website. Copies of rate schedules will be provided at any office of the Cooperative upon request.

### **400 METERING**

#### **401 Electric Meters**

Accounts of all types, including telephone and cable equipment installations, outdoor billboards/signage, traffic signal lights served by the Cooperative shall be individually metered. Outdoor lighting may be installed without associated metering equipment if established within the guidelines of the Cooperative's Outdoor Lighting Schedule.

All Member-installed meter bases should be installed on an exterior surface at **5 feet and 6 inches** above finished grade level. The Cooperative reserves the right to designate the location of the point where attachments and meter will be located. **Accessibility for purposes of maintenance shall be a basic requirement.**

Meter bases for premise-mounted, permanent-type installations not requiring an associated disconnect are furnished by the Cooperative.

Meter bases shall be placed on the source side of all Member-owned switches, including but not limited to most traditional transfer type switches for standby generators. An exception may be granted for meter collar generator adaptor devices specifically designed for use with emergency or "back-up" type generators under the following conditions:

1. Prior to the installation of such a device, the consumer must submit the following information to the Engineering Department for approval:
  - a. Manufacturer of the device
  - b. Model number of the device
  - c. Physical, electrical, and operational specifications if not available via internet
  - d. Other information as requested

2. Meter collar generator adaptors will be installed (or removed) by the Cooperative personnel only.
3. Only one device will be allowed to be installed between the meter and the meter base.

Any other device(s) not owned by the Cooperative will not be allowed to be installed between the meter and the meter base.

Schedule 40 PVC pipe will not be accepted as a suitable mast for meter installations on a Member-owned pole.

Prior to installation, the Cooperative will specify the type of metering equipment required for single-phase services exceeding 320 amps capacity, three-phase services, and underground services.

Excluding the exceptions noted below, direct meter bases shall not be allowed to be attached to a Cooperative-owned pole. (A direct meter is defined as a meter in which **all** load current passes through the meter as opposed to a meter that requires the use of separate, detached current transformers.) All such direct meter bases shall be located on Member-owned facilities (i.e., pole, building or other approved structure). The exceptions noted below each require the approval of the Cooperative Engineering department.

1. Exception (1): Local, state and federal government electrical facilities and other utilities may be allowed to locate a meter base on a Cooperative-owned pole by special permission or contractual agreement, and in accordance with prudent engineering standards meeting the requirements of the then current *National Electrical Code*, the *National Electrical Safety Code* and all other applicable Cooperative rules and regulations (Refer to Cooperative drawing number M25-9 for specifications and other requirements needed for compliance when installing a meter base on a Cooperative-owned pole.)
2. Exception (2): At the Cooperative's discretion, a meter and corresponding meter base may be installed on a Cooperative-owned pole to avoid water intrusion. In such installations, the Cooperative retains ownership of meter base, weatherhead and all associated hardware. (Refer to Cooperative drawing number M25-10 for specifications associated with Cooperative-owned meter installations in inaccessible or flood prone locations.)
3. Exception (3): Meter bases were previously allowed to be installed on Cooperative-owned and maintained poles in order to service multiple accounts. This practice, referred to as a "return-type" meter is no longer allowed. However, such existing installations may be "grandfathered in" and allowed to remain active provided no substantial change in service characteristics are to be made.
4. Exception (4): The Cooperative, in its sole discretion, may install and retain complete ownership of a meter base on a Cooperative-owned pole in order to:
  - a. Relocate a meter for improved access; or
  - b. Install a direct meter application in order to remove a current transformer type meter application; or
  - c. Any other reason that the Cooperative determines would benefit the Cooperative and promote a better relationship with the Member.

#### **402 Meter Reading**

All meters will be read on a regular cycle.

#### **403 Incorrect Reading of Meters**

Corrections shall be made whenever meters are incorrectly read. The correct reading shall be ascertained whenever possible, and the bill will be recalculated as nearly as possible to reflect the correct usage.

#### **404 Failure of Meter to Register Correctly**

If a meter fails to register correctly, the Member will be billed an estimate based on the previous use of the Member, use in similar periods of other years, comparative uses and size of connected loads, and other relevant facts.

Meters found to be over-registering or under-registering by more than two percent shall make the Member's account subject to adjustment. This adjustment (positive or negative) will be based on the clearly determined period of the inaccurate registration (as determined by the Cooperative but not to exceed 12 months). If the period cannot be clearly determined, the adjustment will be based on the three billings immediately preceding the removal of the meter for testing.

#### **405 Meter Calibration Tests Requests by Members**

The Cooperative will honor a request for a meter calibration test, but the Cooperative recommends that the Member investigate and exhaust other potential reasons for high power consumption before removing the meter for test.

A **\$50.00 service fee** will be collected prior to removal of the meter. If the meter, upon testing, is found to be more than two percent (plus or minus) in error, the service fee shall be refunded to the Member, and the bill will be adjusted on the same terms and in accordance with the method of adjustments specified in Section 404 above. If the meter is found to be less than two percent (plus or minus) in error, the service fee will not be refunded.

### **500 BILLING**

#### **501 Billing Period and Payment of Bills**

Standard Service Accounts:

It shall be the policy of the Cooperative that meters are to be read on such a schedule as will allow a cycle billing basis to be followed. The billing statement will show a bill date. If the amount due is not paid within 15 days after the bill date, a past due amount of **10 percent** is to be added to the amount of the bill. Any balance remaining on an account after the past due date shall place the account in a delinquent status, whereby it is subject to being disconnected without further notice.

Pre-Payment Program Accounts:

Pre-Payment accounts do not receive paper statements.

**Bill Payment:**

The Cooperative offers security and convenience to Members for bill payment through a variety of bill payment options. The following are the bill payment services the Cooperative offers:

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|--|---|
| A. Member's Bank Account   | Bank drafts and debit card payment  |
| B. Credit Card   | Credit card drafts and credit card payments- the Cooperative accepts MasterCard, Visa, American Express, or Discover  |
| C. The Cooperative's Website<br><a href="http://www.satillaemc.com">www.satillaemc.com</a> | On-line payment using credit card or e-check  |
| D. The Cooperative's offices   | Cash, money orders, check and debit/credit card   |
| E. After office hours  | On-line bill payment or night depositories are located at all Cooperative offices for the convenience of Members who may wish to make payment at times when offices are closed. |
| F. Kiosk   | Self-serve kiosks (cash, check, credit/debit card) are located at select Circle-K convenience stores and are available 24 hours a day.  |

The Cooperative offers Levelized Billing to qualified Members that desire to have a fixed monthly electrical services bill. This system does not produce a bill of exactly the same amount each month, but the amount from month to month should vary only slightly when compared to the normal seasonal fluctuations.

**Qualifications for Levelized Billing:**

- A. Available to Residential Standard Service accounts only
- B. Account must have a zero balance.
- C. Account must have a 12-month history on the same rate.
- D. Member's payment history must show no returned checks and less than two delinquents within the last 12 months.

Members with more than one account with separate billing dates may elect to have all accounts due on the same date.

The Cooperative offers E-Billing to Members who desire to receive their electrical services statement via e-mail. Members may enroll with a Customer Service Representative or through the Cooperative's website at [www.satillaemc.com](http://www.satillaemc.com). After enrollment, the Member will receive his/her bill electronically, and the e-mail will contain a link in which the Member may view, print, and pay his/her bill. Pre-Payment accounts are not eligible for e-bills.

### 501.1 Returned Items

To compensate for a portion of the administrative expense for processing payments received by the Cooperative not honored by the banking institution for any reason, not the fault of the Cooperative or a verified bank error, the following shall apply:

- A. A fee of **\$30.00** shall be charged.
- B. **Non-Delinquent accounts:** When a payment is returned that has been received in payment of a Member's non-delinquent account, the Cooperative will notify the Member by phone if possible or a letter of notice will be sent. If the Member cannot be contacted to arrange payment, no further action will be taken. However, the account will be subject to the Cooperative's normal collections procedures.
- C. **Delinquent accounts:** When a payment is returned that has been received in payment of a Member's delinquent account, the Cooperative will attempt to notify the Member by phone. If the Member cannot be contacted to arrange payment, the amount may be field collected. In cases where it is determined that the returned payment was made to avoid service interruption, the account will be immediately disconnected and be subject to standard collection procedures.
- D. **Field collection charge:** If field collection is necessary, a charge of \$25.00 will be assessed. No field collections will be performed after 4:00 p.m. Each trip to collect in the field shall result in a field collection charge being assessed to the Member if it is determined that multiple trips were necessary due to member error or member request.
- E. **Cash only payments:** When two payments are returned within a 12-month period, the Member may be placed on a cash or equivalent only payment status.
- F. **Pre-Payment Program Accounts:** **The provisions of A., D., and E. above apply. Pre-Payment accounts that have credit balances will have the amounts of the returned items plus any additional fees assessed against the account when the item is returned. If because of the returned item(s) and fees, the account no longer has a credit balance, the account will be subject to immediate disconnection.**

### 502 Adjustment of Bills

Any billing errors may be appropriately adjusted in accordance with the pertinent facts.

In cases where billing adjustments must be made, the guidelines set forth in the Cooperative Policy BP-355 entitled "Billing Adjustments" or its successor schedule will be used to determine the adjustments to be made.

Where cases of fraud, tampering, or other illegal activity have caused the Member to be billed incorrectly, the Cooperative will pursue complete recovery of all billing omissions (including Outdoor Lighting) and may pursue other legal actions.

**503 Disconnection for Failure to Pay and Reconnection Fee**

As a courtesy, the Cooperative will attempt to notify Members by telephone (or other means if the Cooperative opts) if, according to the records of the Cooperative, payment of past due amounts have not been received on the Member’s account(s) and the account(s) are nearing the disconnection for non-payment date. The Cooperative will use the telephone numbers within its central database as call notification numbers. Should these numbers as given by Members be inaccurate or invalid for any reason, the Cooperative is not responsible for the non-receipt of the notification and the Member will continue to be responsible for any amounts owing the Cooperative.

Should no action be taken on the notification (NOTE: failure to receive notice in no way relieves the Member of his responsibility for the bill), a disconnection will result. This disconnection may be performed either manually or through a remote disconnection means.

When a Member requests reconnection as a result of being disconnected for non-payment, the following procedures are to be followed.

1. Member will be required to make a reconnection payment before reconnection occurs. The Cooperative no longer collects the reconnection payments in the field.
2. The reconnection payment amount includes all past due amounts billed, reconnection fees and any additional security deposit required.
3. Reconnection payments can be made at any office of the Cooperative weekdays during normal office hours (8:00 a.m. to 5:00 p.m.), excluding holidays.
4. Reconnection payments can be made “On-Line,” “By Phone,” or at a “Kiosk” 24 hours per day/ 7 days per week.
5. Acceptable Methods of Reconnection Payment:

	Walk In/Drive In	On-Line	By Phone	**At a Kiosk
Cash	X			X
Check	X			X
Money Order	X			
E-Check	X	X	X	
Credit Card	X	X	X	X
*Cash Check	X	X	X	
<i>* Circle-K, Wal-Mart, CVS, and other businesses offer this service.</i>				
<i>** Kiosks are located at select Circle-K stores in Alma, Baxley, Blackshear, Douglas, Hazlehurst, Jesup, Pearson and Waycross.</i>				

6. The Cooperative will perform reconnections between the hours of 8 a.m. and 9 p.m., 7 days per week. No reconnections will be made after 9 p.m.
7. If it is determined that the account has the potential for recurring disconnections for non-payment, a meter with remote disconnection means may be installed on the account.

When an account has been disconnected because of a delinquent balance, it will be necessary for the Member to pay the amount delinquent in full plus a **\$25.00** reconnection charge before the service may be restored. If the Cooperative is not notified for the reconnection by **4:00 p.m.**, a reconnection charge of **\$50.00** plus the amount due, shall be paid before service may be restored. Pre-Payment accounts are not typically subject to the \$50.00 reconnection fee.

An additional security deposit may be charged to accounts that have been disconnected.

#### **504 Disconnection for Theft of Service/Tampering/Current Diversion**

When sufficient evidence exists that a Member's meter has been tampered with, or meter seals have been removed indicating that the meter has been taken in and out of the meter base to prevent the proper registration of all kilowatt hours used, or that unauthorized connections have been made, the following is required:

- A. The service to the property will be disconnected and remain disconnected until all charges are paid in full.
- B. The Member or occupant shall immediately pay for all kilowatt hours used to date as determined by the Cooperative.
- C. A service charge of **\$150.00** shall be assessed against the account.
- D. If Cooperative property has been damaged, expenses incurred for replacement, repair and/or calibration shall be paid.
- E. A security deposit based on the estimated additional risk to the Cooperative may be required or the Member may be required to convert the account to Pre-Payment.
- F. Refusal to pay the amounts stipulated may result in the Cooperative pursuing other legal means to protect its interest.

#### **504.1 Other Reasons for Disconnection**

Service may be disconnected immediately without notice for the following reasons:

- A. **Use of power for unlawful reasons:** At the lawful request of any federal, state, or local law enforcement agency.
- B. **Discovery of hazardous condition:** Upon discovery of a hazardous condition resulting from a deficiency in Member-owned equipment or improper installation/maintenance thereof.
- C. **Code violation:** For violation of any applicable national, state, or local regulations and codes pertaining to electric service.
- D. **Other:** For non-compliance with Bylaws and the Service Rules and Regulations of the Cooperative.

Electric service disconnected with notice will be reconnected upon correction of infraction under same conditions as if Member had requested disconnection.

## **505    Extension of Credit**

The Cooperative may deviate from its policy on cut-offs for delinquent bills only in accordance with the following standards:

- A. When it is determined that enforcement of the policy will constitute an undue hardship in relation to the amount of the delinquent bill, or that extension of credit for a fixed time, or arrangement for installment payment of the bill will not unduly impair the Cooperative's ability to effectuate final collection of the bill; or
- B. When the Member involved establishes, to the satisfaction of the Cooperative, that his/her failure to pay the bill has resulted from some mistake on the Cooperative's part or some mistake for which the Member was not responsible; or
- C. When the involved bill is a final bill covering service to a farm, house or other residential account and the main building thereof has been destroyed by fire not caused by act of arson on the part of the Member or his/her family; or
- D. When disconnecting service might pose immediate danger to the Member or other persons in the household due to extreme weather conditions, illness or when the household is immediately and directly affected by death.

## **600    EASEMENTS, RIGHT OF ACCESS AND COOPERATIVE PROPERTY**

### **601    Member to Grant Easements to Cooperative if Required**

Each Member shall, upon being requested to do so by the Cooperative, execute and deliver to the Cooperative grants of easements or rights-of-way over, on and under such lands owned by the Member, and in accordance with such reasonable terms and conditions, as the Cooperative shall require for the furnishing of electric service to him/her or other Members or for the construction, operation, maintenance, or relocation of the Cooperative's electric facilities.

Industry standards require the removal and pruning of trees to prevent loss of service, prevent property damage and personal injury by adhering to mandated clearance laws. Industry standard clearance laws may be found in American National Standards Institute (ANSI) Z133.1 and A300, Occupational Safety and Health Administration (OSHA) 1910.269 and 1910.333 and the *National Electrical Safety Code* (NESC) 218.A. In order to comply with these mandated clearance laws and satisfy Rural Utility Service recommendations, the Cooperative has adopted a right-of-way easement of a minimum of 30 feet of total width or 15 feet on each side of the centerline of any electrical pole line.

### **602    Right of Access**

The Cooperative's identified employees or contractors shall have the right of safe access to Member's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, maintaining, or exchanging any or all equipment and facilities which are the property of the Cooperative.

**700 MISCELLANEOUS**

**701 Notice of Service Disconnection**

Any Member desiring termination of electric service shall give the Cooperative proper notice in order that the disconnection can be made on a mutually agreeable date. Members failing to give proper notice will be held liable for service used until a final meter reading acceptable to the Cooperative is obtained.

**702 Request for Identification**

Satisfactory government-issued identification and a valid Social Security Number for the person proposing to transact business with the Cooperative is required. Employees may request this information from applicants for electric service and Members to ensure accurate credits and charges. The Cooperative reserves the right to refuse service to individuals that do not meet this requirement.