



CRISP COUNTY POWER COMMISSION

RULES AND REGULATIONS FOR ELECTRIC SERVICE

All rules and regulations are subject to change by the Crisp County
Power Commission.

CRISP COUNTY POWER COMMISSION
Rules and Regulations for Electric Service

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CRISP COUNTY POWER COMMISSION
Rules and Regulations for Electric Service

A. GENERAL RULES

1. Each person or corporation desiring to become a customer for electric service by the Commission shall agree to and abide the Crisp County Power Commission's rules and regulations. When electrical service is provided by the Commission, it constitutes a contract. Such contract continues until terminated by either of the parties.
2. When two or more rates are available for certain classes of service, the conditions under which each is applicable to the requirements of the individual customer are set forth in the Commission's published rate schedules. The choice of such rates lies with the customer. In the special case of multiple unit dwellings, standard practice requires that each separate unit be separately metered at the regular residential service rate. When or for an account that is serving both residential and commercial purposes the consumption for commercial purposes exceeds 50% of the total that account will be billed on the appropriate commercial tariff.
3. The Commission will at any time upon request advise any customer as to the rate best adapted to existing or anticipated service requirements as defined by the customer, but the Commission does not assume responsibility for the selection of such rate or for the continuance of the lowest annual cost under the rate selected should the volume or character of service change.
4. A customer, having selected a rate adapted to his service, may not change to another rate within a twelve-month period unless there is a substantial change in the character of conditions of his service. A new customer will be given reasonable opportunity to determine his service requirements before definitely selecting the most favorable rate therefore.
5. All electric current required or used for any purpose at any time during the term of the contract for service, or any renewal thereof, in or upon the customer's premises, and all extensions and enlargements thereof, shall be taken by the customer from the Commission. In those cases where the Commission is called upon to render service of an auxiliary, supplemental, or standby nature, such service shall take the regular rate for the class of service involved; however, a contract minimum may be applicable because of the type service involved. Such service arrangements will be dealt with when they arise.
6. It is mutually understood and agreed that such service as is supplied under the contract is for the customer's use within or upon his premises and for the purposes designated in the application. The customer shall not extend services from one location to another by crossing rights of way or public streets, roads, alleys or

property owned by others. The customer shall not supply electrical energy to anyone else or allow anyone to take same, nor shall he use or permit same to be used at any other premises or for any other purposes either directly or indirectly by transformation or regeneration) than those designated in the application. Where the customer's service requirements indicate that modification of the above rule is reasonable, then such modification may be made by the proper official of the Commission upon application.

7. Increased service requirements shall be supplied, when practicable, through the existing service facilities. When enlarged service facilities are required, but no change in location is involved, the Commission will provide such facilities as required by the character of service and the applicable rate schedule, without cost to the customer up to 3 ½ times the estimated new annual revenue to be received. When a change in location only is involved, the entire expense shall be borne by the party requesting such change. When both enlarged service facilities and change in location are involved, the costs shall be shared by the two parties as provided above. In all cases the customer shall make, at his own expense, all changes to his wiring, and provide those enclosures and metering connections on his premises that are required for the enlargement of, or change in the location of, the metering equipment. The customer shall give reasonable advance notice to the Commission of additions of electrical equipment which affect the connected load under contract to the end that the Commission will have ample time to provide adequate service facilities.
8. The Commission reserves the right to suspend service to any customer, without notice and without terminating the agreement for service, when in the opinion of the Commission, the instruments, contrivances, and/or appliances used in conducting, supplying, measuring, or registering electricity on the customer's premises are altered, and/or changed in any way as to cause such instruments, contrivances, and/or appliances to destroy and/or prevent the registration of service received, or is for any other reason in the opinion of the Commission the customer is receiving or about to receive the benefit of service without compensation to the Commission for the full amount of service rendered. The Commission shall not be required to restore service after suspension in accordance with this rule until the customer has complied with all reasonable rules of the Commission designated to prevent a recurrence and the Commission has been reimbursed for the full amount of the service rendered and any other charges provided herein.
9. Permission for ingress and egress to and from the customer's premises shall be provided at reasonable times by the customer to enable the properly identified employees of the Commission to read meters, install, maintain, and remove the Commission's property, located thereon and to trim trees, shrubbery and other vegetation as necessary to maintain reasonable right-of-way clearance.

10. The wiring and electrical equipment in or upon the premises of the customer to the point of service cut-ins must have the approval or the constituted authority of the Municipal Government or any other constituted authority, if any, and must conform to the requirements of the National Electric Code and the Service Regulations of the Commission, before it can be connected to the system.
11. The location of the service cut-in shall be determined by agreement with a representative of the Commission, and must conform to the Service Regulations of the Commission. The customer shall provide suitable means of supporting service wires to his building which will provide the minimum ground clearances and give adequate clearance over driveways and other obstructions as provided by the National Electric Safety Code.

Whenever possible, no service entrance conductor will be constructed such that it would be necessary to cross a roof. Overhead service to the first point of attachment may pass over a shed or minor projection of a building, provided great care is exercised in conforming to ALL safety regulations. The Commission will extend service, at no cost to the customer, to the nearest point of attachment on the customer's premises which is acceptable to the Commission. All wiring beyond this point of delivery shall be installed and maintained by the customer. Customers desiring a special point and/or route of delivery from the Commission's system must bear the excess cost incident thereto.

12. Payments for any service rendered by inspectors, agent, or employees of the Commission shall be made only upon presentation of formal statement by the Commission.
13. All property of the Commission that is placed in or upon the customer's premises, and used in supplying service to the customer, is placed there under the customer's protection. The cost for any loss or damage to such property, normal wear and tear excepted, shall be payable by the customer.

It shall be a violation of these rules for any person to interfere with or molest in any way the Commission's substations, lines, poles or other equipment installed either on public right of way or on private property. The term interfere with shall include the climbing of utility poles or the attachment of unauthorized items on such poles, lines or equipment. Embedded nails and obstructions on a pole present a serious safety hazard to Commission personnel while climbing the pole.

14. Neither the customer nor the Commission shall be responsible for damage to the machinery, apparatus, appliances, or other property of the other caused by lightning or by defects in or failure of the machinery, apparatus or appliances of the one suffering such damage from such causes; and the Commission shall not be in any way responsible for the transmission or control of said electrical energy beyond the point of connection to the customer's premises, and shall not be liable for damages on account of injuries to person or property resulting in any manner

from the receiving, use or application by the customer of such electrical energy. The customer must agree to keep his, her or its machinery, lines, apparatus and appliances in a safe condition and shall indemnify and save harmless the Commission.

15. The Commission shall have access to its metering equipment at all reasonable hours. Should the customer through the enlargement of a building or the closing off, in any manner, of the area in which the metering equipment is installed make it not readily accessible, then he shall be required to bear the cost of relocating the metering equipment.
16. Customers requiring service on a temporary basis may be required by the Commission to pay all the costs for connection and disconnection incidental to the supplying and removal of service equipment. This rule applies to circuses, fairs, carnivals, temporary construction cut-ins, and all similar installations. The Commission reserves the right to refuse to connect to such equipment that fails to meet the safety requirements as set forth in these rules and Regulations. Customers such as circuses, fairs, carnivals, etc., may be required to enter into a "hold harmless" agreement with the Commission prior to service connection.
17. The responsibility for providing unusually close voltage regulation, where required by the nature of the customer's load, shall rest with the customer.
18. The load of any three-phase service shall be reasonably balanced between phases by the customer.
19. Standard secondary voltages which will be provided by the Commission under the appropriate conditions are:

From overhead retail distribution lines:

- 120 volts, single phase, two wire
- 120/240 volts, single phase, three wire
- 120/240 volts, three phase, four wire
- 120/208 volts, three phase, four wire
- 480 volts, three phase, four wire
- 277/480 volts, three phase, four wire

From underground retail distribution lines:

- 120/240 single phase, three wire
- 120/208 volts, three phase, four wire

:

- 277/480 volts, three phase, four wire

20. The Commission may require their regular easement form to be executed by the applicant to cover any portion of a line extension to be built by the Commission over private property of the applicant, before the Commission shall be required to begin construction on any part of such line extension.

The Commission shall not be required to build any portion of a line extension across the private property of one person to serve another, unless both parties desire service from the extension or, in the opinion of the Commission, the best interests of all parties are served thereby. In this latter event, the immediately preceding paragraph shall apply to the same extent as through the property owner and the applicant were the same party.

The Commission reserves the right to refuse to build any extension, even with contribution from the applicants as provided in Section C and D hereof, when, in the opinion of the Commission, the revenue to be derived there from is insufficient to cover maintenance and operating expenses thereon. The Commission further reserves the right to refuse to build any extension into territory generally recognized as being within the area served by another electric system; nor shall the Commission be required to render service within its service area for ultimate use within territory generally recognized as being within the area served by another electric system.

21. All line extensions, service wires and connections, no matter who pays or contributes toward paying the cost thereof, are to be made by the Commission and remain the property of the Commission. The Commission shall not be required to serve any customer over a line built, owned, operated and maintained by the customer or a third party. The sole exception to this general rule applies to an underground service connection from an overhead line, which might be provided owned, operated, and maintained by the customer.
22. Whenever it is necessary for the Commission to secure a priority rating from an agency of the Federal Government in order to obtain supplies and materials required in constructing a line extension or providing a new or enlarged service connection, or to replace stock charged out for such purpose, these Rules and Regulations, where they bind the Commission to make line extensions or to provide service under certain specified conditions, shall be suspended. In such case, all applications for service involving construction or new equipment will be taken only on a tentative basis subject to the delivery of the necessary materials.
23. Upon the discovery of the violation of any provision of these and any rules and regulations adopted by the Commission or any ordinance regulating the use of utilities, service will be disconnected to the party or parties responsible for the violation until such violation is corrected and any charge connected therewith paid.

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B. CREDIT REGULATIONS

1. A deposit amounting to approximately twice the estimated monthly bill (not to exceed \$500 for residential accounts) may be required of applicants to guarantee the payment of all bills and the protection of the commission's property on the customer's premises. The commission reserves the right to require such deposit to be made by the customer, or the original deposit to be increased, if at any time in the judgment of the commission, such as deposit or increase is necessary for its full protection.
2. The Commission will issue to the customer a receipt covering the amount of the deposit.
3. The Commission will refund, upon request, the deposit without interest to any customer who has received utility service at the same location for 18 consecutive months and has paid his monthly bills promptly and regularly. The Customer may not be delinquent currently or at any time during said 18-month period. The Commission shall refund deposits by crediting the appropriate amounts to the customer's electric service bills.
4. When service is discontinued, the amount of the deposit less amount of damages, if any, to the property of the Commission on the customer's premises, will be on the final bill to the customer. Deposits in excess of all amounts owing the Commission by the customer will be refunded at the time of the final billing.
5. The receipt for deposit cannot be assigned by the customer without the written consent of the Commission.
6. Application for service will not be accepted by the Commission until the applicant and other occupants and/or co-owners have paid to the Commission all sums at any time owing and then unpaid by him/her for electric service rendered by the Commission for any purpose, whether at these or at any other premises.
7. If service is discontinued for late payment reasons, then a cash deposit amounting to twice the estimated monthly bill may be required before service can be restored.
8. The Commission can require a deposit any time a customer's utility bill falls into a condition of arrears.
9. Residential Service
 - a) Deposits are not required of residential customers who are being billed under the Pre-Pay Option.

- b) An acceptable credit reference from another utility will be acceptable in lieu of a deposit. The credit reference must show that the applicant paid his bills promptly and regularly during the most recent two-year period. A deposit will be required until credit references are received and acted upon by the Commission.

10. Non-Residential Service

- a) The Commission will accept, in lieu of a deposit, a utility bond posted by the applicant's insurer or a certificate of deposit pledged to the Commission. Once the customer has established a good credit history for 18 consecutive months with the Commission, the deposit may be returned upon request.
- b) A waiver of deposit for a new business (legal entity) may be considered if the principal office and others involved in the corporation are considered good credit risks and sign personal guaranty forms waiving all presentment, demand, protest or notice of nonpayment or other default, and further waive the right to require the Crisp County Power Commission to take action first against the applicant before proceeding against those who signed the personal guaranty.

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C. RETAIL DISTRIBUTION LINE EXTENSION AND SERVICE CONNECTION REGULATIONS

1. For the purpose of these regulations, an existing overhead retail distribution line is defined as any pole line carrying primary and/or secondary circuits of 25,000 volts or less. A single-phase line shall not be considered as an existing retail distribution line in the case of application for three-phase service, but in such case "existing overhead retail distribution line" shall be interpreted to mean the nearest available three-phase line which meets the above definitions.
2. Underground Line Extensions – The Commission when constructing or maintaining underground line extensions will fill any ditches but it is the customer's responsibility to landscape the work area. It is normal for some settlement to occur in these areas and the Commission is not responsible for continued filling and landscaping. The Commission reserves the right to refuse underground service in any case where it considers such service to be technically or economically not in its best interest solely in the judgment of the Commission.
3. Upon receipt and acceptance of the application for service as provided in Section A hereof, the Commission will proceed to do such work and to provide and install such equipment as it may be required to do in order to render the service, including the extension of an existing line when necessary, as determined by the location and character of the service and the terms of the rate schedule to be applied; but the Commission shall not be required to expend more than 3 ½ times the estimated annual revenue to be derived from the service. Should the net cost of the job exceed 3 ½ times the estimated annual revenue, the service may nevertheless be provided (in most instances) upon contribution by the applicant of such excess.
4. Estimated revenues shall be determined on the basis of anticipated use by the particular customer involved and the existing applicable rate schedule.
5. Net cost of the job shall include all charges thereto for materials, labor and overheads, in furnishing and erecting poles, towers, cross arms and fixtures, stringing wire, right-of-way clearing, making service connections, providing transformation and metering equipment, etc., in accordance with Paragraph 2 hereof, less credits for salvage, if any.
6. Extensions from existing overhead retail distribution lines to supply a new customer's service may be made upon the execution of an agreement between the Commission and the customer which provides for a minimum bill amount determined in the following manner. The Commission will extend such line a distance required for two spans of overhead primary voltage distribution and

provide service without contribution. Should the required extension exceed in length such free allowance, the extension may nevertheless be made (in most instances) contingent upon the customer's signing an excess facilities contract establishing a minimum billing amount for the contractual period. The minimum monthly bill shall be established by the following method.

Minimum Monthly Bill = (Excess Amount) amortized over (Number of Years) + Regular Base Charge

Where:

Excess Amount is the estimated materials, equipment, and labor for line construction and right-of-way clearing including administrative and general costs required for the job in excess of the free allowance. The estimate shall be based upon the Commission's cost for the same type of construction during the preceding year.

Underground When a job requires more than 700 feet of underground primary construction or when underground construction is a portion of a job requiring an excess facility contract, the customer shall contribute in advance of construction one-half of the difference between the estimated cost of underground construction including transformers and the estimated cost of overhead construction for the same job. Applicable excess facility charges will then be calculated based on estimated costs for overhead construction for the entire job. The 700 feet of primary underground equates to the allowance of two spans of overhead primary construction without contribution from the customer.

At the option of the Commission, when load and usage patterns are appropriate, the customer may be offered the alternative of having the entire amount of the difference between overhead and underground construction included in the Excess Amount of the Excess Facility charge calculation. This option would not require any up-front payments for underground construction; however, 100% of the difference between overhead and underground construction will be added to the Excess Amount. This alternative is only available for a case where an excess facility contract is required. An excess facility contract will not be initiated for underground charges for less than 700 feet of primary construction.

Number of Years is the length of the contractual period, usually five years.

Regular Base Charge is the Base Charge associated with the applicable rate schedule.

7. A customer's contractual responsibility for an excess facility charge shall be considered fulfilled when the sum total of the billing amounts (less taxes) for the location subject to the excess facility charge equal or exceed the Minimum Monthly Bill (as defined in the preceding paragraph) times the number of months in the contractual period.

8. If additional connections are made to a section of line subject to excess facility charge, the billing amounts for energy only (exclusive of any regular minimum amounts) for the additional connections shall be considered in fulfilling the excess facilities charges. Although the Commission will try to monitor additional connections, it will be the customer's responsibility to notify the Commission that an additional connection or connections have been made so that proper credits can be proportionately made. In no case will revenue be credited to a job or line extension from any customer who was being served before the extension or any new customer who could be served without undertaking the job or making the extension. For example, in a case where an excess facility is for conversion of an existing single-phase line to a three-phase line, the only new customers or new loads whose billing amounts would be credited toward payment of the excess facility amount would be those requiring three-phase power as single-phase load could have been served from the existing single –phase line. Any new connections on the existing line will not have contractual obligations to offset excess facility charges.
9. For those customers billed on the Commission's Irrigation Rate the determination of whether they have met the requirements of the Excess Facility Minimum Bill will be made annually rather than monthly due to the extreme seasonality characteristics of these customers.
10. Where, for any reason, in the opinion of the Commission, it is necessary for safeguarding the Commission against loss by reason of its investment, the Commission may require that the customer pay to the Commission a sum equal to the difference between the cost of the complete substation required and the estimated salvage value of such station at the end of five years. This sum will be refunded to the customer by the Commission at the termination of the first five-year period during which the customer has continuously taken service from the Commission. Should service be discontinued by the customer prior to the completion of a five-year service period, no refund will be due the customer, and ownership of the station will vest in the Commission.
11. The Commission shall not be required in any case to furnish duplicate transformation equipment, nor transformation equipment in excess of the reasonable permanent needs of the customer, nor shall it be required to furnish any nonstandard equipment, nor any replacement of such nonstandard equipment. Standard equipment is defined as that in common use by the Commission, and is limited to standard secondary voltages as specified in Section A hereof.
12. Where double transformation is required by the customer, the Commission's obligation shall be limited to the equipment required for the first transformation. Equipment required for any subsequent transformation shall be provided by the customer.

13. Where the customer purchases service at primary voltage in order to obtain consolidated billing, and requires more than one transformer station to serve separate loads, all necessary transformer stations shall be provided by the customer.
14. The Commission will operate and maintain Commission-owned substations and equipment. The customer shall operate and maintain customer-owned substations and equipment.
15. Applications for service to a load drawing an excessive inrush current or applications for three phase service shall be given special consideration by the Commission to determine the most economical method of serving the load, taking into account the availability of supply lines, the nature and location of the load to be served and its effect upon service rendered to neighboring customers, the relative merits of providing single or three-phase service, and other factors of weight in reaching a decision. Such decision shall rest solely with the Commission, but should the applicant desire a service of a different type or rendered in a different manner, service may be so supplied, at the option of the Commission, provided the applicant contributes the increased cost occasioned thereby. In any event, should three-phase service be supplied to a single motor or less than 5 HP, or to an aggregate motor load of less than 15 HP, there shall be no obligation of providing three-phase service for the same motor load at any other location.
16. All motors above 50 HP will require inrush current limiting devices. Exceptions to this requirement may be made only if it is determined by the Commission that excessive inrush will not reduce the general quality of service to other customers below and acceptable level.
17. Application for commercial power service requiring excessive capacity because of large momentary current requirements, or to provide usually close voltage regulation (transformer type welders, x-ray machines, etc.) shall be given special consideration by the Commission to determine the most economical method of serving the load without causing objectionable voltage fluctuations. It may or may not be necessary to isolate such load from other services by providing a separate transformer and separate connection to the primary circuit. A contribution to aid-of-construction may be required in this instance.
18. Subdivisions or other large developments: a developer will be required to execute a contract with the Power Commission for underground facilities in the subdivision. A standard contract is available.
19. The foregoing extension and connection regulations do not apply to temporary service. Temporary service includes all classes of service required by the applicant for a single continuous period of less than one year. All extensions and connections for temporary service shall be made in accordance with the following:

- a) When temporary service for a period of less than 30 days is desired at premises which are already wired and connected to the retail distribution system, and the Commission has no expense in establishing service other than the installation of the necessary metering equipment, an on/off fee which is set forth in the Miscellaneous Charges section will apply.
- b) For temporary connection to a pole-type service for construction purposes, the Temporary-Connection Fee shall be applicable provided:
 - (1) Location of the temporary service is agreed upon by the customer and the Power Commission to facilitate future conversion to permanent service.
 - (2) No unusually large material or labor expenditures are required which cannot be used for eventual conversion to permanent service.
- c) In case the provision of temporary service involves cost for labor and material other than the meter installation the applicant shall pay in advance the total estimated cost of establishing and dismantling the service facilities, less salvage value of the material used.

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D. TRANSMISSION OR DISTRIBUTION LINE EXTENSIONS FOR LARGE CUSTOMERS

1. Service from transmission or distribution lines shall be conditional upon the execution by the customer, and acceptance by the Commission, of a service contract (if felt necessary by the Commission) specifying term among other things.
2. Where a line extension is required to reach customer's service point, such line extension may be built at the option of the Commission, but only after the service contract and such agreements, easements, etc., as may be necessary have been properly executed. The Commission reserves the right to modify the terms and conditions of the service contract or applicable rate schedule as to minimum contract demand and minimum contract period, as a condition upon which the line extension will be made, or to require a cash contribution from the customer, if, in the judgment of the Commission the prospective additional revenue to be received does not justify the required capital expenditure.
3. The customer shall provide suitable space for the substation at a location mutually satisfactory to both parties, and shall extend to the Commission without charge such right-of-way over his property as will enable the Commission to reach that location with its service lines. In no case will the Commission build without cost to the customer more service line than is necessary to reach the substation site.
4. The Commission will provide the necessary transformer substation capacity for customers served from transmission or distribution lines, provided:
 - (a) Customer executes a standard contract for service if required by the Commission.
 - (b) Prospect of customer's permanency and customer's credit rating are acceptable to the Commission.
 - (c) A single standard secondary voltage is used and only one transformation is required.
5. Where, for any reason, in the opinion of the Commission, it is necessary for safeguarding the Commission against loss by reason of its investment, the Commission may require that the customer pay to the Commission a sum equal to the difference between the cost of the complete substation required and the estimated salvage value of such station at the end of five years. This sum will be refunded to the customer by the Commission at the termination of the first five-year period during which the customer has continuously taken service from the

Commission. Should service be discontinued by the customer prior to the completion of a five-year service period, no refund will be due the customer, and ownership of the station will vest in the Commission.

6. The Commission shall not be required in any case to furnish duplicate transformation equipment, nor transformation equipment in excess of the reasonable permanent needs of the customer, nor shall it be required to furnish any nonstandard equipment, nor any replacement of such nonstandard equipment. Standard equipment is defined as that in common use by the Commission, and is limited to standard secondary voltages as specified in Section A hereof.
7. Where double transformation is required by the customer, the Commission's obligation shall be limited to the equipment required for the first transformation. Equipment required for any subsequent transformation shall be provided by the customer.
8. Where the customer purchases service at primary voltage in order to obtain consolidated billing, and requires more than one transformer station to serve separate loads, all necessary transformer stations shall be provided by the customer.
9. The Commission will operate and maintain Commission-owned substations and equipment. The customer shall operate and maintain customer-owned substations and equipment.

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E. METERING AND BILLING REGULATIONS

1. A separate meter shall be used in each separate premise for measuring electric service to each customer. Meter readings will not be consolidated for the same customer at different premises, or for several customers on the same or different premises. Each metered service shall be billed at a service schedule prescribed for the class of service, and service supplied through more than one meter at the same or different locations shall not be combined and billed under one service schedule.
2. The Commission will furnish without cost to the customer such metering equipment as is necessary to measure the electric service supplied in accordance with the requirements of the service schedule.
3. The location of the metering equipment shall be mutually agreed upon by the customer and a representative of the Commission, and this location together with space to be provided must conform to the Commission's Service Regulations.
4. For customers requesting connection to a new service or reconnection to an existing service during regular working hours (as defined by the Commission), no service fee shall be involved. Connections or reconnections after regular working hours will be limited to setting a meter or such tasks as can be handled by a single service crew. Any connections requiring line construction, long services, or other involved tasks must be coordinated with the Commission. For connections or reconnections after regular working hours and AFTER-HOURS SERVICE FEE as set forth in the Miscellaneous Charges section of the rate table shall be assessed.
5. Broken meter seals will constitute ground for question as to accuracy of meter registration. Should the meter fail to register properly, bill will be estimated, based either upon a meter reading taken during the next billing period after meter has been repaired, or replaced, or upon the amount charged during a previous corresponding period at the discretion of the Commission.

Correction of mistakes in meter readings and billings will be made when discovered by adding or deducting the proper amount to or from the bill.

6. Meters will be read at regular intervals monthly, in groups, known as routes, the reading date of any particular meter depending upon the route in which it is located. Bills will be rendered as soon as practicable after meters are read each month and shall be due and payable at the office of the Commission when rendered.

7. Where a meter cannot be read on the scheduled date, the meter reading, and corresponding use for the month will be estimated based on use by the customer in previous months. Since meter readings are continuous from month to month, any error in such estimate will automatically be corrected in the next subsequent month when the meter is actually read.
8. In those cases where the customer is served through an individual transformer substation, metering shall be at secondary voltage unless primary metering is necessary in order to include the entire load in a single registration. In the latter event there shall be no credit or allowance to the customer to cover transformer losses.
9. Adjustment of Bills:
 - a) An adjustment of past bills for service will be made on customer complaint, if the meter is found on test to be in excess of 102% average accuracy.
 - b) The amount of adjustment shall be calculated on the basis that the metering equipment should be 100 percent accurate. For kilowatt and kilowatt-hour meters, the average shall be the arithmetic average of percent indication at light load and at heavy load, giving the heavy load indication a weight of four.
 - c) The records of the customer's energy use and those of previous tests shall be reviewed and a mutually acceptable agreement reached between the customer and the Commission as to when the error began. Meters below 98% average accuracy will be handled as above except that adjustments will be limited to the preceding six months.
10. Other charges may apply as defined in the Commission's Miscellaneous Charges Section
11. Meter Re-read Fee: A customer may assert an incorrect meter reading and request that the Commission re-read his meter. However, if the original reading is found to have been correct, then, for the next 12 months following the original request, the Commission may assess a service charge for all such subsequent requests that are also found to have been correct.

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F. CONTRACT AND ENFORCEMENT REGULATIONS

1. In case the supply of electricity should be interrupted or fail by reason of accident or otherwise, such interruption shall not constitute a breach of the contract for service, nor shall the Commission be liable for damages by reason of such failure. The Commission reserves the right to shut off or curtail the supply of electricity at any time or from time to time whenever necessary for repairs or on the account of the lack of full supply.
2. In the event service should at any time be discontinued for nonpayment of any bill owing by the customer to the Commission, or for violation of the contract for service, or violation of the Commission's rules and regulations, a cutoff fee payment in the amount shown in the Miscellaneous Charges section will be required. In the event when Commission personnel attempt to disconnect power for reasons in the paragraph above, but are unable to do so for reasons caused by the customer a service charge fee as set forth in the Miscellaneous Charges Section will apply. Also, if Commission Personnel visit the customer's premises to disconnect service and the customer makes payment to the Commission personnel (or makes other arrangements to avoid disconnection) a Service Charge Fee shall apply.
3. The Commission reserves the right to disconnect from its lines, or to refuse to connect to its lines, any customer whose wiring is not in accordance with standard good practice and which does not conform to the Commission's Service Rules and Regulations as may be in force at the time.
4. The terms, conditions, provisions and agreements set forth in the forms of electric service contracts are made a part of the rules and regulations hereof, applicable to the class of service covered by such contracts.
5. If through an investigation by the Commission, evidence indicates that a customer has been intentionally stealing electric power from the Commission, the customer will be charged a Current Diversion Fee as set forth in the Commission's Miscellaneous charges section.
6. The Commission reserves the right to make any other or additional rules and regulations or amendments or modification to these and such other rules and regulations at any time.

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G. MISCELLANEOUS CHARGES

**MISCELLANEOUS CHARGES SCHEDULE
EFFECTIVE MARCH 1, 2022**

Disconnect Non-Payment	\$ 20.00	
After Hour Connect/Reconnect	\$ 35.00	
After Hour Trouble Call (Customer Problem)	\$ 35.00	
On/Off Less Than 30 Days	\$ 25.00	
Return Check Fee	\$ 25.00	
Temporary Fee	\$ 30.00	(Or cost of construction/removal if applicable)
Late Fee	\$ 5.00	(Or 1% of bill amount whichever is greater)
Meter Tampering Fee	\$ 50.00	(Plus damages/expenses)
Service Charge	\$ 15.00	
Change OL to LED (Customer Request)	\$50.00	(250W equivalent or less)
	\$75.00	(400W equivalent or more)

For purposes of determining whether or not an after hour fee is applicable, a customer request for same day service received after 3pm will be considered an after-hour request. Any service rendered on weekends or scheduled holidays will also be considered after hours.