

SCHEDULE OF RULES AND REGULATIONS

1. **Application of Service:** Each prospective Customer desiring electric service may be required to sign Distributor's standard form of application for service or contract before service is supplied by the Distributor.
2. **Deposit:** A deposit or suitable guarantee may be required of any Customer before electric service is supplied. Distributor may, at its option, return deposit to Customer after one year. Upon termination of service, deposit will be applied by Distributor against unpaid bill of Customer, and if any balance remains after such application is made, said balance shall be refunded to Customer. Additional information regarding Deposits can be found in AUB 05-07 SPP entitled Customer Deposits.
3. **Point of Delivery:** The point of delivery is the point, as designated by Distributor, on Customer's premises where current is to be delivered to building or premises. All wiring and equipment beyond delivery point shall be provided and maintained by Customer at no expense to Distributor with the exception of the revenue power meter.
4. **Customer's Wiring Standards:** All wiring of Customer must conform to Distributor's requirements and accepted modern standards, as exemplified by the requirements of the National Electrical Safety Code and the National Electrical Code.
5. **Inspections:** Distributor shall have the right, but shall not be obligated, to inspect any installation before electricity is introduced or at any later time, and reserves the right to reject any wiring or appliances not in accordance with Distributor's standards. Such inspection or failure to inspect or reject shall not render Distributor liable or responsible for any loss or damage resulting from defects in the installation, wiring, or appliances, or from violation of Distributor's rules, or from accidents which may occur upon Customer's premises.
6. **Underground Service Line:** Customers desiring underground service lines from Distributor's overhead system must bear the excess cost incident thereto. Specifications and terms for such construction will be furnished by Distributor on request.
7. **Customer's Responsibility for Distributor's Property:** All meters, service connections, and other equipment furnished by Distributor shall be, and remain, the property of Distributor. Customer shall provide a space for and exercise proper care to protect the property of Distributor on its premises, and in the event of loss or damage to Distributor's property arising from neglect of Customer to care for same, the cost of the necessary repairs or replacements shall be paid by Customer.

- 8. Right of Access:** Distributor's identified employee shall have access to Customer's premises at all times for the purpose of reading meters, testing, repairing, removing, or exchanging any or all equipment belonging to Distributor.
- 9. Billing:** Bills will be rendered monthly and shall be paid at the office of Distributor, by telephone, online at www.aub.org, or at other locations designated by Distributor. Failure to receive bill will not release Customer from payment obligation. Should bills not be paid by due date specified on bill, Distributor may disconnect service pursuant to AUB policy AUB-05-06, Pay Agreements and Collections. Should the due date of the bill fall on a weekend or holiday, payment may be made without penalty on the following business day. Remittances received by mail after the due date will not be subject to such additional charges if the incoming envelope bears United States Postal Service date stamp of the due date or any date prior thereto. Additional related formation can be found in AUB 01 SPP entitled Customer Service Policy.
- 10. Discontinuance of Service by Distributor:** Distributor may refuse to connect or may discontinue service for the violation of any of its Rules and Regulations, or for violation of any of the provisions of the Schedule of Rates and Charges, or of the application of Customer or contract with Customer. Disconnection of services due to nonpayment on the account is explained in AUB policy AUB-05-06. Distributor may discontinue service of Customer for the theft of current or the appearance of current theft devices on the premises of Customer. The discontinuance of service by Distributor for any causes as stated in this rule does not release Customer from his obligation to Distributor for the payment of minimum bills as specified in application of Customer or contract with Customer. Additional information can be found in AUB 04 SPP entitled Suspension for Nonpayment Disconnects in Times of Extreme Outdoor Temperatures.
- 11. Connection, Reconnection, and Disconnection Charges:** Distributor may establish and collect standard charges to cover the reasonable average costs, including administration, of connecting or reconnecting service, or disconnecting connections and reconnections are performed after normal office hours, or when special circumstances warrant.
- 12. Termination of Contract by Customer:** Customer who have fulfilled their contract terms and wish to discontinue service must give at least three (3) days written notice to that effect, unless contract specifies otherwise. Notice to discontinue service prior to expiration of contract term will not relieve Customer from any minimum or guaranteed payment under any contract or rate.
- 13. Service Charges for Temporary Service:** Customer requiring electric service on a temporary basis may be required by Distributor to pay all costs for connection and disconnection incidental to the supplying and removing of service. This rule applies to circuses, carnivals, fairs, temporary construction, and the like.

- 14. Interruption of Service:** Distributor will use reasonable diligence in supplying current, but shall not be liable for breach of contract in the event of, or for loss, injury, or damage to persons or property resulting from, interruptions in service, excessive or inadequate voltage, single-phasing, or otherwise unsatisfactory service, whether or not caused by negligence.

- 15. Shortage of Electricity:** In the event of an emergency or other condition causing a shortage in the amount of electricity for Distributor to meet the demand on its system, Distributor may, by an allocation method deemed equitable by Distributor, fix the amount of electricity to be made available for use by Customer and/or may otherwise restrict the time during which Customer may make use of electricity and the used which Customer may make of electricity. If such actions become necessary, Customer may request a variance because of unusual circumstances including matters adversely affecting the public health, safety and welfare. If Customer fails to comply with such allocation or restriction, Distributor may take such remedial actions as it deems appropriate under the circumstances including temporarily disconnecting electric service and charging additional amounts because of the excess use of electricity. The provisions of Section 14 entitled Interruption of Service of this Schedule of Rules and Regulations are applicable to any such allocation or restriction.

- 16. Voltage Fluctuations Caused by Customer:** Electric service must not be used in such a manner as to cause unusual fluctuations or disturbances to Distributor's system. Distributor may require Customer, at his own expense, to install suitable apparatus which will reasonably limit such fluctuations.

- 17. Additional Load:** The service connection, transformers, meters, and equipment supplied by Distributor for each Customer have definite capacity, and no addition to the equipment or load connected thereto will be allowed except by consent of Distributor. Failure to give notice of additions or changes in load, and to obtain Distributor's consent for same, shall render Customer liable for any damage to any of Distributor's lines or equipment caused by additional or changed installation.

- 18. Standby and Resale Service:** All purchased electric service (other than emergency or standby service) used on the premises of Customer shall be supplied exclusively by Distributor, and Customer shall not, directly or indirectly, sell, sublet, assign, or otherwise dispose of the electric service or any part thereof.

- 19. Customer Generation:** Any Customer installing a power generation source (solar panels, windmill/turbine, generator) behind the meter must notify Distributer for inspection of the installation to ensure that proper safety mechanisms (i.e. transfer switches) are in place to prevent back feeding of current to the distribution system. Failure to install safety devices can result in life threatening conditions during electrical repair operations and may result in personal liability to Customer in the event of an incident.

- 20. Notice of Trouble:** Customer shall notify Distributor immediately should the service be unsatisfactory for any reason, or should there be any defects, trouble, or accidents affecting the supply of electricity. Such notices, if verbal, should be confirmed in writing.
- 21. Non-Standard Service:** Customer shall pay the cost of any special installation necessary to meet his peculiar requirements for services at other than standard voltages, or for the supply of closer voltage regulation than required by standard practice.
- 22. Meter Tests:** Distributor will, at its own expense, make periodical tests and inspections of its meters in order to maintain a high standard of accuracy. Distributor will make additional tests or inspections of its meters at the request of Customer. If tests made at Customer's request show that the meter is accurate within two percent (2%), slow or fast, no adjustment will be made in Customer's bill, and Distributor's standard testing charges will be paid by Customer. In case the test shows meter to be in excess of two percent (2%), fast or slow, an adjustment shall be made in Customer's bill over a period of not over thirty (30) days prior to date of such test, and cost of making test shall be borne by Distributor.
- 23. Relocation of Outdoor Lighting Facilities:** Distributor shall, at the request of Customer, relocate or change existing Distributor-owned equipment. Customer shall reimburse Distributor for such changes at actual cost including appropriate overheads.
- 24. Billing Adjusted to Standard Periods:** The demand charges and the blocks in the energy charges set forth in the rate schedules are based on billing periods of approximately one month. In the case of the first billing of new accounts (temporary service and other seasonal customer excepted) and final billing of all accounts (temporary service excepted) where the period covered by the billing involves fractions of a month, the demand charges and the blocks of the energy charge will be adjusted to a basis proportionate with the period of time during which service is extended.
- 25. Scope:** This Schedule of Rules and Regulations is a part of all contracts for receiving electric service from Distributor, and applies to all service received from Distributor, whether the service is based upon contract, agreement, signed application, or otherwise. A copy of this schedule, together with a copy of Distributor's Schedule of Rates and Charges, shall be kept open to inspection at the offices of Distributor. Additional information can be found in AUB 01-01 SPP entitled Information to Consumers.

26. Revision: These Rules and Regulations may be revised, amended, supplemented, or otherwise changed from time to time, without notice. Such changes, when effective, shall have the same force as the present Rules and Regulations.

27. Conflict: In case of conflict between any provision of any rate schedule and the Schedule of Rules and Regulations, the rate schedule shall apply.