

MARSHALL-DEKALB ELECTRIC COOPERATIVE

BOAZ, ALABAMA

Schedule of Rules and Regulations

- I. General
2. Residential Service
 - Existing Permanent Structure
 - New Permanent Structure
 - Meter Location
 - Mobile Homes
 - Miscellaneous
3. Farm Service
4. General Power Classification
5. Miscellaneous Requests
 - a. Pole Relocations
 - B. Single Point Metering
 - c. Underground Service
6. Mobile Home Parks
7. Subdivisions
8. Additional Service
9. Response to Service Complaints
10. Billing
11. Collection Policy
12. Terminations
13. Wiring Specifications
14. Meter Tests
15. Deposits
16. Prepay Policy

1. General

The Schedule of Rules and Regulations is a part of all contracts for receiving electric service from Marshall-DeKalb EC and applies to all service received from Marshall-DeKalb EC, whether the service is based upon contract, agreement, signed application, or otherwise. A copy of this Schedule of Rules and Regulations together with a copy of Marshall-DeKalb EC Schedule of Rates and Charges, which was approved in a public Marshall-DeKalb EC Board of Directors' meeting, shall be kept open to inspection at the offices of LPC located at 10025 AL Hwy. 168, Boaz, AL 35957 as well as online at www.mdec.org. A copy of the rates and service practice policies are available at mdec.org. Any local rate adjustment approved by the Marshall-DeKalb EC board of director will be published in the local edition of Alabama Living and/or posted on the website.

Each application for service to Marshall-DeKalb Electric Cooperative for electrical service will be accepted along with the required \$5.00 membership fee and applicable security deposit. Membership and deposit are both refundable upon termination of service and payment of any outstanding bills.

Upon termination of service, any retained deposit and accrued interest will be applied against unpaid bills of the customer, and the remaining balance will be refunded to the customer.

Normal electrical service will be single phase at 120/240 volts nominal. Three phase service may be provided on a case by case basis with the customer paying the appropriate non-refundable construction fees. There will be a minimum monthly billing for each three phase customer that will be based upon a delivery and total demand charge. Three phase service is normally available only to general power customers whose load requirements are such that single phase power is not feasible.

Single phase 120/240 volt temporary service is available for the purpose of operating portable equipment necessary for building construction. Such service will be provided to a customer furnished and installed service pole for a \$40.00 construction fee, a \$10.00 connection fee, and the required membership fee and security deposit per installation. The service pole shall conform to the NESC and MDEC specifications.

CUSTOMER'S ENERGY USE DATA:

Upon request by the customer, LPC will make available a customer's energy consumption data for the prior 12 months' period.

2. RESIDENTIAL SERVICE

EXISTING PERMANENT STRUCTURE

Electric service will be provided to an existing previously served residence for transfer fee of \$10.00 and the required membership and security deposit. Maximum length of service shall be 240 feet with the installation of one (1) low voltage 3-wire service pole or 125 feet unsupported.

NEW PERMANENT STRUCTURE

New permanent residential dwellings will be served as is an existing previously served residence except where major construction is required. In those cases where the new residence is to be located such a distance away from existing 7200 volt primary lines that more than two (2) poles are required for service, the member will be required to pay a construction fee of not less than \$350.00 per pole for the poles required over and above two (2). The number of poles required shall be determined by the Cooperative using sound pole line design practices as prescribed in the NESC and TVPPA Design and Specifications manual.

METER LOCATION

All meter locations will be coordinated with and approved by a representative of Marshall-DeKalb Electric Cooperative.

MOBILE HOMES

Electric service to an individual mobile home will be provided for a \$25.00 trailer construction fee in addition to the required membership and security deposit in cases where a service pole is not required.

In cases where major construction is required, the construction fee will be based on the charges listed below:

One low voltage 3-wire service pole - \$75.00
One primary (high voltage) pole ---- \$175.00
Second primary pole ----- \$200.00 ea.
All additional poles ----- \$500.00 ea.

The number of poles required to serve a mobile home will be determined by the Cooperative using sound pole line design practices as prescribed in the NESC and TVPPA Design and Specifications manual.

MISCELLANEOUS RESIDENTIAL SERVICE

Electrical service to garages, shops, etc., on residential premises will be provided for a \$10.00 connection fee and the required security deposit and membership fees, except where the length of service will exceed 125 feet and the setting of distribution poles are necessary, the member will be required to pay a construction fee based on the charges listed below:

One low voltage 3-wire service pole ----- \$75.00
One primary (high voltage) pole ----- \$175.00
Second primary pole ----- \$200.00 ea.
All additional poles ----- \$500.00 ea.

The number of poles required will be determined by the Cooperative using sound pole line design practices as prescribed in the NESC and TVPPA Design and Specifications manual.

3. FARM SERVICE

Chicken Houses (Broiler Houses, Pullet Houses, Laying Houses)

Electric service will be provided upon for a \$10.00 connection fee and the required security deposit and membership fee provided that the distance from an existing Cooperative owned primary line does not require the installation of more than one (1) 7200 volt primary pole. In those cases requiring additional poles, a construction fee will be assessed at the rate of not less than \$200.00 per pole.

The number of poles required will be determined by the Cooperative using sound pole line design practices.

Barns, Hog Parlors, Grain Bins, etc...

All light farm loads will be served for a \$10.00 connection fee and the required security deposit and membership fee provided that the distance from an existing Cooperative owned transformer pole does not exceed 125 feet. In the event that longer service is required the member will be required to pay a construction fee as calculated from the costs listed below:

One service pole ----- \$75.00
One primary pole ----- \$175.00
Second primary pole ----- \$200.00
All additional poles ----- \$500.00

The number of poles required shall be determined by the Cooperative using sound pole line design practices.

4. GENERAL POWER CLASSIFICATION

Normal non-residential service is single phase 120/240 volts single phase. Three phase 120/240 or 120/208 power may be provided with mutual agreement and power contract between member and MDEC. Voltage requirements different from these must be coordinated with Marshall-DeKalb on a case by case basis. For non-standard voltages on loads below 225 KVA, a contribution toward construction will be charged to aid in the cost of the transformers.

For three phase service to loads less than 75 KVA, Marshall-DeKalb will provide the transformers and overhead service conductors at no cost. Any further construction or voltage other than 120/240 will be billed to the customer. There will be a minimum bill each month based on \$1.50 per KVA in transformer size, but no less than \$60.00

For loads between 75 and 500 KVA Marshall-DeKalb will provide 1 pole, transformers, and overhead service conductors but any construction costs above this will be paid for by the customer. The same \$1.50 per KVA minimum bill is also applicable.

For loads above 500 KVA Marshall-DeKalb will provide 3 poles, transformers and overhead conductors. Any additional costs will be paid for by the customer. The same \$1.50 per KVA minimum bill is also applicable. Marshall-DeKalb Electric requires case by case coordination on installation of electric motors larger than 10 H.P. As a general rule any motor larger than 10 H.P. will require reduced voltage starting.

For loads larger than 150 KVA requiring underground primary conductor and pad-mounted transformers, MDEC will provide the transformers, primary conductor, and primary terminations. The customer will provide the trans-closure, pad, secondary connections, open the ditch, and provide two runs of appropriate size conduit from trans-closure to the pole, and installed to MDEC specifications. The maximum length of underground primary will be 300 feet.

5. MISCELLANEOUS REQUESTS

Pole Relocations

Where relocation of facilities is required solely for the convenience of others, an appropriate construction fee will be charged. These relocations will be based on sound pole line design practices.

Single point metering for multiple loads

Single point delivery will be made available to those members who may wish to combine loads to avoid multiple billing providing the request is in compliance with the TVA rate schedule requirements. Single point metering will be provided at no cost unless it is solely to the benefit of the member. In those cases, loads that can be metered with one (1) current transformer and one (1) meter will be installed for \$500.00. All other requests will be considered on a case by case basis. All equipment beyond the meter will be owned by the member.

Underground Service

Underground service will be made available where feasible. The member will be required to open a trench to a minimum depth of 24" and backfill once the service is installed. The member is also required to install the appropriate conduit with a pull string installed. Distances for service lengths will be measured from base of pole to meter base. Underground service for single phase loads up to 200 amps will be installed for \$200.00 for lengths up to 200 feet.

6. Mobile Home Parks

The policy of Marshall-DeKalb Electric Cooperative as it relates to mobile home parks shall be as follows:

Electric service will be furnished through individual meters installed in owner's wiring and sockets for individual mobile home lots. Each of the services will be installed in accordance with rules and regulations governing all individual electric service. For new installations, inspections will be done by the Cooperative engineering staff in order to locate the meters and services in the most opportunistic locations.

The Cooperative will set a meter in the owner's meter socket and bill the tenant in accordance with our regular residential policy.

7. Subdivisions

Persons considering the development of subdivisions which may require major distribution line construction should consult Marshall-DeKalb prior to starting the project. Prior to preparing to serve the subdivision, the builder/developer will be required to post \$100.00 for each lot requiring service. At the end of a two (2) year period, the builder/developer will be refunded \$100.00 for each house either completed or under construction. All money not refunded at the end of this two (2) year period will be forfeited by the builder/developer.

8. Additional Service

Security Lights

Security lights will be installed in accordance with existing rate schedules in cases where it is feasible. Standard security lights are 50-watt LED, with special requests being handled on a case by case basis. Requests for lights will require the member to pay an installation charge of \$50.00 for a light installed on an existing pole and \$200.00 in cases where a pole is required.

Maintenance of security lights is handled on a low priority basis and will be provided as it can be scheduled with other work in the area.

Lightning Arrestors

Lightning arrestors will be installed without liability or guarantee at the request of the member for a fee of \$60.00 to help cover the installation labor and material costs.

9. Response to Service Complaints

Marshall-DeKalb Electric Cooperative will respond to any service complaint after the member has first attempted to locate the problem in his own equipment. If the member cannot locate the problem, then Coop personnel will be dispatched to the member's location to investigate the complaint. Should the problem be determined to be in the member owned equipment, the member will be required to pay a fee to cover the labor and transportation costs of the trouble call. Otherwise, the problem will be corrected at no charge.

10. Billing

Bills will be rendered monthly and shall be paid within 15 days from the meter reading date on the bill. Bills that are paid after the due date on the billing statement provided shall be subject to an additional charge of 5%. Failure to receive a bill will not release a customer from its payment obligations. Should bills not be paid by the due date specified on the bill, service may be discontinued as set out in the "Terminations" section herein. The available rights and remedies, to dispute the bill with Marshall-DeKalb EC, will be included on the mailed correspondence from the cooperative. Should the due date fall on a weekend or holiday, the next business day following the due date will be held as a day of grace for payment to be received. Payments made after the due date will not be subject to additional charges if the remittance envelope bears the United States Postal Service date stamp of the due date or any date prior. Customers desiring to receive electronic bill presentation must enroll in Marshall-DeKalb EC's electronic paperless billing program by completing the four steps under the paperless billing tab on our website, mdec.org, and consenting to its terms and conditions.

11. Collection Policy

The payment due date is clearly indicated on the member's power bill. Two (2) days past the due date, a notice is mailed out to members with overdue bills. If after eleven (11) days past the due date the bill still has not been paid a collector is dispatched to either collect the delinquent bill or discontinue service. A \$25.00 collection fee is added to the total bill when paid to the collector. In cases which service is disconnected, the member must pay the original bill plus any applicable late fees, reconnection fee, etc. prior to having service reconnected.

Service is normally restored during regular business hours, Monday through Friday. Should a member desire to have service restored at a time that does not fall within regular business hours and requires overtime work, an additional \$100.00 fee will be charged.

If delinquent bill and fees have not been paid within five (5) days after service is disconnected, the member will be treated as a new subscriber requiring new connection fees and deposits in addition to satisfying the original bill and late fees.

Any member is subject to disconnection upon the discovery of a fraudulent payment. A charge of \$30.00 and all applicable fees will be assessed for each fraudulent payment.

12. Terminations

Marshall-DeKalb EC may discontinue electrical service for the violation of any of the Schedule of Rules and Regulations or of the Schedule of Rates and Charges. Marshall-DeKalb EC also may discontinue electrical service to the Customer for the theft of services or the appearance of theft devices on the customer's premise, for safety reasons or to be compliant with any state, city or county regulations that require disconnection for safety reasons. Any and all electrical services will be discontinued to customers with past due accounts except as provided in this rule. Payment in full (including late fee charges) will be required before service is restored. An additional deposit amount may also be required. The termination of service by Marshall-DeKalb EC for any reason stated in this rule does not release the customer from the obligation for any amounts due to Marshall-DeKalb EC, including the payment of minimum bills as specified in contracts.

If payment is not received by the due date on the bill, Marshall-DeKalb EC may discontinue service 10 days after providing a separate written notice by mail to the customer informing the customer of the electric service disconnection and the available rights and remedies to dispute the bill with Marshall-DeKalb EC, including the Customer Service Hotline – 1-800-239-3692. No further notice will be provided before electrical service is disconnected.

Marshall-DeKalb EC evaluates weather conditions daily at www.weather.com for Boaz, AL 35957. In the event the forecasted temperature is expected to exceed 98 degrees Fahrenheit (F) or is expected to be below 32 degrees (F) on that day, Marshall-DeKalb EC will postpone the disconnection of service of residential customers scheduled for such disconnection due to non-payment. Where disconnection is postponed due to an extreme weather condition, the postponement will not extend beyond the extreme weather condition.

Upon Marshall-DeKalb EC's approval of Marshall-DeKalb EC's medical necessity form, disconnection of service will be postponed for 30 days from the original scheduled disconnection date to allow customer time to make payment or alternative shelter arrangements. The medical necessity form must be completed by a medical doctor or nurse practitioner licensed to practice in the state of Alabama certifying that the disconnection of electric service would create a life-threatening medical situation for the customer or other permanent resident of the customer's household. It is the responsibility of the customer to ensure that the form has been approved by Marshall-DeKalb EC. A life threatening medical

condition does not relieve a customer of the obligation to pay for electric service, including any late fees incurred or other applicable charges. Marshall-DeKalb EC will only grant this postponement for termination 3 times in a 12-month period. If full payment of the past due amount, including all late fees, is not received by the end of the 30-day postponement period, electric service will be disconnected without further notice.

13. Wiring Specifications

GENERAL

The following rules and regulations are prepared so that the individual desiring the

Installation of electric wiring and/or electrical equipment may easily comply with service requirements within the Marshall-DeKalb Electric Cooperative Distribution System.

Specific questions pertaining to unique service requirements not covered in this document should be directed to Marshall-DeKalb Engineering Department before final plans are completed.

2. LOCATION OF SERVICE ENTRANCE

The service entrance location will be at a point on the building as determined by the cooperative to be most easily served from existing distribution lines. The service entrance weather-head will be located so that the Cooperative may attach its service wires at a point not lower than 12 feet above the ground on residences and other normal types of buildings not subjected to traffic of tall trucks and other equipment. Where traffic of tall vehicles is involved, a higher point of attachment may be required. If it is impossible to provide the proper height attachment for the service wires under normal circumstances, a mast entrance shall be installed through the roof to a height that will provide permissible clearance. This entrance mast will consist of a 2-inch rigid metal conduit on all entrances up to and including 200 amp. Over 200 amp, the conduit size will be determined in accordance with the stipulations of the National Electric Code as to size and number of conductors required for any given entrance. The meter socket will be installed at a point not less than 4 ½ feet nor more than 5 ½ feet above the ground. No meter socket will be installed on a porch or other enclosure. When conduit is used, it shall be installed on the outside surface of the building except by special permission.

Use of conduit type mast and raceway to main disconnect for service entrance is strongly recommended in which case multiple conductor wires shall be used. Sheathed type service entrance cable shall not be installed in conduit due to possible overheating problems.

NATURE OF SERVICE

The standard form of service shall be single phase, 60 cycle, 240 volts and the minimum size service entrance installation shall be 3 wire 100 amp. Three phase service will be provided only where absolutely required and may require additional construction fees. In cases where three

phase service is deemed necessary, the individual should continually confer with the Cooperative on the selection of all electrical equipment.

INSTALLATION OF SERVICE ENTRANCE

The following load classifications shall determine the size of service entrance to be used:

MAX. CONNECTED LOAD	SIZE MAIN SWITCH	MINIMUM SIZE COPPER THW ENTRANCE WIRES	MINIMUM SIZE ALUMINUM THW ENTRANCE WIRES
24 kW	100 amp	#2	#2
48 kW	200 amp	#3/0	#4/0
94 kW	400 amp	#500 MCM	2-#4/0

In general, approved type service entrance cable will be accepted for single phase entrances. However, the use of a conduit mast is strongly recommended. When aluminum conductor is used, the conductor must be prepared, as described below, prior to termination in any mechanical connector:

- a. Conductor must be thoroughly brushed to remove all aluminum oxide from outer surface.
- b. After removal of all traces of oxide, a galvanic inhibiting compound such as pentrox/pentrol shall be generously applied.
- c. The conductor may then be terminated.

Service entrance cable or conduit shall be supported at intervals of not more than 2 ½ feet by approved type clamps and non-corrosive screws of the proper size. Nails shall NOT be used on any part of the wiring installation. All wiring located under a building shall be similarly supported. The service entrance circuit shall consist of a continuous non-spliced run from the weather-head to the main switch with the exception of the terminations in the meter socket. A minimum of two feet of wire will be left at the weather-head for connection to service conductors.

This Cooperative recommends that the utilization of aluminum be restricted to the entrance cable, and that all other wiring be of copper.

MAIN ENTRANCE SWITCHES – DISCONNECTING MEANS

A main disconnect shall be provided in a readily accessible area, either inside or outside the structure as specified in the National Electric Code. The main disconnect may be either a main entrance switch or an exterior house power panel.

MAIN SWITCH

The main switch shall be of the flush mounted type and all sub-fused circuits shall be in series with main fuses. Either fused or thermal circuit breaker type switches will be approved. The main switch shall be sized larger than any switch located beyond and in series with it.

HOUSE POWER PANEL

An exterior house power panel of approved design may serve as the disconnect means. The house power panel must be constructed so as to have circuit breakers arranged to perform the appropriate function. The unit may contain no more than twelve (12) breaker positions for no more than six 240 volt circuits. When the house power panel is utilized, the breakers installed in that panel must be sized larger than any sub-fuse panel located beyond it. Caution must be exercised in sizing breakers for the house power panel so as not to exceed the amp capacity rating of the unit.

No knockouts shall be left open in any switch, breaker, or outlet box. Conduit shall be attached to the main switch with the proper size bushings and lock washers with a connector of proper size.

Surface mounted switches will be allowed on masonry wall type buildings provided all wiring other than the service entrance be either installed in conduit or be of a type construction approved for masonry application.

GROUNDING

The ground wire shall be of soft drawn bare copper and shall be installed from the meter base to a driven ground rod.

<u>ENTRANCE SIZE</u>	<u>GROUND WIRE SIZE</u>
100 amp	#4
200 amp	#4

It is recommended that for entrances larger than 200 amp a separate #2 bare copper ground wire be used in conjunction with an appropriately sized neutral.

The ground wire will always be attached to the service entrance except when current transformers are required to meter a load served underground. In such case a #4 bare copper wire will be run from the grounding lug in the main switchbox to a driven ground rod.

The ground rod shall be 5/8" x 8'-0" standard galvanized or 1/2" X 8' -0" copper weld. Where soil conditions permit, the ground rod shall be driven to a minimum depth of 7 1/2 feet.

Where conditions do not permit, the rod should be sloped and driven to a minimum depth of 4 feet.

SERVICE TO MOBILE HOMES

The same general procedures apply to mobile home service installations as to houses or other structures with the following exceptions:

1. Service entrance will be installed on a 2' – 0" treated, round pole to be located at a point determined by the Cooperative, and to be installed 4'-0" in the ground.
2. A disconnect means (circuit breaker panel) shall be installed on the service pole on the load side of the meter.
3. See the mobile home service installation drawing for specific instructions.

ELECTRIC HEAT

No electric heat shall be installed without prior approval of the Cooperative. The following are maximum resistive heat loads for corresponding entrance sizes:

<u>ENTRANCE SIZE</u>	<u>MAX. HEAT LOAD</u>
100-amp	10 kW
200-amp	20 kW

In general, resistive heat loads may not exceed 20 kW. The Cooperative shall request that the customer submit the floor plan of the structure to be electrically heated so that the heating load can be calculated.

14. METER TESTS

If a member suspects that the meter to his account to be in error, the member may request that the meter be tested. The fee for a meter test will be \$25.00. If the meter is found to be fast in excess of 2%, the member's bill will be adjusted by that percentage error for the previous six months readings and the \$25.00 fee will be refunded.

15. DEPOSITS

A deposit will be required for all residential customers and will be based on a customer's credit score. The deposit amount will be based on the customer's credit rating as follows:

Residential Deposit	Experian Online Utility Exchange	Rating
\$100	Green 0 to 10%	Good
\$200	Yellow 10.0 to 25%	No History
\$300	Red 25.1% and Above	Poor

For general power customers, a deposit of two times the highest actual or estimated monthly bill will be required. In no event will the deposit required exceed twice the highest actual or estimated monthly bill average for the rate classification. A suitable guarantee, letter of credit or other security deemed acceptable by Marshall-DeKalb EC may be accepted in lieu of a deposit. Upon written request by the customer or at the discretion of the local power company, the deposit requirement may be re-evaluated based on the most recent electricity usage.

After the deposit is paid in full, interest will accrue on a deposit held longer than twelve months, with the interest being accrued annually and applied annually to the customer's account at the interest rate Marshall-DeKalb EC earns on its passbook savings accounts. The deposit balance plus any accrued interest will be accounted for and credited to the customer's unpaid bills upon termination of electric service.

16. PREPAY POLICY

Prepay Service: This method of billing is available to any Residential service which has a self-contained AMI meter with an internal disconnect. Customer pays for electricity prior to usage the same as depositing money into a debit account.

Connection Fees: All new customers must pay a connection fee to cover costs of creating and implementing a new service.

Deposit: No deposit required. Marshall-DeKalb Electric Cooperative has no financial exposure under this billing method.

Prepay Monthly Fee: Customer will reimburse Marshall-DeKalb Electric Cooperative for the monthly costs incurred from the Prepay provider. The amount is equal to twenty (20) cents per day or approximately six (6) dollars per month.

Electrical Usage: All electricity used will be billed at the current rate at the time of usage as approved by TVA. Customers may choose to be notified of account balance by automated phone call, email, text message or by personal appearance at Marshall-DeKalb Electric Cooperative office. It is the responsibility of the Customer to monitor account balance and need for payment. Marshall-DeKalb Electric Cooperative is not responsible for any costs incurred by Customer in receiving these alerts or for maintaining services, such as but not limited to internet, cell phone, etc., required to receive alerts.

Initial Minimum Payment: The initial minimum payment that can be made to an account is \$25.

Termination of Service: **Electrical Service will be terminated automatically by AMI system at approximately 9:00am the morning after account balance reaches below \$0.00! Customer must keep a positive balance in their account to receive electrical service.** Service will be reconnected when the Customer establishes an account balance of a minimum of \$10.00. Due to the additional monthly fee for Prepay Service there will be no reconnect fee.

Customers Changing Billing Methods:

Changing from Conventional Service: Customers who wish to change from conventional service to Prepay may do so under the following conditions.

- A. Deposit – Any deposit currently on account shall be applied to current bill.
- B. Outstanding Balances – Due to the lag in billing under the Conventional Service method any customer changing to Prepay will have an outstanding balance of electrical usage either not yet paid or billed. Therefore 25% of payments made to Customer's account shall apply to outstanding balance until said balance is paid in full.

All Prepay Policies apply.

Changing from Prepay to Conventional Service: Customer must remain on Prepay for a minimum of 6 months before switching to conventional service.

All conventional service policies apply including deposit.