

# CUSTOMER SERVICE REGULATIONS FOR ELECTRIC SERVICE

(Effective June 1, 2023)

## 1. INITIATING SERVICE

### 1.1 APPLICATION.

- (a) Each prospective customer desiring electrical service must make application, furnish proof of identity as required by federal regulation within a reasonable time; and may be required to sign an application form or contract prior to service connection.
- (b) The District may in some circumstances accept an application for service from a second party, with the understanding the first party has signed an application that is kept on file by the second party (owner or property manager).
- (c) All new customers are to be informed, at the time of application, of connection fees and of additional charge for connection of services after regular service hours. (See 7.1 and 7.5)

### 1.2 AGREEMENT.

- (a) Acceptance of service by a customer, with or without a written application, creates a contract obligating the customer to pay current rates, comply with service requirements and regulations, and that is conditioned upon the District's verification of the customer's identity.
- (b) Owner/Agent Agreement: A contract may be entered into by any owner of rental property for the provision of uninterrupted service to the premises between tenancies. The owner agrees to pay for electric service charges during this period and until a tenant assumes responsibility.

### 1.3 SERVICE.

Service will be energized when the customer has met all District requirements and submitted:

- Proper application
- Valid service and mailing address(es)
- Payments as required on outstanding accounts

### 1.4 LINE EXTENSION. New Service, conversion or upgrade installation will be in accord with all service requirements and regulations. (See Line Extension Regulations)

## 2. REQUIREMENTS

### 2.1 Standards. Service entrance equipment and installation to all new customers or existing customers altering their electrical service must comply with the District's Electrical Service Requirements Manual (ESR), which is available on the Internet at [www.snopud.com/esr](http://www.snopud.com/esr).

### 2.2 NOTIFICATIONS.

- (a) The District will send notification for bills, notices, and related information via first-class mail and/or will send email or email notification to customers who have made their e-mail addresses available to the District in connection with the

use of the District's electronic bill pay and presentment services (e.g., MySnopud). If customers do not provide proper mailing addresses and/or email addresses as a means of receiving mail, their service will be subject to disconnection (See 3.7).

- (b) If the customer has provided a phone number, including a wireless phone number, to the District, the customer is consenting to receiving autodialed and/or prerecorded voice or SMS messages at that number, to the extent such messages are closely related to the service purchased by the customer or to amounts owed by the customer. Such messages may include, but are not limited to, outage notifications, billing notifications, discount eligibility, and energy efficiency opportunities. A customer may opt out of these notifications by responding to the message or by contacting the District; visit [snopud.com/contact](http://snopud.com/contact) for contact information.

### 2.3 ACCESS TO PREMISES.

- (a) The customer shall provide District representatives with safe, clear access and entry to customer premises for service related work. The District's facilities and equipment must remain unobstructed and accessible at all reasonable times so the District may install, inspect, maintain, remove, read, connect or disconnect equipment, wiring, metering devices, etc. Per the District's Electrical Service Requirements(ESR), customers must provide a minimum of 3' clearance in front of and around the meter. Examples of items obstructing access include but are not limited to the following: trees, vegetation, structures, material from projects, yard tools, cars/boats, garbage cans, etc.
- (b) If necessary for access, the customer will provide and pay for relocation of obstructed District facilities to a location acceptable to the District.
- (c) Where the District's meters are located in a designated electrical or meter room, all customers must comply with the District's Electrical Service Requirements Manual (ESR), which requires the installation and maintenance of a BEST Access locking system as defined in the ESR Section 5 for the life of services to the premises. The ESR is available at <https://www.snopud.com/doing-business/construction-remodel/guides-requirements/>.
- (d) Where an individual meter or other District equipment is currently located within a locked door(s), the customer shall either provide the District with an access key or code or choose to install a BEST Access locking system as defined in the ESR Section 5.
- (e) Customers who have installed or are installing gates with padlocks must allow the installation of a District furnished locking device to adjoin the customer's lock. Customers installing electronic access gate(s) shall install a BEST Access keyed switch locking system keyed to the District's "P" key for access.
- (f) Access fees may be imposed and/or service disconnected for failure to:
- Provide District representatives with safe unobstructed access
  - Install and maintain a BEST Access locking system where required. Please note that an access fee may be charged for each room that is noncompliant in a building or building complex
  - Provide District representatives with an access key or code
  - Allow installation of a District furnished locking device to adjoin a customer's lock on a gate.
  - Install on an electronic access gate a BEST Access keyed switch locking system keyed to the District's "P" key for access
- (g) The customer shall provide space and protection for District property on his premises, including meters, instrument transformers, wires and other facilities installed by and belonging to the District.
- (h) Although the customer is responsible at all times for maintaining customer-owned wiring and equipment, the District may inspect customer wiring or equipment before or after service connection.

### 2.4 CUSTOMER FACILITIES.

- (a) Wiring and Equipment: The customer is to install, own, and maintain all wiring and equipment beyond the delivery point (See 2.7), excepting meters and special facilities installed or furnished by the District. The customer's wiring is to conform to:
- District's service requirements and regulations
  - Municipal, county, and state requirements
  - Accepted modern standards as exemplified by the National Electrical Code
  - The National Electric Safety Code

The customer will provide evidence of wiring approval from the appropriate governing body before service will be energized. (See also 1.2)

Identification of all meter circuits is the responsibility of the premises' owner.

- (b) Three-phase Motors: Installation is to comply with Electric Service Requirements, Three-Phase Service Section, and is to include appropriate protective devices as outlined in the National Electrical Code.
- (c) After-hour service calls will be charged to the customer, including instances in which the District responds to a customer request but does not work because the problem is with customer equipment. (See 7.5, 7.11, 7.16)

Customers calling for service will be advised to check fuses, plugs, breakers and other common problem sources.

- (d) Notice of Change: The District requires 30 days notice before a customer modifies their electrical system. Failing this, a customer is liable for costs of any resulting damage to District equipment.
- (e) Power Factor Adjustment: Installation of power factor corrective equipment requires previous District approval. Power factor may be determined by permanently installed instruments or by tests at reasonable intervals. Should the customer cause the power factor to drop below .75, the District has the right to curtail service until corrections are made. (See 3.7)
- (f) Multiple-unit Numbering: The builder or owner of a multiple-unit complex is required to permanently and accurately number meter bases or panel covers and corresponding building units. The account(s) will remain in the builder/owner's name until the District has verified correct numbering. Tenants then may be signed for service. (See 2.8)

Written notice to the District is required preceding any subsequent change in unit numbers or altering wiring between units behind meters. Failing this, the owner may be responsible for costs of resulting incorrect billings.

- (g) Meter Installation: The customer is required to supply, install and maintain meter-mounting equipment in accordance with service requirements and regulations. (See 2.8)
- (h) Meter Relocation: A customer is responsible for meter base relocation when he has made alterations to his property which leaves meter access unacceptable to the District. The District may disconnect service when the meter base is not satisfactorily relocated. (See 2.8)

## 2.5 MAINTENANCE.

- (a) The District is responsible for maintaining its facilities and equipment to the point of delivery. The customer owns and maintains equipment beyond the point of delivery. (See 2.7)
- (b) The customer can help maintain quality service by prompt notification to the District of any problem affecting or which may affect the supply of service.

- (c) Continuity of Service: It is the District's intent to provide adequate continuous service with minimum interruption. However, because electric service is inherently subject to disruption, (including interruption, suspension, curtailment and fluctuation) the District does not guarantee against occasional power curtailment or failure.

The District shall not be liable for any disruption in service or for any loss, injury or damage caused thereby if such disruption is attributable to the causes, work or actions from any of the following:

- An event that is reasonably beyond the District's control. Such events include, but are not limited to, winds, fire, flood, acts of the elements, court orders, insurrection or riots, generation failures, breakdowns or damage to facilities of the District or third parties, insufficient generation capacity, acts of God or public enemy, strikes or other labor disputes, civil, military or governmental authority, electrical disturbances originating on or transmitted through electrical systems with which the District is interconnected and acts or omissions of third parties.
  - Repairs, maintenance, improvement or changes in its equipment and facilities which are, in the District's sole judgment, necessary or prudent,
  - Actions which are, in the District's sole judgment, necessary or prudent to protect the performance, integrity, reliability or stability of the District's electrical system or any electrical system with which it is interconnected,
  - Voluntary cooperation, as approved by the Commission, in any program or method of operation recommended or requested by civil or military authorities, or
  - Actions taken, as approved by the Commission, to conserve energy at times deficiencies of resources within the region are anticipated, including involuntary curtailments.
- (d) Repairs or Improvements: Repairs or improvements to facilities requiring temporary service interruption occur occasionally. They will be expedited and timed to minimize customer inconvenience, provided that, when practicable, such disruption shall occur during working hours regularly maintained by the District. When possible, a preceding notice will be provided to the customer.
- (e) Hat Island: The District will respond to outages any day, including weekends and holidays, only during daylight hours and when weather permits. (See 7.15)
- (f) When the District responds to a customer call after service hours, and the problem is found to be with customer equipment, the District will make no repairs. The customer will be charged a set fee. (See 7.5 and 7.11)
- (g) A set fee will be charged when the District is called out to repair an area light after hours. (See 7.10)

## 2.6 TYPES OF SERVICE.

- (a) The District provides a comprehensive range of electrical services, via overhead or underground lines, in accordance with current rate schedules, as published in the Rate Schedules Manual and available on the Internet at [www.snopud.com/rates](http://www.snopud.com/rates).
- (b) Area lights are available on private property when:
- The Customer is the property owner,
  - The Customer executes a five-year contract,
  - The District deems installation compatible with surroundings,
  - The location is accessible to equipment for installation and maintenance, and
  - There is either a clear unrestricted public access to the area to be lighted or there is an existing District distribution pole upon which the area light will be placed.
- (c) Services are offered by the District to assist customers in energy conservation.

## 2.7 DELIVERY POINTS.

- (a) Delivery points vary depending on types of service, as follows:
- Residential and commercial secondary overhead services - - the weather head.
  - Residential secondary underground services - - the line side of the meter base, or the line side of the current transformer, or current transformer mounting device.
  - Commercial secondary underground services - - the secondary lugs of the serving transformer or pedestal.
  - Provisions in rate schedules or special contracts supersede the above.
- (b) Customer Request for Delivery Point Relocation: The customer will be charged actual cost for relocation of overhead service drop.

The customer is responsible for other related costs, including:

- Relocation of any underground facilities
  - Material and labor for additional equipment or poles
  - Required increase in capacity of above or underground distribution facilities or additional line, equipment and poles.
- (c) Requests to Move Facilities for Improvement to Premises: The District will relocate facilities upon request if feasible. The customer shall pay all costs in advance.

## 2.8 METERS.

- (a) Multiple Meters: When a customer's service requires application of more than one rate schedule, one meter will be installed for each applied schedule. Each meter will be billed separately, unless otherwise specified in a special contract.
- (b) Master metering installations will not be permitted for residential customers unless the intent of the Public Utilities Regulatory Policies Act can be satisfied in another manner as determined by the District.
- (c) The customer will be responsible for purchasing and installing any additional meters desired for his purposes, and for placing such meters on the customer side of the District meter.
- (d) When one meter serves more than one customer, the premises' owner will be responsible for the entire billing, unless one tenant agrees to assume liability for the entire bill.
- (e) Meter Testing:
- Meter accuracy testing and equipment inspections are required to maintain accurate metering and will generally be made at District expense.  
A customer may request a meter test free of charge during a twelve month period; provided, however, that a test fee may be charged if the meter tests with +/- 2% accuracy and the customer has requested the meter tested within the last three years. (See 7.9)
  - If a meter is found to be outside of +/- 2% accuracy, a second meter test shall be performed at that time.
  - Bills may be adjusted to correct any error based on a known or estimated period for up to six months.
- (f) Periodic graphic electrical tests are made at District expense to maintain a high standard of accuracy. Additional tests requested by customers may result in a charge to the customer based on a cost estimate.
- (g) A fee will be charged for routine meter resealing (see 7.6) and non-routine meter resealing (see 7.16).

## 2.9 SAFEGUARD OF DISTRICT FACILITIES.

- (a) The District may refuse or disconnect service to customers when conditions are hazardous or out of compliance with codes, regulations or requirements. The District is not liable for loss or damage to persons or property resulting from its refusal or disconnection of service for the aforementioned reasons nor from defects or negligence:
- By the customer beyond the point of delivery, or
  - In the customer's installation or equipment.
- (b) When an individual's action (e.g., tree falling or blasting) might endanger District property or interrupt power, prearrangements can be made for a crew or serviceman to stand by. Cost for this service may be charged to the responsible party.

Should loss or damage occur to District property, the responsible party may be charged for repair or replacement cost, administrative time and expense and estimated unmetered energy. However, if a District employee is at the site and approves the method and work, the above mentioned charge may be waived.

- (c) System Interference: Installation of certain equipment (e.g., welders, motors, electric fences) may interfere with electrical, radio or television reception on neighboring premises. The responsible customer is required to take necessary steps to correct all such interference. Non-compliance within five days after notice can lead to service disconnection.

## 2.10 RESALE.

Customers may resell electrical energy only with written District permission. Rates charged may not exceed rates the District charges for similar service.

## 2.11 CONSUMER ALERTS, UNUSUAL OR SUSPICIOUS ACCOUNT ACTIVITY

The District may take appropriate steps as outlined in its Identity Theft Prevention Program in response to consumer alerts, indications of fraudulent activity and other irregular account activity, up to and including termination of service.

# 3. FINANCES

## 3.1 RATE SCHEDULES.

- (a) The District has rate schedules for particular types of service required by customers. For specific detail, refer to the Electric Rate Schedules, available at [www.snopud.com](http://www.snopud.com).
- (b) In case of conflict between the provisions of any rate schedule or special contract and these service regulations, the provisions of the rate schedule or special contract shall apply.
- (c) Combined Residences and General Service: Where combined residential and general services are on the same meter, the appropriate rate schedule will be determined by the category of service using the estimated greater annual kWh consumption. The customer may rewire to separate the services.

3.2 BILLING.

- (a) The customer's obligation to pay a bill accrues on the date the bill is issued. Payment is due by the due date on the bill. Failure to receive a bill will not release the customer from their obligation to pay promptly. Bills and/or notifications will be sent to the mailing address and/or email address furnished by the customer. Customers are responsible for providing current mailing and/or email addresses and notifying the District when there are changes.
- (b) Bills will be issued monthly. Customers consuming electric power within a suburban street lighting service area will be billed for street lighting in conjunction with billings for electric service. Bills may be estimated when:
- Meter is not accessible to meter reader
  - Meter or Metering System malfunctions
  - Changes occur in the meter reading schedule
  - Other circumstances beyond District control interfere with meter reading.
- (c) Multiple meters will be billed separately to a customer unless otherwise specified in a special contract.
- (d) Account Service Charge: This charge (See 7.1) is billed during processing of each service application, except for:
- Services or meters added to an existing account by new service application
  - Owner/agent agreement with owner/agent assumption of responsibility for service between tenants
  - Reconnection of service after disconnection for non-payment at the same premise on an existing account. (See 7.3, 7.4, 7.5)
  - Other circumstances deemed appropriate by the District as documented in Customer Service processes.
- (e) Variation in charges:
- Separate applications for service when billed on different account numbers at the same address - one charge for each account, unless separate accounts are established for District convenience
  - Electric and water service on one account - one charge
  - Multi-service account - one charge for each additional meter reconnection after the initial application
  - Multi-metered complex (e.g., apartment house)
    - One charge per account for general use areas
    - If no general use account, one charge per building to initiate service for one or more non-rented units.
- (f) The customer may be billed a records research charge at cost for documentation requested on their account. (See 7.17)
- (g) Tax Apportionment: City taxes, by action of the Commission, are apportioned to accounts within the province of the taxing agent. Such amounts appear as a separate item on the bill. Other taxes levied against the District are apportioned to customers within the rate structure.
- (h) Minimum Charge: When a customer is unable to operate electrical equipment and is shut down, and has given timely notice of the shutdown to the District, the District may waive the minimum charge during the period of the shutdown due to any of the following reasons:
- Strike
  - Other labor disputes
  - Acts of public officers
  - Acts of government
  - Other conditions beyond customer control, except market conditions.

To complete necessary meter reading, the District requires written notice, including statement of cause, within 24 hours after any such shutdown.

- (i) Meter Reading: Meters will be read monthly and routinely at regular intervals.

- (j) Opening or closing readings may be prorated or interpolated.
- (k) Special meters may be installed on any account for correct rate schedule application and/or customer improvement of their facility's power factor when the nature of the customer's equipment and operation so indicates.
- (l) Reconnection of 500 kW: When delivery points of 500 kW, or greater, are disconnected and then reconnected, the Minimum Charge that would have been made if that delivery point had not been disconnected will be billed when a reconnection request is processed if:
  - The disconnection was directed by the customer requesting reconnection, and
  - The delivery point has been disconnected for less than twelve months, and
  - The delivery point had an actual Billing Demand (as defined by the applicable Rate Schedule) greater than 500 kW at least once during the twelve consecutive months prior to disconnection.

### 3.3 LATE PAYMENT CHARGES

A late payment fee may be assessed on bills that have an unpaid balance after the due date. (See 7.23)

### 3.4 COLLECTION.

- (a) Methods: While considering individual customer needs, the District is obligated to make prudent efforts to collect unpaid accounts. Reasonable collection methods will be used, including disconnection of service, collection agency assignment and/or lawsuit. In the event an unpaid account is assigned to a collection agency and as authorized by RCW 19.16.500, the collection agency will add an additional fee and interest to the unpaid account amount.
- (b) Undercharges/Overcharges: The District will, within one year after it becomes aware of undercharges/overcharges that are a result of its error, take action to collect/credit all amounts that were undercharged/overcharged during the three years prior to the date upon which the District became aware of the error, or back to the date of responsibility change, whichever is more recent. If the District fails to act during that one-year period, no collection action will be taken. No action shall be taken to collect/credit any undercharges/overcharges resulting from a District error, for electric utility services that the District delivered more than three years before it became aware of that error.
- (c) Payment for Undercharges: A customer may pay amounts undercharged as a result of District error, without interest, in installments of approximately equal amounts during a period that is no longer than the period for which the customer charged for undercharged services. If a customer does not agree to pay for undercharged electric utility services or, if having agreed fails to make payment, normal District collection practices will be followed.

### 3.5 DISCONNECT NOTICES.

- (a) Disconnect notices will be mailed no sooner than 31 days after the billing date of the oldest unpaid bill and may include any additional past due balances from subsequent bills. These notices will be for balances due in arrears only.
- (b) Medical Facilities. A disconnect notice will be provided to the customer and to the Secretaries of the Washington State Departments of Health and Social and Health Services when service is known to be provided to:
  - A hospital, medical clinic, ambulatory surgery center, renal dialysis facility, chemical dependency residential treatment facility or other medical care facility licensed or certified by the Washington State Department of Health; or
  - A nursing home, boarding home, adult family home, group care facility, intermediate care facility, intensive tenant support property, chemical dependency residential treatment facility, crisis residential center for



children or other group home or residential care facility certified by the Washington State Department of Social and Health Services.

- (c) Any customer may designate a third party to receive a disconnection notice or notice of other matters affecting the customer's service by providing to the District in writing the name and current mailing address of the third party via email or U.S. mail. If the District believes that a customer is not able to understand the effect of the disconnection, the District may consider a social service agency to be the third party.
- (d) A brochure explaining credit, disconnect policies and customers' rights and remedies, will accompany each disconnect notice on all accounts.
- (e) A fee may be charged when an Urgent Notice is delivered or other field visit is performed and no disconnection of service occurs. (See 7.2)
- (f) Disconnection will occur following the due date on the disconnect notice unless:
  - The delinquent payment has been received at a District office by the due date.
  - A deferred payment agreement has been reached.
  - The customer has appealed the action in accordance with the District's Dispute Resolution Procedures.
- (g) Exceptions: In certain instances, where health, safety or essential services would be otherwise jeopardized, or for purposes of economy, the District may withhold disconnect notices.

### 3.6 EXTENUATING CIRCUMSTANCES.

- (a) The District may pursue a solution with customers temporarily unable to pay on time due to extenuating circumstances. The availability and terms of a deferred payment plan will be based on a review of the individual customer's situation, including:
  - Amount and age of delinquency
  - Past payment record
  - Ability to pay
  - Demonstration of good faith.
- (b) Employees will give customers available information on other resources for assistance, when appropriate.
- (c) Medical Emergencies:
  - (1) Cause to Disconnect – Grace Period. When the District has cause to disconnect a residential service, it will postpone doing so for a grace period of ten business days after receiving either verbal or written notification of the existence of a medical emergency.
  - (2) Disconnected – Reconnect - Grace Period. After the District has disconnected a residential service it will, after receiving either verbal or written notification that a medical emergency exists, reconnect it for a grace period of ten business days. The District will not require payment of disconnection and reconnection fees and/or a security deposit prior to reinstating service but will bill the customer for such amounts. Reconnection will occur on the day requested by the customer. (See 7.3, 7.4, 7.5).
  - (3) Written Certification. The customer must, within the ten business day grace period, furnish the District with written certification from a qualified medical professional stating that the disconnection of electric service will materially aggravate an existing medical condition of a resident of the household. The term "qualified medical professional" means either a licensed physician, or a nurse practitioner or physician's assistant that is licensed to treat the medical condition without the supervision of a physician. The certification must include the following information:
    - Residence address and location,

- Name of the party with the existing medical condition,
  - An explanation of how the current medical condition will be materially aggravated by the disconnection of electric service,
  - A statement of how long the condition is expected to last, and
  - The title, signature, telephone number and fax number of the person certifying the condition.
- (4) Time Period. The medical certification is valid for the time period set forth in the certification or ninety days from the date of the certification, whichever is shorter. The medical certification may be renewed.
- (5) Payment Required. A medical emergency does not excuse a customer's obligation to pay both delinquent and ongoing charges. The District may require the customer to do the following during the grace period.
- Pay a minimum of twenty-five percent of the delinquent balance,
  - Enter into an agreement to pay:
    - The remaining delinquent balance within one hundred twenty days, and
    - Subsequent bills when due.
    - *However*, if a customer states that they have neither the income nor the resources to pay both the delinquent balance within one hundred twenty days and subsequent bills when due, the District may offer an extended payment agreement and may require reasonable proof of inability to pay.
- (6) Confirmation of Agreement. The District will mail a notice to the customer confirming any payment arrangements within two business days after an agreement is reached. The customer may be asked to sign and return a copy of the agreement to the District. The agreement must contain provisions authorizing the District to communicate with: (a.) any medical professional who furnishes the District with a medical certification, and (b.) may also authorize the District to contact social service agencies that may be able to provide assistance to the customer.
- (7) Failure to Comply - Disconnection. If the District does not receive both a medical certification as described above and an agreement to pay some portion of the delinquent balance within the grace period, or if the customer later fails to abide with the terms of any payment agreement, the District may disconnect the service and take further collection action. Disconnection will occur no earlier than the fourth business day after mailing a written notice of disconnection or the second business day after personally delivering such a notice.
- (8) Benefits Limited. A customer may claim a medical emergency and be entitled to the benefits described in this subsection only twice within any one hundred twenty day period.
- (d) Medical Facilities:
- (1) Cause to Disconnect – Grace Period. When the District has cause to disconnect service to a medical facility described in paragraph 3.5(b), it will postpone doing so for a grace period of ten business days past the original disconnection date after receiving a request to delay disconnection from the Department of Health or the Department of Social and Health Services to allow the requesting Department to take the steps necessary to protect the interests of patients residing at the facility.
- (2) Disconnected – Reconnect – Grace Period. If the District has disconnected service to a medical facility described in paragraph 3.5, without receiving a request from the State of Washington to postpone disconnection, it will, reconnect services for a grace period of ten business days after receiving a request for reconnection from the Department of Health or the Department of Social and Health Services to allow the requesting Department to take the steps necessary to protect the interests of patients residing at the facility.

### 3.7 DISCONNECTION OF SERVICE.

- (a) Service may be disconnected for good cause, including (but not limited to):

- Violation of service requirements or regulations, rate schedules, contracts or electrical codes
  - A hazardous condition is present in the customer's facilities or in the District's facilities serving the customer
  - After conducting an investigation, the District determines that the customer has vacated the premises
  - Failure to provide safe, clear access and entry to customer premises to district employees and agents for service related work, including but not limited for the purpose of reading meters, performance of necessary maintenance, testing, inspection, and installation or removal of District equipment and facilities.
  - Failure to pay fees or deposits
  - A payment that was received after a disconnect notice was given is dishonored or reversed
  - Theft or illegal electrical current diversion
  - No one assuming responsibility for service.
- (b) When disconnection occurs for non-payment, the District shall make a reasonable effort to notify the customer that service will be restored if the customer contacts the District and fulfills other requirements of RCW 54.16.285.
- (c) Disconnection of service does not release a customer from any obligation to the District.
- (d) Services may be disconnected without a disconnect notice when:
- A hazardous condition is present in the customer's facilities or in the District's facilities serving the customer
  - After conducting an investigation, the District determines that the customer has vacated the premises
  - No one has assumed responsibility for services, or
  - A payment received for services after a disconnect notice has been given is dishonored or reversed.
- (e) Moratorium: Whenever the air temperature as measured at the District's Operations Center is 32° F or less, no electric service will be disconnected for collection purposes during the 24 hours following temperature measurement. Utility service for residential space heating shall not be terminated between November 15 through March 15 if the customer notifies the District of the inability to pay the bill, including a security deposit, within five business days of receiving a disconnection notice and complies with the provisions of RCW 54.16.285(1), unless there are extenuating circumstances. If the customer fails to notify the District within five business days and service is terminated, the customer can, by paying any reconnection charges, and fulfilling the requirements of RCW 54.16.285, receive the protections of RCW 54.16.285.
- (f) Disconnection During Appeal: If, after being notified of a District decision to disconnect service and before actual disconnection of service, a customer states an intent to request a dispute resolution hearing in accordance with Section 9 of the Dispute Resolution Procedures, the disconnection will be stayed until the written request for a hearing is received by the District or for a period of six (6) business days after the date the customer orally stated that a hearing would be requested (whichever is earlier). If no written request for a hearing is received by the District within said time period or if the hearing date is not established for reasons set forth in Section 7 of the Dispute Resolution Procedures, the stay will be lifted and the disconnection may proceed. Otherwise, if a written request for a hearing is received by the District within said time period, the stay of the disconnection shall continue until noon on the fifth business day after the Hearing Officer's written decision on the matter is received by the Office of General Counsel for the District. (See generally Dispute Resolution Procedures)
- (g) Routine Disconnection/Reconnection Charge: Whenever disconnection or reconnection is routine, the customer will be charged in accordance with the fee schedule. (See 7.3, 7.4, 7.5, 7.6)
- (h) Routine Reconnection: When electric service is disconnected for non-compliance with service requirements or regulations, non-payment or fraudulent use, the service will not be reconnected until the situation is corrected to the District's satisfaction. Before reconnection the customer will be advised of current fees and charges for service restoration. (See 7.3, 7.4, 7.5)
- (i) Non-Routine Disconnection/Reconnection applies to single-phase residential single-phase secondary service to the electric meter. This includes tree trimming, weather head replacement, meter base replacement, electrical panel work,

crane and clearance issues related to safety, siding replacement and roofing replacement. Charges for non-routine disconnection/reconnection may be imposed. (See 7.14)

- (j) Non-Routine Secondary Service Tampering Charge applies to services that have been temporarily or permanently disconnected by the customer without a PUD qualified electrical worker disconnecting or reconnecting the service. This includes cutting the secondary service drip loops, pulling the meter, making temporary connections on the secondary service drop, cutting the meter seal on the meter base, and transferring or swinging secondary services. (See 7.16)

### 3.8 INSOLVENT ACCOUNTS.

If the District has reason to believe a customer to be insolvent, in financial difficulty or contemplating bankruptcy, appropriate action may be taken to secure payment of charges due. Requirements may include an adequate security deposit, altered payment schedule or other actions deemed necessary and reasonable by the District.

### 3.9 TRANSFER OF UNPAID BALANCES.

- (a) The District may transfer to an existing or new electric service account any unpaid charges for electric service previously provided by the District to the same customer at another location. The transferred balance shall be considered part of the customer's current obligation to the District as though the previous unpaid balance had been incurred at the present service address. A customer's previous unpaid balance from one service address to another is part of the customer's current obligation and subject to the District's requirements for payment.
- (b) In the event a customer, who has an outstanding balance for unpaid charges for electric service previously provided by the District, is receiving the benefit of electric service from the District through a different account in another customer's name, the District may transfer the outstanding balance to the active customer account.
- (c) If a customer has executed documentation (i.e., a bill of guaranty or similar document) to assure/guaranty payment for electric service provided to another District customer, any outstanding balance for unpaid charges for the other District customer may be transferred to the customer's service account as long as the assurance/guaranty documentation expressly provides for such transfer.
- (d) The District may apply any payment received from the customer or agencies toward the customer's transferred balance if:
- The customer has not already paid the transferred balance
  - The customer has not made arrangements in writing with the District for payment of the transferred balance
  - The customer has not made payments in accordance with a written payment agreement with the District.
- (e) The District will make reasonable efforts to notify the customer of the unpaid balance, including dates and location of service, and the District's regulations concerning transfer of unpaid balances, and the possibility of disconnection.

### 3.10 SECURITY DEPOSIT.

- (a) Security deposit may be required of a customer at application or later for any of the following reasons:
- Incomplete or improper application
  - Misrepresentation of identity
  - Tampering with District equipment
  - No established credit
  - Poor payment record

- (b) Notice will be provided to the customer when a security deposit is required, showing the amount and due date.
- (c) Payment or acceptable collateral is due as stated in the notice unless other arrangements are made within that period.
- (d) Amount of deposit will not exceed the established flat amount (see 7.22) for those residential customers who have been District customers for less than 12 months. The amount of deposit for those residential customers who have been District customers for more than 12 months will not exceed the established flat fee or the maximum billing for two consecutive months within a 12-month period, whichever is greater.
- (e) Amount of deposit for commercial customers will be the maximum billing for two consecutive months billing in a twenty-four month period or connected kW load times \$15.00, whichever is greater.
- (f) The amount of the deposit, will be applied to the account based on evaluation of customer credit history, after 12 months for residential customers and after 24 months for commercial customers.
- (g) Upon termination of service, an existing deposit, will be applied to any amounts due and any balance refunded.
- (h) Transfers: When a customer relocates and reapplies for service, an existing deposit may be applied to the bill or may be transferred to the customer's new address. If applied to the bill, any credit balance will be carried over to the customer's new service location. A new deposit based on the consumption at the new address, or a flat fee may be required, when appropriate.

### 3.11 PAYMENTS.

- (a) Payments: Payments are to be accompanied by a billing remittance slip or account number.
- (b) Returned Payments: A charge will be made to each account to which the payment was applied. (See 7.8)

### 3.12 PAYMENT PLANS.

Residential customers may have an opportunity to keep electric service accounts current through optional payment programs, such as a budget billing plan, depending upon the customer's payment history, participation in other programs, or rate schedule.

### 3.13 ADJUSTMENTS.

- (a) Incorrect billings will be adjusted back, for the current customer at the premises, for a maximum of three years.
- (b) Area Light Repairs: If not made within five business days following notification, the customer will not be charged for the period the area light is inoperative.
- (c) A final balance (debit or credit) of less than five dollars may be routinely written off by the District.
- (d) Municipal Tax (debit or credit) will be adjusted back when incorrect tax codes are identified, for a maximum of six months for the current customer.
- (e) Estimated billings: Any necessary adjustments to estimated charges will show on the bill following an actual meter reading.
- (f) Certain managers have authority to grant adjustments for undefined or unclear policies and procedures.

|  |                             |
|--|-----------------------------|
| Assistant General Manager                                  | Up to \$500 each occurrence |
| Senior Manager, Customer Accounting or Customer Experience | Up to \$250 each occurrence |

3.14 REDUCTIONS FOR INCOME QUALIFIED CUSTOMERS.

Reductions for residential electric and water service are available for Income Qualified Customers. Up-to-date income requirements appear on program applications and [www.snopud.com/discounts](http://www.snopud.com/discounts).

(a) Income Qualified Customers

The reduction for income qualified customers, regardless of age, will be for customers whose household income after allowable deductions (3.14(b)) does not exceed two hundred percent of the Federal Poverty Guidelines (FPG) published by the U.S. Department of Health and Human Services. Income Qualified customers whose completed applications have been approved by the District are eligible for the following reductions to Residential Rate Schedule 7:

|                     |               |
|---------------------|---------------|
| 0% to 100% of FPG   | 50% reduction |
| 101% to 200% of FPG | 25% reduction |

All income qualified customers, senior or other income qualified, receiving a 60% discount prior to July 1, 2020 will continue at the 60% discount until April 30, 2022. On May 1, 2022 all 60% discount customers will transfer to a 50% discount and have their appropriate end date adjusted accordingly.

(b) Deductions

The District may establish allowable deductions from total household income. Deductions established shall be the same for all Income Qualified Customers. Available deductions shall appear in program documentation.

(c) Other

Unreasonably high electric or water usage for a residential home, use of electricity or water for business or business-like purposes, multiple accounts, or other extraordinary circumstances may disqualify a customer from receiving a reduction. Program criteria or definitions established shall be for all Income Qualified Customers and clearly defined in program documentation.

4. VIOLATIONS

4.1 LEGAL ACTION.

(a) Criminal Proceedings. The District will seek prosecution for theft of power, destruction of District property and other violations of law affecting delivery of its services authorized by applicable City or County Ordinance or by State law, including RCW Chapter 9A.61 Defrauding a Public Utility, for:

- The Diversion of electricity without the authorization or consent of the District,
- Reconnection of utility service after that service has been disconnected by the District, and
- Tampering with District utility facilities or property.

(b) Civil Proceedings. The District may bring a civil action for damages against any person who commits, authorizes, solicits, aids, abets, or attempts to take any action described above or otherwise prohibited by law, including any described in RCW 80.28.240, When doing so the District may seek to recover from the defendant as damages:

- Three times the amount of actual damages, if any,
- Plus the cost of the lawsuit and reasonable attorney's fees,

- Plus the costs incurred on account of the bypassing, tampering, or unauthorized reconnection, including but not limited to costs and expenses for investigation, disconnection, reconnection, service calls, and expert witnesses.

4.2 POLE ATTACHMENTS PROHIBITED. The attachment of any object to District poles that has not been authorized in writing by the District is prohibited. Authorized attachments must be placed not less than 12 feet above ground.

## 5. NON-STANDARD SERVICE

5.1 The customer will be charged at cost for special installations required to meet his unique requirements for service.

### 5.2 OPT OUT

- (a) The District's standard meter is an advanced meter with broadcast communications enabled. At its discretion and subject to Eligibility Criteria the District offers a non-standard option for residential electric customers to have meter broadcast communications turned off at their premise. Customers must apply and be approved. Upon application approval, the District will charge monthly meter reading fees (See 7.20) and set the customer's advanced meter to Opt Out mode to disable broadcast communications.
- (b) Eligibility Criteria. The following eligibility criteria must be met in order to qualify and be approved for the non-standard option described in 5.2(a):
- This option is only available to electric residential services for single-family residences or multi-unit residences having 4 units or less. Commercial/industrial, multi-units having more than 4 units, water services, net metering, temporary services, and Hat Island residents are not eligible.
  - Customer must have no more than 1 credit disconnect within a rolling backward 12-month period.
  - Customer must have no record of threats to PUD staff and contractors.
  - Customer must have no access issues preventing a manual read.
  - Customer must have no record of meter tampering.
  - A Customer who elects a self-read monthly meter reading option must miss no more than 2 monthly reads in a rolling backward 12-month period and must submit accurate reads.
- (c) Self-Read Meter Reading. At the time of application, the customer may elect to read their own meter(s) and submit the readings to the District for monthly billing. The District will not be responsible for sending reminders. Missed reads will result in an estimated bill.
- (d) Eligibility Criteria Must Be Maintained. Once non-standard service option is approved by the District, a customer must continue to meet the eligibility criteria listed in 5.2(b). If a customer fails to do so, the District will inform the customer in writing, re-enable broadcast communications and stop meter reading fees. Thereafter, if the customer is able to meet the eligibility criteria again, the customer may reapply for non-standard service option.
- (e) Move Out. If a customer moves from a residence at which non-standard service option has been approved, the approval shall be automatically revoked and broadcast communications will be re-enabled on the meter. If the same customer moves to a new residence in the District's service area and wishes to opt out again, a new application must be submitted to the District.

5.3 TEMPORARY CUSTOMER SIDE REPAIR POLICY:

- (a) The District expects few and minimal impacts to customer-owned wiring and equipment (“Customer Facilities”) during the installation of the advanced meters at customer properties. Based on the District’s own meter replacement experience and that of other utilities the District understands that despite conducting pre-installation inspections it will uncover defective Customer Facilities when performing the Connect Up electric meter installations. The discovery of defective Customer Facilities can require the District to: immediately disconnect the electrical service, notify the customer of the repairs needed, require the customer to hire a licensed electrician at their expense to perform the repairs, require the customer to get all necessary electrical permits and inspections, and schedule District personnel to return to install the advanced meter.
- (b) Rather than disconnect electrical service and require the customer to make the required repairs, the District may, in its sole discretion, repair or replace Customer Facilities required to facilitate the installation of the advanced meter and safely provide the customer with electrical service. Customer Facilities related to electrical service is defined above in Sections 2.4 and 2.7. If performed, the repair or replacement will be performed at no cost to the customer. Examples of Customer Facilities the District may repair or replace include:
- The meter socket, jaws, and/or enclosure (including minor related incidental repairs, as determined in the field);
  - Miscellaneous nuts/bolts related to the meter socket, jaws, and/or enclosure; or
  - The meter post.
- (c) Items the District will not repair or replace include but are not limited to the following:
- Service panels;
  - Tampering; or
  - Code violation repairs.
- (d) Repairs or replacements may be performed by District staff or by contractors hired by the District. Any repair that code requires be performed by a licensed electrician shall be performed by a licensed electrician. Some repairs may require the customer to sign an authorization to work on Customer Facilities on a form provided by the District.
- (e) This policy shall be in effect during the Connect Up meter installation, through March, 2026. While it is in effect it shall temporarily repeal any conflicting resolutions, motions or provisions of the District’s Customer Service Regulations for Electric Service, provided that Section 2.9 is not repealed by this Temporary Customer Side Repair Policy.

6. TERMINATION OF SERVICE

- 6.1 The customer is responsible to notify the District on or prior to the date of termination, and is responsible for all service supplied to the date of notification.
- 6.2 The District reserves the right to read the meter(s) for a final bill within a one-week period from the date of notification to terminate where customers have requested removal of the meter(s).



7. FEES AND CHARGES

|      |  |  |
|------|--|--|
| 7.1  | ACCOUNT SERVICE CHARGE   | \$15.00  |
| 7.2  | CUSTOMER SERVICE FIELD VISIT   | \$25.00  |
| 7.3  | ROUTINE & CREDIT FIELD DISCONNECTION   | No Charge                                      |
| 7.4  | SCHEDULED NEXT DAY FIELD RECONNECTION<br>CREDIT: Monday – Friday, Saturdays 8:00am– 2:00pm (excluding holidays)<br>NEW CUSTOMER VACANT: Monday – Friday 8:00am – 5:30pm (excluding holidays)<br>Saturdays (excluding holidays)   | \$40.00<br>No Charge<br>\$40.00                |
| 7.5  | SAME DAY FIELD RECONNECTION<br>Monday – Friday 8:00am – 5:30pm, Saturday 8:00am – 2:00pm (excluding holidays)<br><br>EMERGENCY LIFE/MEDICAL ONLY (see 3.6©): After business hours/Holidays/Sundays   | \$80.00<br><br>\$150.00                        |
| 7.6  | ROUTINE SELF RECONNECTION: INVESTIGATION AND RESEAL  | \$200.00                                       |
| 7.7  | TAMPER INVESTIGATION AND RESEAL  | Actual Cost                                    |
| 7.8  | RETURNED PAYMENTS  | \$20.00  |
| 7.9  | ELECTRIC METER TEST  | \$50.00  |
| 7.10 | AREA LIGHT REPAIRS / CUSTOMER EQUIPMENT FAILURE<br>Weekdays after 6:30pm, weekends and holidays  | \$215.00                                       |
| 7.11 | CREW / SERVICEMAN STANDBY (Customer Request)   | Actual Cost                                    |
| 7.12 | DAMAGE FROM ADDITION OF NEW EQUIPMENT  | Actual Cost                                    |
| 7.13 | DAMAGE TO DISTRICT PROPERTY  | Actual Cost                                    |
| 7.14 | NON-ROUTINE FIELD DISCONNECTION/RECONNECTION<br>For initiating a service drop and reconnect, requiring an Outside Service Lineman:<br>Service Drop (during normal business hours)<br>Service Line Reconnect (during normal business hours)<br>Service Drop (on overtime)<br>Service Line Reconnect (on overtime) | No Charge<br>No Charge<br>\$264.00<br>\$264.00 |

Customer Service Regulations – Electric Service

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|------|--|---|
| 7.15 | NON-ROUTINE REWIRE DISCONNECTION/RECONNECTION<br>Residential Service Line Disconnection (during normal business hours)<br>Residential Service Line Reconnection (scheduled for normal business hours, completed on OT)<br>Commercial Service Line Disconnection and Reconnection (during normal business hours or on OT)<br>Residential Service Line Disconnection (scheduled for OT hours)                        | No Charge<br>No Charge<br>Actual Cost<br>Actual Cost                |
| 7.16 | HAT ISLAND SERVICE CALL / CUSTOMER PROBLEM   | Actual Cost   |
| 7.17 | NON-ROUTINE SECONDARY SERVICE TAMPERING CHARGE   | \$500   |
| 7.18 | RECORDS RESEARCH   | Actual Cost   |
| 7.19 | DELIVERY POINT RELOCATION  | Actual Cost   |
| 7.20 | HEARING “NO SHOW”  | \$70.00   |
| 7.20 | OPT OUT MONTHLY METER READING<br>Opt Out (PUD Read) – 1 Meter<br>Opt Out (Customer Self-Read) 1 Meter<br>Each Additional Meter at Same Premise   | \$25.00<br>\$5.00<br>\$5.00   |
| 7.21 | FAILURE TO PROVIDE ACCESS CHARGE   | \$250.00  |
| 7.22 | MINIMUM RESIDENTIAL SECURITY DEPOSIT<br>Multi-Family, Electric Heat<br>Multi-Family, Other Heat<br>Single Family, Electric Heat<br>Single Family, Other Heat   | \$160.00<br>\$105.00<br>\$260.00<br>\$160.00                        |
| 7.23 | LATE PAYMENT   | \$5.00 or 1%, whichever is greater                                  |
| 7.24 | ANNUAL NET METERING AGGREGATION FEE<br>Cost per meter for providing the administrative combination of metered kWh per Rate Schedule 200<br>Schedule 7 Meter, Renewable Energy or Cogeneration System <10 kW<br>Other Meter, Renewable Energy or Cogeneration System < 10 kW<br>Schedule 7 Meter, Renewable Energy or Cogeneration System >= 10 kW<br>Other Meter, Renewable Energy or Cogeneration System >= 10 kW | \$30.00<br>Actual Cost<br>Actual Cost<br>Actual Cost<br>Actual Cost |