PUBLIC UTILITY DISTRICT NO. 1
OF DOUGLAS COUNTY

Electric Service Policies and Rates

Effective August 18, 2026

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Section 1: PURPOSE
The District's mission is to provide the best possible utility services at the lowest possible cost consistent with sound business principles. It is the intent and purpose of the Electric Customer Service Policies to ensure all customers of the District receive uniform and equitable consideration.

Section 2: SCOPE
These Service Policies are a part of all oral or written contracts for delivery of electric energy, hereinafter referred to as "electric service(s)" by the District to its customers. The furnishing of electric service(s) by the District and the use of such service(s) by the customer shall constitute a contract. The customer agrees to pay for such electric service(s) under the rates, terms and provisions of the District's Electric Customer Service Policies. These Service Policies are equally binding on the District and its customers. Copies of these Electric Customer Service Policies are available on the District's website at www.douglaspud.org.

Section 3: REVISION
These Service Policies may be revised, amended, deleted, or otherwise changed at any time by action of the District's Board of Commissioners. Such actions shall cancel and supersede all previous Rules and Regulations or Service Policies and be binding on both the District and the customer.

Section 4: APPLICATION FOR ELECTRIC SERVICE
Upon application for electric service the customer requesting electric service shall sign the District's standard application for service form and shall provide all required information, including but not limited to: Proof of identity; full name, mailing address, valid phone number, email address, and valid photo identification. Valid photo identification includes, a passport, state driver's license, identification card issued by a state or foreign country or U.S. military ID. Furthermore, the customer shall supply the District with information relating to load, voltage, phase and the manner in which power will be utilized.

Customers applying for electric service who have a previous debt with the District, for any utility service, that is collectable in accordance with the statute of limitations will be required to pay the debt in full prior to starting electric service.

When an application for electric service is received for a service location where electric service has been disconnected between occupants, the property owner will be asked to approve connection of electric service for the applicant in order to ensure that it is safe to do so. Service will not be started if the owner does not grant approval to connect electric service. The District may require the owner to provide proof of ownership or proof of authority to act in this regard.

Loads greater than 1,500 kVA require a special contract in accordance with Section 34.

In the absence of a signed agreement or application for electric service, the delivery of service by the District and its acceptance by the customer shall be deemed to constitute an agreement, and acceptance of the District's Electric Customer Service Policies. The customer shall sign the District's standard application for electric service form at their earliest convenience.

A new account service charge will be applied to the customer's bill to help offset the costs of processing new applications for electric service (see Appendix A).

Section 5: DEPOSIT

At the time a customer applies for electric service, the District will assess, and the customer shall be responsible to pay, an initial cash security deposit or have the security deposit applied to the first bill, per account, before electric service is granted. The District may, at its discretion, waive collection of the security deposit for customers who have previously established appropriate credit as determined by the District. If the security deposit is applied to the first bill, all monies applied to the account will be applied to the deposit first.

The following amounts will apply:

- Residential, wind machine, domestic pump accounts: $150.00. For those accounts which are not consistently paid on time, the security deposit may increase to $300.00.
- Commercial and industrial accounts: Two (2) times the estimated average monthly power bill, as determined by the District. The District may require an increased security deposit (or a new deposit if a deposit was previously waived by the District) for customers whose service(s) experience significant changes to electrical load.

Upon termination of electric service, the District is expressly authorized to apply the security deposit balance to payment of all outstanding amounts due from the customer to the District. Any remaining balance after such application will be refunded to the customer.

Security deposits will not be maintained in a segregated account, and the District may commingle such deposits with other funds. Security deposits will not accrue interest to the customer.

If a customer files a bankruptcy petition, the customer's existing account(s) will be closed and a new account(s) established. If any of the customers' accounts are delinquent at the time of such bankruptcy filing, the District may require a new or increased security prepayment or other adequate assurance of future payment pursuant to 11 USC Section 366. Payment of the security prepayment or other assurance of future payment will be required within thirty (30) days of the date of the order for relief.

Section 6: BILLING

Bills will be issued every month or at the discretion of the District and are due and payable on receipt. Bills are delinquent if unpaid within sixteen days. All bills will be computed to the nearest whole dollar; if the amount ends in fifty cents or greater, the bill will be rounded up to the whole dollar. If the amount ends with forty-nine cents or less, the bill will be rounded down to the whole dollar. Rate Schedule 2, Irrigation Service, is designed for seasonal billing, bills computed under this schedule will not be prorated except for instances when real property ownership changes. It shall be the customer's responsibility to notify the District of the failure to receive a bill. Failure to receive a bill will not release the customer from obligation of payment. Meter reads for final billing will be performed within two working days of the time requested by the customer.

Payments will be applied based on the aging priority of the account balance, therefore a balance in the 90-day category will always be paid before a balance in the 60-day category, and so forth.

In the event of an error in billing related to incorrect billing rates, meter malfunctions, inaccurate reads or other account discrepancies, the District will make an adjustment to the billing on the basis of the best evidence available. When an underbilling or overbilling of an account occurs, the District shall provide the customer with notification of the circumstances and a corrected bill.

All adjustments will be for a period of no more than six (6) months from the data the error occurred.

Section 7: ENERGY ASSISTANCE PROGRAMS

CETA Energy Assistance Bill Credit

The District provides monthly bill credits to eligible customers through the Clean Energy Transformation Act (CETA) Energy Assistance Program, helping households where electricity costs represent a significant share of their income.

To qualify, the applicant must meet both of the following criteria:

- Total household income from all sources must be at or below the greater of 80% of Area Median Income (AMI) or 200% of the Federal Poverty Level Guidelines, adjusted for household size.
- The household must have an energy burden of 6% or more of annual income. Energy burden is calculated by dividing your annual electric cost by your annual income.

Qualifying applicants will receive a $10 monthly bill credit applied directly to one active Douglas PUD account, appearing on the monthly statement upon approval.

Applicants must submit a completed and signed application along with proof of income.

Applications can be submitted online at Douglas PUD under Energy Conservation > CETA Energy Assistance, or in person at 1151 Valley Mall Parkway, East Wenatchee, WA 98802.

Neighbor to Neighbor Energy Assistance (N2N)

The District offers a N2N energy assistance program to customers who are having financial hardship and need energy assistance. The program is funded by the District and customer donations.

Customers can support their neighbors by donating to the N2N program through their billing statement, the District's website or in person. Donations are tax-deductible, and 100% goes directly to helping neighbors.

To qualify, the applicant must meet the following criteria:

- A resident of Douglas County with electric service in their name.
- Total household income from all sources must be at or below the greater of 80% of Area Median Income (AMI) or 200% of the Federal Poverty Level Guidelines, adjusted for household size.

Qualifying applicants will receive a credit of up to $200 applied directly to their Douglas PUD account. N2N credits may not be used to cover security deposits. Assistance is limited to once per 12-month period per household.

Applicants must submit a completed and signed application along with proof of income. Applications can be submitted through the District's website, in-person or by mail.

Section 8: CHANGE OF OCCUPANCY

It is the responsibility of the customer to notify the District when they have moved from the service location, are no longer using electric service at that location, or have experienced a change in legal responsibility for the electric account.

The customer will give notice of change of occupancy or legal responsibility to the District as soon as possible, when such change of occupancy or legal action affects service being provided by the District. Should the District become aware of a change in occupancy or legal responsibility, actions will be taken to confirm the change and begin the process of updating the District's account records. The District may, at its discretion, require proof of the change of occupancy and the legal right to occupy the service location prior to initiating service. Acceptable documentation includes but is not limited to a valid rental or lease agreement, property deed, or power of attorney

The District will read or disconnect the meter within one week of the date requested by the customer. A prorated closing bill will be issued to the outgoing customer. The outgoing customer is responsible for prorated electric services during the one week period before disconnection or electric service is placed in a new customer name, whichever occurs first.

Disputes between landlords and tenants must be resolved between those parties. The District does not mediate such disputes.

Section 9: DISCONNECTION OF ELECTRIC SERVICE

Disconnection by the District

The District may disconnect electric service to enforce its Customer Service Policies, including but not limited to the following:

- Violation of the District's service requirements or regulations (including this Policy), rate schedules, contracts, or failure to comply with electrical codes;
- The customer fails to pay charges per this Policy;
- The customer fails to contact the Customer Service Department prior to the termination date indicated on the customer's termination notice;
- The customer issues a check that is not honored by the bank;
- The customer refuses to accept a certified letter regarding delinquent charges;
- Failure to provide safe, clear access and entry to customer premises to District employees and agents for service-related work;
- Theft or illegal electrical current diversion.

Except in cases where a hazardous condition exists that endanger life or property, the District will attempt, prior to disconnecting the electric service under this section, to provide the customer with notice of the District's intent to disconnect service. It is a general policy of the District that the Customer Service Department shall make every effort to arrange a reasonable and feasible payment arrangement for the customer prior to disconnecting electric service.

Arrangements for deferred payment may not be available to customers who have not fully and satisfactorily complied with a previous payment arrangement or to customers who have repetitive credit problems with the District.

Customer-Requested Disconnection

Customers requesting electric service disconnection must contact the District. The District requires a minimum 24-hour notice for all customer-requested reconnects, disconnects, or transfers of electric service.

Administrative charges related to the disconnection and reconnection of electric service is applicable and will be applied to the customer's bill (see Appendix A)

If the District has reason to believe or has been notified that the electric service is being provided to a non-billed customer, the District will make a good-faith and reasonable effort to provide written or posted notice to the service location of pending disconnection at least five (5) days in advance. The purpose of this notice is to provide any affected non-billed customer an opportunity to resolve any issue with his or her landlord or to arrange for continued service. If requested, the District will provide electric service to the affected non-billed customer on the same terms and conditions as other District customers, provided the non-billed customer is able to timely meet the requirements of establishing a new account.

Winter Weather Disconnection Moratorium

A customer may qualify for protection from disconnection for nonpayment of electric service between November 15 through March 15 if the customer follows the provisions outlined in RCW 54.16.285. To be protected under the law, the customer must:

1. Notify the Customer Service Department that you are unable to pay the electric bill no later than five days after receiving an overdue notice.

2. Bring to the Customer Service Department a document completed and signed by an authorized employee of the Department of Social and Health Services or a grantee agency of the Department of Community Development, certifying that either:

   A. Your household income does not exceed the maximum allowed for eligibility under that State's plan for low-income energy assistance and which provides a dollar figure that is seven percent (7%) of your household income or;

   B. You have applied for low-income energy assistance from either another government or private source.

3. Enter and maintain a payment plan that will bring your account current and pay your future bills by next October15th. You may not be required to pay more than an amount equal to seven percent (7%) of your certified monthly household income between November 15 and March 15, however, you may agree to pay more during that period. Should you enter such a payment plan and fail to pay as agreed, your service will be disconnected. Any balances, service charges, and deposit will be collected before your service is restored.

4. Agree to pay all charges even if you move

Extreme Heat Law

Washington State House Bill 1329 prevents the termination of electric service(s) to any residential user due to lack of payment on any day for which the National Weather Service has issued or has announced that it intends to issue a heat-related alert, such as an excessive heat warning, a heat advisory, an excessive heat watch or a similar alert, for the area in which the residential user's address is located.

If a residential service has been disconnected for lack of payment prior to a heat related alert event the customer may request reconnection of service on any day that a heat related event occurs. The District will make a reasonable attempt to reconnect service during regular business hours. To be reconnected under this law you must:

1. Request reconnection with the Customer Service Department by calling 509 884-7191 on any day for which the national weather service has issued or has announced that it intends to issue a heat related event.

2. Bring to the Customer Service Department your most recent IRS W-2 form for income certification.

3. Enter and maintain a payment plan that is designed both to pay the past due bill by the following May 15th, or as soon as possible after May 15th and to pay for continued electric service. You will not be required to pay more than an amount equal to six percent (6%) of your certified monthly income. Should you enter such a payment plan and fail to pay as agreed, your service will be disconnected. Any balances, service charges and deposit will be collected before your service is restored.

For buildings containing more than one dwelling unit in which electric service is not individually provided, the electric service will not be terminated until five (5) calendar days advance written notice has been given in order to allow the occupants to make appropriate payment arrangements with the District or to relocate. The District shall make a good faith attempt to place the written notice on the door of each accessible and identifiable unit.

Special Consideration
The District shall notify customers on the termination notice that customers who desire special consideration must register in person with the Customer Service Department if they are 62 years of age or older, handicapped, or if termination of electric service would jeopardize their health or the health of a member of the household.

When the District becomes aware of such customers, the information will be entered in a permanent record within the Customer Service Department. Registered customers who are not able to pay their bills shall be referred to an appropriate social service agency for assistance. The termination process shall be postponed for 48 hours to allow the agency to review the matter and to propose an acceptable solution. If no acceptable solution is reached, termination will proceed in accordance with this policy.

Registered customers who are only able to pay their bill in installments may apply for a deferred payment plan. The plan is available for residential customers who are not paying previous delinquencies on a deferred basis.

Failure of a customer to pay as agreed shall be cause for termination of electric service upon 24-hour notice delivered to the service address.

- **General Provisions** – The District shall not terminate any customer's electrical service on Friday, Saturday, Sunday, a national holiday, or the day before a national

holiday. Residential space heating customers shall not be terminated between November 15 and March 15, provided the customer has complied with the provisions of Chapter 54.16.285, Revised Code of Washington.

Declaration of Customer Bankruptcy – The District will not alter, refuse or discontinue electric service to or discriminate against the customer solely on the basis of his or her commencement of a case under 11 USC 101, et seq., or solely on the basis that a debt owed by the customer to the District for electric service rendered before the order of relief was not paid when due. However, the District, at its discretion, may alter, refuse, or discontinue electric service if neither the customer nor his or her representative, within twenty days after the date of the order for relief, furnishes adequate assurance of payment, in the form of a deposit or other security, for electric service after that date.

Section 10: TAX ADJUSTMENT

The amount of any tax levied by the county, city or town in accordance with the Laws of the State of Washington, will be added to the amount otherwise computed for electricity sold within the limits of the county, city or town.

Section 11: CUSTOMER'S WIRING AND EQUIPMENT

It shall be the customer's responsibility to provide suitable protective equipment such as fuses, circuit breakers, relays, and surge protectors to adequately protect his or her equipment. If three phase equipment is used, it shall be the customer's responsibility to protect it against phase failure, under and over voltage, and the effects of ferroresonance. Customers shall have the responsibility to provide suitable devices adequate to protect their three phase motors and other equipment against reversal of phase rotation and single phasing. The District will take all reasonable precautions to prevent phase failure or abnormal voltage variation but cannot guarantee such conditions may not occur due to circumstances beyond its control.

The customer's wiring shall be in accordance with applicable wiring codes and must be inspected and approved by a state electrical inspector. When customer equipment has been de-energized for a period of one year or more, the District may require the customer to have customer wiring and equipment inspected and approved by the state electrical inspector and the service may require connection fees. If the electric service has been disconnected for 5 or more years, a new connection fee per Section 30 will be required prior to re-energizing the electric service. The District is not responsible for the actions of the state inspector or any other private or governmental entity or individual.

The District reserves the right to refuse or discontinue electric service to customer's equipment or wiring where, in the opinion of the District, such equipment is in hazardous condition, or not in conformity with industry recommended practices, lawful codes, and/or local regulations.

The customer shall be solely responsible for the maintenance and safety of his or her wiring and equipment, and the District shall not in any way be liable for accident or damage occurring to the customer or to third parties because of contact with or failure of any portion of the customer's installation.

Where the customer's use of electric equipment results in an interference with the quality of the customer's service or that of other customers, or where the customer requires voltage control within unusually close limits, the District may require the customer to provide, at the customer's expense, such special or additional equipment as is required. This may apply to cases of extreme imbalance of single and three phase loads. The customer must also maintain an average total harmonic distortion (THD) level of the load current that is consistent with the IEEE 519 (1992) standard for distribution system customers. If the District determines the consumer load is contributing to excess THD on the distribution system, the consumer will install the necessary filtering or compensation to maintain the THD at or below the level required by the District. Failure to install the necessary preventative equipment will result in disconnection of the electric service.

Nothing in this policy shall be construed as placing upon the District any responsibility for the condition, maintenance, or safety of customers' electrical wiring or current consuming devices or other equipment; and the District shall not be responsible for any loss or damage resulting from defects, failures, malfunctions, or electrical faults in/or originating in any electrical wiring, current consuming devices or other equipment which they may own or operate, install or maintain. The District shall not be responsible for damage to persons or property arising from the use of electric service on the premises of the customer.

Section 12: CUSTOMER'S RESPONSIBILITY FOR DISTRICT PROPERTY

It shall be the responsibility of the customer to take all reasonable and proper precautions to prevent damage to District property on the customer's premises. Unauthorized modifications or attempts to modify District provided electric service or facilities, or changes to the customer's side of the service that result in damage to the District's equipment or threatens the safety of District employees is extremely dangerous and is a violation of RCW 9A.61 (Defrauding a Public Utility) and is punishable by law. Unauthorized modifications or tampering shall include but not limited to removal, reinstallation or bypassing of meters, meter seals, instruments, transformers, services, connections, electronics and any other equipment installed by and remaining the property of the District.

If meter modifications or tampering is identified, disconnection of electric service may immediately occur if the tamper has resulted in an unsafe condition of District or customer equipment. If disconnection occurs, the electric service will not be reconnected until repairs have been made and Labor and Industries has completed an inspection and determined it is safe to reconnect.

The account holder may be responsible for paying the actual costs of damage and costs incurred by the District to investigate and restore the electric service but at a minimum will be charged a tamper fee (see Appendix A).

If electric service is interrupted, unsatisfactory, or if the customer becomes aware of a hazardous condition related to District facilities the customer should promptly notify the District.

Electric service(s) shall not be utilized in such a manner as to cause severe disturbances or voltage fluctuations to other customers of the District.

Section 13: RIGHT OF ACCESS

By receiving electric service, the customer grants all necessary permission to enable the District to install and maintain its facilities on the customer premises. The District, through its authorized employees or designees, shall have access to District owned equipment on customer's premises at all reasonable times for the purpose of meter reading, pruning or removing trees/vegetation near District equipment, and for testing, repairing, replacing, inspecting or removing of such equipment. The District requires 24-hour access to all its facilities for emergency repairs and system operations.

Customers shall keep the electrical low voltage service route from the District's lines to the customer's service entrance and the meter free from structures and plantings, including trees, and shall permit access for any excavation or other work needed for maintenance of District's overhead or underground facilities without payment for any damage caused by such excavation or work. In order for the District to maintain access rights to District owned equipment the customer shall execute an easement if requested by the District.

When the District encounters an obstruction to District property or equipment, the District may notify the customer and request correction; however, the District may take the necessary steps to obtain immediate access to its equipment without providing prior notification to the customer.

If the obstruction is not corrected within the time specified in the notice, the District may correct the obstruction and the customer may be obligated to reimburse the District for all costs and expenses incurred in correcting the obstruction. If the District is unable to correct the obstruction, it reserves the right to disconnect electric service until corrections are made.

Section 14: PHASE BALANCE

Except in the case of three phase, four wire delta service, the District may require the current taken by each wire of the three phase service to be reasonably balanced at times of maximum or near maximum load.

Section 15: INTERRUPTION OF SERVICE

The District will use reasonable diligence to provide an adequate and uninterrupted supply of electrical energy at normal voltage However, if the supply is interrupted without notice for any cause, such failure shall not constitute a breach of the District's agreement for electric service.

The District shall have the right to temporarily suspend electric service(s) for the purpose of making repairs or improvements to the system, but in such cases, when practicable, public notice shall be given and every effort will be made to make such interruptions as short as possible.

The District shall not be liable for any consequential damages resulting from the interruption, restorations, or reduction of electric service(s) from any cause, including but not limited to failure of the generation and distribution system, inadequacy of energy supply, implementation of emergency plans or temporary disconnections for repairs and maintenance or failure to pay for service rendered. During an emergency declared by appropriate civil authority the District may be required to curtail or disconnect electric service(s).

Section 16 ADDITIONAL LOAD

In the event a customer desires to add load to an existing service, the customer shall notify the District sufficiently in advance so the District may, if economically feasible, provide the facilities required. In the event the customer fails to notify the District, and as a result District equipment is damaged, the customer shall be responsible for the cost of such damage.

If the added load is considered temporary, the District will charge a Temporary Service Fee as described in Section 27 and Appendix A. If the added load is considered permanent, the District will charge a Contribution-in-Aid-of-Construction (CIAC) as described in Section 30, Electrical Line Extension.

Any change in voltage or a change from single phase to three phase shall be considered a new service and Section 30 shall apply. In cases where the customer is upgrading an existing service to an existing facility, the existing panel size may be taken into account when determining the new ampacity fee.

Section 17: CUSTOMER POWER

If a customer experiences an interruption in their electric service, the customer is encouraged to first check for issues such blown fuses, tripped breakers, or other problems or malfunctions with their own equipment before contacting the District. If District representatives respond to a service call, at the customer's request — whether during business hours or after-hours — and it is discovered that the problem originates from the customer's equipment, the customer may be billed for the actual costs incurred, including labor, transportation and overhead expenses.

Section 18: POINT OF DELIVERY

The point of delivery is that point on the customer's premises (or other agreed point) where the electric facilities of the District and customer are connected. This point of interconnection shall be at the District's metering equipment, the electronic terminating equipment, or other agreed upon point. Customers with special interconnection needs will be required to enter a bilateral agreement at the discretion of the District. All wiring and equipment beyond this point of

delivery shall be installed and maintained by the customer. It shall be the responsibility of the customer or their electrical contractor to advise the District of their service requirements in advance of installing the service equipment and to make sure that the location is acceptable to the District.

The use of electric energy upon the premises of the customer is at the risk of the customer, and the District's liability shall cease at the point of delivery.

Section 19: METER LOCATIONS AND OTHER REQUIREMENTS

GENERAL – The District shall use reasonable effort to provide cost effective metering services to meet the needs of the customer. The District shall maintain ownership and control of all metering required for monitoring the electric system. The District reserves the right, in its sole discretion, to use any industry accepted metering technology to effectively read meters. All billings for District electric services will be based on readings taken from District metering equipment. The customer shall provide, install and maintain an adequate meter base or bases as specified by the District for installation of the District's revenue metering equipment.

For underground electrical services, the District will extend its underground service cable to the customer's meter base and will make connection to the line side terminals except in the case of large commercial or industrial loads supplied from padmounted transformers.

For overhead electrical services, the District will make service connections at the weatherhead and install a meter in the customer's meter base.

Meters, meter base enclosures, and secondary conduits shall be installed on the outside, front 1/3 of buildings, or service structures; except that in the case of rural service or temporary service, they may be installed on a meter pole furnished by the customer. Meters shall be installed at a height of 5 feet to 6 feet above the ground or platform. No less than 20 inches shall be provided on each side of the meter to provide access for District test equipment. In cases where unusual conditions exist, the District shall be consulted prior to installation. New service entrance locations shall be approved by the District prior to installation.

If metering transformers are required, the customer shall furnish and install a suitable enclosure or mounting bracket together with the necessary conduit and a circuit-recloser type meter base, all as specified by the District.

Unmetered circuits shall use gutters, conduits, or raceways which can be secured with a District seal. Main disconnects shall be installed on the customer's side of the meter except when current limiting devices are required by code. These types of installations require prior District approval.

Special metering to meet customer needs for load control, etc., shall be on the customer's side of the District's revenue meter and shall be installed and operated solely by the customer so as

not to interfere with the District's revenue meter. No equipment shall be used to circumvent the intended use of the District's revenue metering.

Gang meter bases shall be labeled to identify each service address and or unit number. When separate meter bases are used to serve a single facility, each meter base shall be labeled with a permanent placard that reads: "WARNING: Multiple Meter Bases Serve This Facility" to notify District and emergency personnel of the potential danger associated with a facility that has multiple electric services.

SINGLE-PHASE SERVICE – Single-phase service entrance equipment rated up to 400 amps (320 amps continuous) shall be metered with self-contained meters unless specified otherwise by the District. Current transformers shall be used in metering loads exceeding 320 amps continuous load, up to a maximum service entrance equipment rating of 800 amps. At the customer's request current transformers may be used in metering loads of 400 amps or less provided the customer pays the additional costs of such installation.

The meter base provided by the customer for single-phase self-contained meters may include a link type by-pass device which will allow current to pass through the meter base in order to break load for safety in installing and removing meters. Lever type by-pass and jaw release meter bases are not allowed.

THREE-PHASE SERVICE – All three-phase services will be served by four wires. Three-phase service entrance facilities rated up to 200 amps will be metered by self-contained meters (without current transformers) except for motor loads greater than 100 horsepower. Customer's facilities requiring up to 200 amp self-contained three phase metering shall require a seven point meter base Facilities for loads requiring current transformers shall provide a thirteen point meter base of sufficient size to accommodate test switches installed by the District. Consult the District prior to any current transformer metering installation for approval of the meter base.

Section 20: METER READING

Meters shall be read monthly or at the District's discretion. The District will, as nearly as possible, read meters on a constant cycle date each month; however, due to weekends, holidays and variations in the length of months, readings may vary by up to five (5) days. If for any reason a reading cannot be obtained for any period, the billing may be based on an estimated energy use and demand, in which case it will be subject to later correction.

Most meters will be read electronically or remotely, which promotes accurate and cost effective reads. New or existing customers moving to a new location are required to have electronically read meters. If electronic meter reading devices fail, the District shall have the right to use the actual or estimated energy usage for billing.

All kilowatt hour meters, except those with multipliers, will be read to the nearest ten kilowatt hours for billing purposes. Where the rate is based on kilowatts of demand, the demand shall be

the highest average value of power over a fifteen minute interval during the billing period as determined by suitable indicating or recording instruments, by clocking meter revolutions or by estimation. Demands will be expressed to the nearest kilowatt.

Section 21: POWER FACTOR ADJUSTMENT

If the average power factor at which power is delivered to the customer falls below 95 percent lagging, the billing demand will be increased by 1 percent for each fraction that the average power factor is less than 95 percent lagging. In addition, any KVARH's in excess of 95 percent lagging may be billed at the KWH rate applicable for the account.

Section 22: METER TESTS

The District shall, at its own expense, conduct all tests and inspections as required for accuracy. Upon a customer's request, the District will, at its own expense, perform a meter test, provided that such meter has not been tested during the preceding two-year period. Additional tests at the request of a customer may be conducted. If a meter is found to register within two percent plus or minus, the customer shall pay a test fee (see Appendix A). If the meter is determined to exceed the allowable two percent limit plus or minus, no testing fee will be charged, and the bill may be adjusted accordingly for the preceding six-month period.

Section 23: RESALE OF ENERGY AND RV PARKS

No purchaser of electric energy may connect their service to that of any other person, resell, rebill, or supply to any other person or premises through their service connection. This does not apply for electric service to trailer courts, apartment houses, or tenant houses where the residents are billed an amount equivalent to that paid for the same service by direct customers of the District.

Operators of RV parks may elect to receive electrical service through a master meter, with distribution to individual trailers provided through facilities installed, owned and maintained by the park operator. Under this arrangement, the operator is responsible for all power charges, and the District will not supply individual meters or render bills to individual occupants.

Section 24 PRIVATE GENERATORS

Private generation for the purpose of "net metering" must conform to the requirements described in Net Metering Standards found here.

Portable or stand-by generation for personal use at a business or residence must have the ability to be isolated from the District's electrical distribution system. A transfer or double throw switch must be installed conforming to applicable State and National Electric codes to prevent backfeed. Other equipment may be required depending on the type of installation.

Section 25 DELIVERY PHASE AND VOLTAGE

All services shall be alternating current – 60 Hertz and will be delivered in accordance with American National Standard for Electric Power Systems and Equipment voltage ratings 60 Hertz

(ANSI C84.1 or current edition). Normal secondary delivery voltages are 120/240 volts single phase and 120/208 or 277/480 volts three phase.

A residence will only be served by single phase power. A residence is defined as any property containing a home, building, or structure used for dwelling purposes and is located within a residential area. Due to the system demand, non-diverse loads will not be allowed at a residence unless pre-approved by the District. In the case of large loads, power may be delivered at other voltages approved by the District. In general, motor loads up to and including five horsepower may be served at 240 volts single phase. Motors of five horsepower to twenty-five horsepower may be served at 208 or 240 volts three phase. Motor loads exceeding twenty-five horsepower must be served at 480 volts three phase unless otherwise approved by the District. The District will require customers to install reduced voltage starting equipment on any motor loads over twenty horsepower.

When transformers are connected in a delta configuration, required to supply 120/240 or 240/480 volt three phase services, there exists a potential that the resulting electrical system can enter into ferroresonance. Some symptoms of this condition are three phase motor reversal, over voltage up to five times normal, unusual secondary voltages, transformer and equipment failure due to high voltage stress or high current flows. It is most common to experience ferroresonance when underground high voltage cable is part of the electrical system. Ferroresonance can also occur when there are long distances from the service to the supply station.

Ferroresonance cannot easily be predicted or prevented. Customers with 120/240 or 240/480 volt three phase services should install over-voltage protection at the service entrance and on all equipment. Often, this requires two or more layers of over-voltage protection, including protection at the main service panel and at the individual pieces of equipment. Protection should be added that measures incoming voltage and disconnects all legs of the service if any one supply leg is lost (single phasing protection). Because ferroresonance is commonly associated with the loss of one high-voltage electrical phase, protection measures must be carefully evaluated and properly applied. Protection must also be implemented for all load types.

Section 26: NON-STANDARD SERVICE

If a new or additional load requires equipment that is not standard within the District, and the District agrees to incorporate the equipment into its standards. The cost of the equipment and any required spare equipment if applicable, will be included in the Contribution-in-Aid-of-Construction (CIAC). If any special installation is required, such as non-standard voltage, closer voltage regulation than standard practice, or any other specialized service, the customer shall be responsible for all associated installation and maintenance costs and be paid in full prior to the work being performed.

Section 27: TEMPORARY SERVICE

A temporary service is an electrical service used for construction purposes. These services are limited to 12 months, unless construction work is actively and continuously in progress. There must be existing useable District facilities (padmount transformer, handhole, or pole with transformer) available at the site. The customer will be required to pay for all costs incurred by the District in connection with the installation and removal of any and all equipment required to provide facilities available for temporary construction service. All temporary construction electrical services must have a valid electrical permit and must be inspected and approved by the Washington State Department of Labor and Industries. No temporary electrical service shall be energized or connected to any power source until such inspection and approval has been obtained and verified.

Temporary overhead construction service is available in areas where the District's existing electrical system is also overhead. The customer's construction temporary service pole must be placed within 30 feet of the District's overhead facilities, provided adequate clearances can be maintained.

Temporary underground construction service is available in areas where the District's existing electrical system is also underground. The customer's construction temporary service pole may be placed within 10 feet (but no closer than 3 feet) of a padmount transformer or secondary handhole. The customer shall be responsible for providing the trenching, conduit, and backfill up to the edge of the transformer or handhole,and shall leave the temporary service wires exposed for connection. There must be sufficient conductor length to reach the transformer or handhole, plus an additional 6 feet of wire to make the necessary connections. District personnel will route the wire into the padmount transformer or secondary handhole and make the final connections.

A one-time temporary service fee is applicable to these services (see Appendix A).

Section 28: RELOCATION/CONVERSION OF EXISTING FACILITIES AT CUSTOMER REQUEST

If a customer requests relocation of service to an existing structure, the District may, at no cost to the customer, remove and reconnect its secondary service conductors provided that no additional poles, conductors or other equipment are required.

If additional poles, conductors or other equipment are required to be installed, the District will replace existing overhead electrical facilities with an underground installation or an existing underground service with an overhead installation, provided the customer pays the District in advance an amount sufficient to reimburse the District for all costs.

If a customer requests their delivery point and/or other facilities be relocated to a new location (e.g., to clear an existing pole from a proposed new driveway, or to move a meter base), the District will do so provided the revised location is feasible from an engineering standpoint. The

customer must also pay in advance an amount sufficient to cover and fully reimburse the District for all associated relocation costs.

Before relocation of any poles or equipment, the customer will provide the necessary signatures on easement forms prepared by the District and will furnish such easements to the District.
If a customer is required to relocate their service due to a City, County, State or Federal construction project, and the electrical load at the new service location remains unchanged, the District may waive the service connection fee. However, the customer will be required to pay line extension costs as required in Section 30 if no existing electrical infrastructure exists at the new location. In the event that conditions not defined in this Section occur, then the principles and policies as outlined in this Section and in Section 30 shall be applied.

Section 29: CONVERSION TO UNDERGROUND

It shall be the policy of the District, wherever feasible, to install distribution facilities underground in connection with the construction of new lines. Because of the difference between overhead and underground construction costs, the District shall carefully evaluate a number of factors when determining what lines should be placed underground. These factors shall include, but are not limited to, cost difference, aesthetic considerations, type of load, anticipated revenue and type of plant to be buried.

Section 30: ELECTRICAL LINE EXTENSION POLICY

Definitions and Plans

Contribution In Aid of Construction (CIAC): The cost a customer is required to pay for a line extension which must be paid prior to the extension being installed. The CIAC does not give the customer ownership rights in any facilities constructed with these funds.

Electrical Line Extension: A permanent branch, addition, continuation or replacement of the District's existing electric distribution system required to serve a proposed customer load. This does not include contractual service as defined in Section 36.

Plans: The customer shall furnish plans for the project area being developed, including structures, grade, streets, parking areas, water mains, sewer mains, landscaping, location of other utility services, an estimate of electrical load and desired schedule for service. Prior to commencing work, all easements and permits for the facilities must be executed and on file with the District. All conduits, sweeps and installation thereof must meet the District's construction standards. Final designs will be approved by the District.

Primary Line Extensions: Electrical Line Extensions which operate at primary distribution voltages (typically 13.2 kV or 24.9 kV). These extensions commence at a tap point on the District's present electrical facilities and generally pass by or terminate at transformers. If a usable PUD transformer or secondary connection is not within 150 feet of the desired service location, a

primary line extension may be necessary. Primary extensions may also include relocation of existing electrical facilities.

Secondary Service Extensions: Residential, irrigation, and commercial electrical extensions which commence at a power transformer or secondary connection point and terminate at the customer meter base or weatherhead. Secondary services generally extend no further than 150 feet from a transformer.

Original Customer: A customer who pays for a new line extension.

Subsequent Customer: A customer who requests a connection from an existing facility but has not paid for installation cost.

Based on the approved plans a CIAC will be calculated. The CIAC is determined by the ampacity fee and other miscellaneous fees:

SECONDARY SERVICE EXTENSION

The following ampacity fees will be applicable to overhead and underground services.

Single Phase	**(120/240 V)**				
	2023	**2024**	**2025**	**2026**	**2027**
1-100A	$2,356	$2,590	$2,824	$3,058	$3,292
101-200A	$3,587	$3,821	$4,055	$4,289	$4,523
201-400A	$6,049	$6,283	$6,517	$6,751	$6,985
401-600A	$8,511	$8,745	$8,979	$9,213	$9,447
601-800A	$10,973	$11,207	$11,441	$11,675	$11,909

Three Phase	**(120/240 V*** or 120/208V) < = 225 kVA**				
	2023	**2024**	**2025**	**2026**	**2027**
1-100A	$6,579	$10,113	$13,647	$17,181	$20,715
101-200A	$9,023	$12,557	$16,091	$19,625	$23,159
201-400A	$13,313	$16,847	$20,381	$23,915	$27,449
401-600A	$18,202	21,736	$25,270	$28,804	$32,338
601-800A	$23,091	$26,625	$30,159	$33,693	$37,227
801-1000A	$27,981	$31,515	$35,049	$38,583	$42,117
1001 and above	Based on Amp fees and equipment				

Three Phase	**(277/480V) < = 225 kVA**				
	2023	**2024**	**2025**	**2026**	**2027**
1-100A	$9,168	$12,702	$16,236	$19,770	$23,304

101-200A	$14,202	$17,736	$21,270	$24,804	$28,338
201-400A	$23,669	$27,203	$30,737	$34,271	$37,805
401-600A	$33,737	$37,271	$40,805	$44,339	$47,873
601-800A	$43,805	$47,339	$50,873	$54,407	$57,941
801-1000A	$53,873	$57,407	$60,941	$64,475	$68,009
1001 and above	Based on Amp fees and equipment				

Three Phase	**(120/240V*** or 120/208V) < = 500 kVA**				
	2023	**2024**	**2025**	**2026**	**2027**
1-100A	$8,125	$13,204	$18,284	$23,364	$28,444
101-200A	$10,569	$15,648	$20,728	$25,808	$30,888
201-400A	$14,859	$19,938	$25,018	$30,098	$35,178
401-600A	$19,748	$24,827	$29,907	$34,987	$40,067
601-800A	$24,637	$29,716	$34,796	$39,876	$44,956
801-1000A	$29,527	$34,606	$39,686	$44,766	$49,846
1001 and above	Based on Amp fees and equipment				

Three Phase	**(277/480V) < = 500 kVA**				
	2023	**2024**	**2025**	**2026**	**2027**
1-100A	$10,714	$15,793	$20,873	$25,953	$31,033
101-200A	$15,748	$20,827	$25,907	$30,987	$36,067
201-400A	$25,215	$30,294	$35,374	$40,454	$45,534
401-600A	$35,283	$40,362	$45,442	$50,522	$55,602
601-800A	$45,351	$50,430	$55,510	$60,590	$65,670
801-1000A	$55,419	$60,498	$65,578	$70,658	$75,738
1001 and above	Based on Amp fees and equipment				

Three Phase	**(120/240V*** or 120/208V) < = > 1000 kVA**				
	2023	**2024**	**2025**	**2026**	**2027**
1-100A	$12,108	$21,170	$30,233	$39,295	$48,358
101-200A	$14,552	$23,614	$32,677	$41,739	$50,802
201-400A	$18,842	$27,904	$36,967	$46,029	$55,092
401-600A	$23,731	$32,793	$41,856	$50,918	$59,981
601-800A	$28,620	$37,682	$46,745	$55,807	$64,870
801-1000A	$33,510	$42,572	$51,635	$60,697	$69,760
1001 and Above	Based on Amp fees and equipment				

Three Phase	**(277/480V) < = > 1000 kVA**

	2023	2024	2025	2026	2027
1-100A	$14,697	$23,759	$32,822	$41,884	$50,947
101-200A	$19,731	$28,793	$37,856	$46,918	$55,981
201-400A	$29,198	$38,260	$47,323	$56,385	$65,448
401-600A	$39,266	$48,328	$57,391	$66,453	$75,516
601-800A	$49,334	$58,396	$67,459	$76,521	$85,584
801-1000A	$59,402	$68,464	$77,527	$86,589	$95,652
1001 and Above	Based on Amp fees and equipment				

*Fees are calculated using the branch ampacity rating of meter base, and/or service entrance rating.

**All services more than 150 feet shall be approved by engineering prior to installation.

*** 120/240V service is only available up to a maximum of 200 Amps in three phase.

**** non-diverse single phase loads shall pay four times the cost per amp listed above and three phase loads shall pay twice the cost per amp listed above due to the load requirements of these services.

ENGINEERING ESTIMATE FEES

The first engineering estimate will be provided at no cost to the customer. Any subsequent estimates, requested by the customer, may require the customer to pay a fee to cover engineering and administrative costs. (See Appendix A)

PRIMARY LINE EXTENSION

Includes costs to install facilities with the capacity necessary to serve primary voltage to all areas proposed for development. The costs may include primary cables, vaults, junction cabinets, switches, transformers and other associated facilities. Costs may also include relocating existing electrical facilities, professional engineering and design services, and any additional required charges to support system reliability or accommodate future customer expansion.

ADDITIONAL REQUIREMENTS

Based on the customer's approved plans the District will provide an estimated CIAC cost for all extension components. The customer shall pay all costs and fees in advance, including, but not limited to the cost of permits, easements, road crossings, clearing and any other special costs to provide service. These costs and fees will be in addition to any line extension or other costs that may be required and are non-refundable.

There shall be an ampacity fee for permanent service connections and capacity additions to existing services. The fee will be determined by the ampacity rating of the meter base and/or service entrance rating.

For unusual situations or short-term installations, the service connection fees shall be the actual cost of all necessary equipment the District installs/removes.
New or expanded existing customers with a 1,500 kVA or greater load, at one location, will be required to fund all the costs associated with integrating the load into the electric distribution system in accordance with Section 36.

UNDERGROUND LINE REQUIREMENTS

The District reserves the exclusive right to determine if overhead or underground facilities will be installed. For underground installations the following apply:

- The customer shall install electrical conduit and provide trenching, bedding and backfilling for such installation all in accordance with plans and specifications approved by the District. The District reserves the right to perform all work within existing City, County or State right-of-way.

- Customers requesting installation of new power facilities for industrial, commercial and residential loads will be required to install District approved communication conduit. The customer shall install necessary conduit and provide trenching, bedding and backfilling for such installation in accordance with plans and specifications approved by the District.

- For commercial or industrial loads supplied from 3-phase transformers requiring current transformer metering, the customer shall furnish, own and maintain the underground service conductors, which will be connected by the District to the secondary terminals of the District's transformer or secondary junction. A maximum of six conductors per phase will be allowed for connection to the transformer. If more than six conductors are required, a secondary junction cabinet and vault may be required at the expense of the customer. The customer shall provide a concrete foundation for the padmount transformer as required by the District.

- The owner or developer shall provide property corner stakes and final grade information necessary for the District to determine trench locations and trench excavation depths prior to trench excavation. The District shall not be responsible for lost or removed markers.

SUBSEQUENT CUSTOMERS

Customers who desire a connection to existing electrical infrastructure with an active line extension agreement shall pay a prorated share of the original CIAC, based on line feet. To qualify for a line extension agreement (i.e., eligible for a refund as an original customer); the original CIAC (minus amp fees) must be $10,000 or more, the line must have been placed in service within the last five years and a $200 non-refundable administration fee to cover administrative costs associated with administering the line extension agreement must be paid. Line extension agreements only apply to rural individual property owners and do not apply to developers and subdivisions. Each subsequent customer who desires an electrical connection to

an existing line extension shall pay a $150 non-refundable administration fee and will be entitled to future refunds. Line extension refunds will only be given to eligible customers that are on record with a signed line extension agreement with the District and are still on record as a customer at said location.

OTHER
Facilities installed by the developer/customer must be inspected and approved by the District before they are placed in service (including communication conduit).
Any changes to the electrical system required by the District because of changes in final grade or property lines shall be at the expense of the customer or developer.
The customer or developer will be held responsible for damage to conduit, electric conductors, communication infrastructure or other equipment resulting from any dig-ins.

The developer shall pay all costs to relocate District facilities when road improvements are made as a requirement of the development.

Applications on one continuous line may be grouped if to the mutual advantage of all applicants for service.

Construction must be started within 180 days and substantially complete within 365 days or CIAC will be returned to the customer.

Section 31: ELECTRIC VEHICLE AND OTHER CHARGING SERVICE
Due to the potentially significant electrical load and the sensitive nature of charging Electric Vehicles (EV) and other high demand devices, the District has determined that a dedicated service should normally be used for charging. This will enable the District to determine if the existing infrastructure is capable of safely handling the additional load. If upgrades to the system are required, the District will require the customer to pay a Contribution in Aid of Construction for the upgrades.

Customers are required to notify the District when adding additional load for charging (see Section 16). If charging load is added to a commercial account without District notification the entire service is subject to Electric Vehicle and other Charging rates outlined in Schedule 8. Residential level 1 (120v) and level 2 (240v) single phase charging are not subject to Section 34 or Schedule 8.

Section 32: WIND MACHINES
The District will provide utility service to wind machines. Prior to construction, the customer shall pay the total estimated cost of all required District facilities as a Contribution in Aid of Construction (CIAC). To minimize impacts to the District's electrical system, the customer shall install reduced voltage starting equipment approved by the District, to prevent voltage fluctuations or disturbances. The District shall not be liable for any damages incurred due to loss of electrical servicer to wind machines.

Electric service to these meters will remain connected year-round; however, any usage during the interseasonal period will be included in the April meter read and billing cycle. During the wind machine operating season, meters will be read and billed monthly, April through July. Wind Machines will be billed using the General Service Rate Schedule 1B.

Section 33: AREA LIGHTING

Area lighting, complete with photoelectric controls, will be installed for individual customers under the following conditions:

- The District will furnish, install, maintain, and supply power to area lighting upon execution of a standard five-year agreement for lighting service.
- The District will require a Contribution in Aid of Construction (CIAC)for lights attached to existing power poles with a useable transformer within the service range. If a secondary pole, or other equipment is required, the Contribution in Aid of Construction (CIAC) shall additionally include the cost of the required facilities.
- When a customer requests underground service to a yard light, the customer shall provide and install conduit and shall provide necessary trenching, bedding, and backfilling for such installation, all in accordance with plans and specifications approved by the District.
- All other forms of lighting services (i.e. subdivisions, parking lots, street lighting circuits, etc.) shall be metered. All lighting equipment (meter base, wiring, fixtures, standards, etc.) shall be installed and maintained by the owner.

The District will make installations and conduct service and maintenance work as promptly as reasonably possible; however, that in order to maintain reasonable costs efficiently, the District reserves the right to defer work on remote or geographically distant installations until a serviceman or line crew is scheduled to perform work in the applicable area.

Section 34: CONTRACTUAL SERVICE TO NEW POWER LOADS 1,500 KVA AND GREATER

If the load is 1,500 kVA or greater at one location, a special contract will be negotiated with the customer. The customer will be required to fund all the costs associated with integrating the load into the electric distribution system including a $5,000 non-refundable administration fee to cover administrative costs associated with development of the interconnection and service agreement. Public schools are exempt from the special contract requirement.

Section 35: APPEALS AND INFORMAL CONFERENCE/HEARINGS

A customer has the right to appeal decisions made by the District concerning these policies, rate schedules or interconnection and service agreements negotiated per Section 34. The informal conference may be conducted by telephone or in person with the District's Customer Service Supervisor. The customer may present any information which the customer deems relevant to the matter. If the issue at hand cannot be resolved via this discussion, the customer may request a hearing with the District's designated Hearing Officer (Auditor). The hearing may be conducted

by telephone or in person and will be scheduled at a mutually convenient time and the Hearing Officer shall render his or her decision in writing as soon as practical.

Appendix A – SCHEDULE OF ADMINISTRATIVE CHARGES

Service charges are based on District cost, and include, but are not limited to labor and labor overhead, transportation and transportation overhead, materials and materials overhead, and other costs normally incurred in performing services to the customer.

DESCRIPTION	CHARGE(S)
Account Setup	$10.00
Door Hanger Notice	$35.00
Advanced Meter Opt-Out	$80.00
Non-Payment Disconnect	$40.00
Reconnect Following Disconnect for Non-Payment	$40.00
After-Hour Reconnect Following Disconnection for Non-Payment	$316.00
Non-Sufficient Funds (NSF)	$20.00
Meter Test	$108.00
Temporary Service Charge	$188.00
Engineering Estimates (single phase)	$125.00
Engineering Estimates (three phase)	$ 325.00
Area Lighting CIAC	$310.00