



**SERVICE RULES AND REGULATIONS**

**ADOPTED MAY 28, 1974**

**As Amended by The Board  
October 27, 2009**

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## **SECTION 100 - ELECTRIC SERVICE AVAILABILITY**

### **NO. 101 - APPLICATION FOR MEMBERSHIP**

Any person, firm, association, corporation, or body politic or subdivision thereof shall sign an Application for Electric Service and pay a Membership Fee of five (\$5.00) dollars. In this application, the consumer shall agree to purchase from the Cooperative all electric energy used on the premises and to be bound by the Cooperative's Articles of Incorporation, the Bylaws, the Policies, the Service Rules and Regulations, and the Rate Schedules established pursuant thereto, and to pay the minimum monthly bill as established by the Rate Schedules or written contract for service. Upon termination of membership, the Membership Fee will be refunded or applied against any unpaid balance owed the Cooperative.

### **NO. 102 - SERVICE SECURITY DEPOSITS OR SURETY BOND**

A Service Security Deposit or Surety Bond may be required with respect to any service for which the Cooperative determines that such deposit/bond is needed to assure payment of the final bill.

In determining the need for a Service Security Deposit or Surety Bond and in fixing the amount of such deposit/bond, the Cooperative shall consider the following factors:

1. Type of service involved.
2. Risk involved in a new business enterprise.
3. The reputation of the premises involved.
4. The credit rating of the consumer.
5. History of connects, disconnects and reconnects at the involved premises or for the involved consumer; and
6. Any other factor having a realistic bearing on the consumer's financial stability.

However, such deposit/bond shall not ordinarily be more than the consumer's estimated power bill for two and a half month's service, except when service is being furnished on the basis of a written contract or when the Cooperative determines that a higher amount is necessary due to some unusual circumstance.

**Amended 02-16-99**

## **NO. 102 - SERVICE SECURITY DEPOSITS OR SURETY BOND (CONT)**

The Service Security Deposit or Surety Bond shall accrue no interest while held by the Cooperative.

The Service Security Deposit or Surety Bond may be refunded or applied against the consumer's monthly bill upon termination of service, less any unpaid balance owed the Cooperative, or as provided for in a written contract for service.

1. Any Member, after 12 months of continuous service, may request a credit review of their account. If the Member meets the currently established criteria for a reduced deposit then a deposit refund will be issued in cash or as a credit to the Member's account.

**Amended 12-13-05**

## **NO. 103 - ACCOUNT ESTABLISHMENT FEE**

A non-refundable Account Establishment Fee, of twenty eight (\$28.00) dollars, shall be required on each new meter installation.

**Amended 12-21-98**

## **SECTION 200 - GENERAL EXTENSION POLICY**

### **NO. 201 - OVERHEAD SERVICE EXTENSION**

Applications for overhead electric service will be classified into one of the following defined classifications and service will be extended accordingly.

#### **Residences, Public Buildings, Schools, and Churches**

This service classification consists of loads requiring single-phase electric service on a permanent year round basis. Generally, permanent single-phase electric service facilities will be extended to such loads without any requirement of a contribution in aid of construction or a facilities extension deposit. However, the Cooperative may require such contribution or deposit as may be necessary to make such extension feasible.

#### **Commercial, Industrial, and Other Three-Phase Services**

This service classification consists of loads requiring three-phase electric service on a permanent year round basis. Single-phase or three-phase service of standard voltages shall be extended to such loads without any requirement of a contribution in aid of construction or a facilities extension deposit. However, the Cooperative may require such contribution or deposit and/or a supplemental written agreement if the Cooperative determines such to be necessary to make the extension feasible.

#### **Temporary Service**

Temporary service of (120/240) volts, single-phase power will be furnished for construction or other purposes. Unless the consumer expects to take permanent service from the Cooperative, such service must be located within two hundred (200') feet of the Cooperative's existing distribution line. Applications for temporary service of more than two hundred (200') feet distance shall be handled on an individual basis.

The consumer applying for temporary service will be required to furnish the pole and the meter loop, with the top of the pole being at least sixteen (16') feet above ground level. Inspection clearance for such installations shall be obtained by the consumer.

## **NO. 201 - OVERHEAD SERVICE EXTENSION (CONT)**

### **Supplemental Farm Loads, i.e., Chicken Houses, Barns, and Pig Parlors**

Single-phase electric service facilities will be extended to such loads without any requirement of a contribution in aid of construction or a facilities extension deposit. Extension of such service shall obligate the consumer to pay in advance such annual or minimum monthly bill as may be established for service under the applicable rate schedule.

## **NO. 202 - UNDERGROUND SERVICE EXTENSION**

Underground services are subject to special conditions and policies making it necessary for the consumer to consult with a representative from the Cooperative prior to wiring or rewiring a premise. In determining the cost to provide underground service, the terrain, vegetation, accessibility, proximity of individual services, maintenance, operation, and other pertinent factors will be considered.

Except as noted for Underground Express Feeders, consumer/developers desiring underground service who meet the guidelines below will not be required to make a contribution-in-aid-of-construction except when the Cooperative determines that such a contribution is necessary to make the extension economically feasible.

### **Underground Secondary Service**

1. Consumers needing/desiring Underground Secondary Service shall provide and install a conduit system that meets or exceeds the standards specified by the National Electric Safety Code (NESC) for the type of service being installed. To assist the consumer in this endeavor, the Cooperative will supply detailed specifications and installation drawings.
2. In addition to meeting NESC standards:
  - a. The conduit shall be installed in a straight run between the meter base and the secondary pedestal provided for the service.
  - b. The conduit shall be buried at least 30 inches below final grade. Two sweeping elbows will be permitted.
  - c. The elbow nearest the secondary pedestal shall be inserted beneath the pedestal.

**NO. 202 - UNDERGROUND SERVICE EXTENSION (CONT)**

- d. The length of the conduit, including the vertical and above-grade sections shall not exceed 250 feet in length.
- e. The conduit shall be Schedule 40 PVC and of the size indicated below.

<b>Service Size &amp; Type</b>	<b>Conduit Size</b>
200/320 amp	3 inch
400/600 amp	4 inch
Other	To Be Determined

- f. The ends of the conduit shall be fitted with bushings to prevent damage to the underground cable.

**Underground Primary Installations**

Consumers/developers needing/desiring Underground Primary Service shall provide and install a conduit system that meets or exceeds the standards specified by the National Electric Safety Code (NESC) for the type of service being installed. To assist the consumer in this endeavor, the Cooperative will supply detailed specifications and installation drawings.

In addition to meeting NESC standards:

- a. The conduit for the Underground Primary Distribution system shall be Schedule 40 PVC of the appropriate size as determined by the Cooperative.
- b. The conduit will be installed at a minimum of 42 inches below final grade.
- c. Single phase lines will require one conduit while three phase lines will require three conduits.
- d. Conduits will typically be stubbed up within a fiberglass ground sleeve upon which the transformer will be placed. The Cooperative shall furnish these ground sleeves for the developer to install. Ground sleeves shall be set upon six inches of gravel.



## NO. 202 - UNDERGROUND SERVICE EXTENSION (CONT)

- e. The consumer/developer will also set the secondary pedestals and install the conduits between them and the designated transformers. The Cooperative will furnish the necessary secondary pedestals for the consumer/developer to install.
- f. During the course of installation, the Cooperative will periodically inspect the conduit installation. These inspections are aimed at resolving problems prior to the installation of the cable. Providing a request for an inspection is made by 8:00 a.m., the inspection will typically be conducted on the afternoon of this same day.
- g. The consumer/developer may be required to make a contribution-in-aid-of construction if the Cooperative determines that it can not economically serve the facility.

### **Underground Primary Express Feeders:**

Consumers/Developers with large scale developments may require primary express feeders. The underground cables used for these feeders are much larger than those used for underground primary distribution. As such, they are much more expensive than their overhead equivalent and, therefore, require special consideration.

When an express feeder is required, the consumer/developer will have the option of overhead or underground construction. Overhead express feeders will be provided at no cost and the routing of these facilities will be negotiated with the consumer/developer.

When an underground express feeder is requested, a contribution-in-aid-of-construction will be required. In general, the amount of the contribution will equal the incremental cost of providing the requested underground express feeder in lieu of the proposed overhead equivalent.

The developer will furnish a conduit system that meets or exceeds the standards specified by the National Electric Safety Code (NESC) for the type of feeder being installed. To assist the consumer in this endeavor, the Cooperative will supply detailed specifications and installation drawings.

In addition to meeting NESC standards:

## **NO. 202 - UNDERGROUND SERVICE EXTENSION (CONT)**

- a. The conduit for the Underground Express Feeders shall be Schedule 40 PVC of the appropriate size as determined by the Cooperative with two conduits per circuit.
- b. Underground Express Feeder conduits will be buried 42 inches below final grade. During the course of installation, the Cooperative will periodically inspect the conduit installation. These inspections are aimed at resolving problems prior to the installation of the cable. Providing a request for an inspection is made by 8:00 a.m., the inspection will typically be conducted on the afternoon of this same day.
- c. The developer will install the necessary vaults and ground sleeves required for the express feeder. These vaults and ground sleeves will be furnished by Coastal Electric Cooperative. **(No. 202 - Amended May 23, 2006)**

## **NO. 203 - FACILITIES EXTENSION OWNERSHIP**

All line extensions and service wire and connections, including conduit systems required to provide service, shall be and remain the property of the Cooperative, no matter who installs, pays or contributes toward paying the cost thereof. **(Amended May 23, 2006)**

The Cooperative shall not be required to serve any consumer over a line built, owned, operated, or maintained by the consumer or a third party.

All property of the Cooperative placed in or upon the consumer's premises, used in furnishing service to the consumer is placed there under the consumer's protection.

The Cooperative shall have access to such property at all reasonable times.

The consumer shall not commit or cause or permit any act that will or may result in damage to, or loss of such property, or in the loss of life or injury to any person, or the loss of or damage to any other property, in relation to such property.

**SECTION 300 - SERVICE CONNECTIONS, MEMBER WIRING,  
AND MEMBER EQUIPMENT**

**NO. 301 - SERVICE CONNECTIONS**

The wiring and electrical equipment in or upon the premises of the consumer, to the point of service cut-in, must have the approval of the constituted authority of the local government, or any other constituted authority, if any, and must conform to the requirements of the National Electrical Code, the Service Rules and Regulations of the Cooperative, and any other lawfully applicable standards before the service can be connected to the system.

The location of the service cut-in shall be mutually agreed upon by the consumer and a representative of the Cooperative and must conform to the Cooperative's Service Rules and Regulations. The consumer shall provide suitable means of supporting service wires to the premise, which will provide the minimum ground clearance and give adequate clearance over driveways and other obstructions as provided by the National Electrical Code. The Cooperative shall not be required to build, without cost to the consumer, more service line than is necessary to reach the cut-in point as agreed to by the Cooperative.

The Cooperative's responsibility to the installation and maintenance of facilities shall not extend beyond the point of attachment to the consumer's premise, central distribution point or the meter.

The consumer shall provide the service pole, when such is required, for a central distribution point.

**NO. 302 - GENERAL WIRING REQUIREMENTS**

Each consumer shall cause all premises to be wired in accordance with the requirements of the National Electrical Code prior to receiving electric service. Each consumer shall be responsible for and shall indemnify the Cooperative and any other person against injury, loss, or damage resulting from any defect and/or improper use of maintenance of such premises and all wiring and apparatus connected thereto or used thereon. In no event shall the responsibility of the Cooperative extend beyond the point at which its service wires are attached to the meter loop provided for measuring electricity used on such premises.

## **SECTION 300 - SERVICE CONNECTIONS, MEMBER WIRING, AND MEMBER EQUIPMENT (CONT)**

### **NO. 303 - MEMBER EQUIPMENT**

It is the consumer's responsibility to consult the Cooperative prior to purchase and installation of equipment that would not be typically used in and around the home.

#### **Electric Motors**

It is a characteristic of most electric motors to draw a heavy momentary current when starting. This characteristic, in many cases, causes a variation in the voltage supplied to the other consumers who receive service from the same circuit or transformer. The Cooperative shall limit, when necessary, the amount of starting current, which may be drawn by a motor.

All motors should be provided with devices that will protect the motor against overload and short circuit as defined in the National Electrical Code. All three-phase motors shall have overload devices on each of the three-phase wires to insure proper protection for the motor.

The direction of phase rotation and the continuity of all three-phase current are guarded with great care, but the Cooperative cannot guarantee against accidental or temporary change in phase rotation or phase failure; therefore, motors shall be equipped with suitable protection against such reversal or phase failure.

#### **Electric Generators**

Where auxiliary or breakdown service is installed by the consumer to provide emergency power, parallel operation of the consumer's generating equipment with the Cooperative's distribution system will not be allowed. A double throw switch must be used to prevent possible injury to work crews of the Cooperative, by making it impossible for current to back feed into the main distribution line from the emergency generator.

#### **Electric Welders and Miscellaneous Devices**

Consumers desiring to operate electric welders or other devices with high inrush or fluctuating currents must provide the Cooperative with information regarding the electrical characteristics of the equipment. Service will not be allowed to equipment, which adversely affects the Cooperative's equipment or the service to other consumers.

## **NO. 303 - MEMBER EQUIPMENT (CONT)**

### **Consumer Responsibility for Protective Devices**

All protective devices, as required by the Service Rules and Regulations, shall be furnished by the consumer and at the consumer's sole expense.

## **NO. 304 - POWER FACTOR CORRECTIONS**

Maintaining a high power factor is of primary importance in the economic operation and maintenance of the distribution system. Under-loaded motors contribute largely to the creation of a low power factor, which is unfavorable to both the Cooperative and the consumer.

Where the over-all power factor of the consumer's load is less than eighty-five (85%) percent lagging, the Cooperative may require the consumer to install, at their expense, equipment to correct the power factor.

The Cooperative reserves the right to measure the power factor at any time.

## **NO. 305 - PHASE LOAD BALANCE**

When multi-phase service is furnished, the consumer will at all times maintain a reasonable balance of load between the phases.

**SECTION 400 - CONSUMER RATE CLASSIFICATION.**

**NO. 401 - RATE SCHEDULE AVAILABILITY**

The rate schedule, applicable to the consumer, is determined by the service type and service function.

**NO. 402 - FILING OF RATE SCHEDULES**

A copy of the Cooperative's retail rate schedules shall be on file with the Georgia Public Service Commission and will be available, upon request, at the Cooperative's headquarters.

## **SECTION 500 - METERING**

### **NO. 501 - ELECTRIC METERS**

All meter sockets will be furnished by the Cooperative and shall be installed on an exterior surface at eye level and shall be installed ahead of all switches and fuses unless otherwise agreed to by the Cooperative.

Upon receipt of the application for a new service, a representative of the Cooperative will inspect the site to be served and will spot the service entrance point.

Upon request, and when agreed to by the Cooperative, service may be provided through a central metering point on a pole, where such installations may be necessary to adequately supply power to the served premises. The pole shall be provided by the consumer.

### **NO. 502 - METER READING**

The Cooperative will be responsible for the reading of the consumer's meter every month.

### **NO. 503 - INCORRECT READING OF METER**

When it is determined that a meter has been read incorrectly, the correct reading shall be ascertained whenever possible, and the bill will be recalculated to reflect the correct usage for the period in question.

### **NO. 504 - FAILURE OF METER TO REGISTER CORRECTLY**

When it is determined that a meter has registered incorrectly, the consumer will be billed an estimated bill for the period in question. Factors to be considered in determining the bill are:

1. Previous usage of the consumer
2. Previous usage of the consumer in prior years
3. Comparative size and usage of other connected loads
4. Other relevant factors, such as weather, etc.

## **SECTION 500 - METERING (CONT)**

### **NO. 505 - METER TESTING**

Upon request by the consumer, the Cooperative will test the accuracy of the consumer's meter, for a fee of five (\$5.00) dollars. If the meter, upon testing, is found to be more than two (2%) percent (plus or minus) in error, the meter test fee shall be refunded to the consumer, and the consumer's bill will be adjusted for not more than three (3) months immediately preceding the test.

All meters shall be tested prior to reinstallation.



## **SECTION 600 - BILLING FOR ELECTRIC SERVICE**

### **NO. 601 - BILLING PERIOD AND PAYMENT OF BILLS**

All consumers will be billed monthly with respect to energy usage, as determined by meter readings obtained by the Cooperative.

1. Bills for electric service are mailed out weekly.
2. The consumer's bill date is determined by the service area in which they live.
3. All bills are due and payable upon receipt by the consumer.
4. Bill payments may be made at a collection point, as established by the Cooperative, via the mail service, through the night depository, or in person at the Cooperative's headquarters.
5. The consumer is allowed twenty (20) days from the bill date to make payment before the account becomes delinquent. The twenty (20) day period does not include the bill date.
6. Delinquent notices are mailed to all consumers who have not paid their account in full by the due date. This notice will reflect the gross billing due on the account. The gross billing includes the net bill as originally billed plus the forfeited discount. This discount is the greater of; three (\$3.00) dollars or ten (10%) percent of the net bill.
7. The delinquent notice is mailed five (5) days prior to an account being subject to field collection or disconnection, should the bill not be paid. The delinquent notice is the final notice of non-payment.
8. Past due accounts requiring field collection shall obligate the consumer to pay a collection fee of fifteen (\$15.00) dollars in addition to the past due bill.

### **NO. 602 - DISCONNECT FOR FAILURE TO PAY AND RECONNECTION FEES**

Consumers, whose service has been disconnected for failure to pay their bills in accordance with the provisions of **Section 600-601**, shall be required to pay the following:

**Amended 11-18-96**

**NO. 602 - DISCONNECT FOR FAILURE TO PAY AND RECONNECTION FEES  
(CONT)**

1. Reconnect fee:
  - a. \$25.00 - during regular working hours
  - b. \$50.00 - after regular working hours
2. The balance as shown on the consumer's account at disconnect.
3. The Membership Fee and the Service Security Deposit as may be required by the existing Service Rules and Regulations of the Cooperative.

**NO. 603 - OTHER REASONS FOR DISCONNECTION OR RECONNECTION**

Electric service will be disconnected immediately and without notice for the following reasons:

1. Discovery of meter tampering.
2. Diversion of electric current.
3. Use of electric current for unlawful reasons.
4. Discovery of a condition determined by the Cooperative to be hazardous.

Electric service will be reconnected in the above situations under the following conditions:

1. Correction of infraction.
2. Payment of any un-metered current if applicable.
3. Payment of a reconnect fee.
4. Consumer must agree to comply with reasonable requirements to protect the Cooperative against further infractions.

Service may be disconnected, but only after notice, and reasonable time to comply with the infraction has been allowed, for the following reasons:

1. For violation of, and/or non-compliance with, any applicable state or local laws, regulations, or codes pertaining to electric service.

**Amended 11-18-96**

**NO. 603 - OTHER REASONS FOR DISCONNECTION OR RECONNECTION (CONT)**

2. For non-compliance with the Bylaws, the Policies, and the Service Rules and Regulations of the Cooperative.

Electric service disconnected for above reasons will be reconnected upon correction of infractions under same conditions as if consumer had requested disconnection.

**NO. 604 - EXTENSION OF CREDIT**

The Cooperative may deviate from its policy on cut-offs for delinquent bills only in accordance with the following:

1. When it is determined that enforcement of the policy will constitute an undue hardship in relation to the amount of the delinquent bill and that extension of credit for a fixed time, or arrangement to pay bill in installments, will not unduly impair the Cooperative's ability to effectuate final collection of the bill, or;
2. When the consumer establishes to the satisfaction of the Cooperative that their failure to pay the bill has resulted from some mistake on the Cooperative's part or some mistake for which the consumer was not responsible, or;
3. When the bill in question is a final bill for service to a farm, house, or other residential account and the main building thereof has been destroyed by fire not caused by act of arson on the part of the consumer or his family, or;
4. When disconnection of service might pose immediate danger to the consumer or other persons due to illness or when the household is immediately and directly affected by a death.

**NO. 605 – ADVANCE PAY TERMS AND CONDITIONS**

Advance Pay Service is available to all residential Members as an option, or when the Cooperative considers it necessary, subject to the following provisions:

A. Eligibility

1. The Member's account must be currently paid in full when participation commences.

**NO. 605 – ADVANCE PAY TERMS AND CONDITIONS (CONT)**

2. The Member must pay all applicable fees and charges prior to commencement of service.

**B. Initiation**

1. In addition to the Application for Service, a Member must complete and sign an Advance Pay Service Agreement that outlines the service features.

2. The Cooperative will allow the enrollment into the Advance Pay Service pending eligibility requirements.

3. While the Cooperative will waive Deposit Requirements as outlined in Section 102, all other fees in Section 100 are applicable.

4. Existing Members with applied deposits may elect to enroll in the Advance Pay Service. The Member's deposit will be applied to his credit balance for energy usage and any associated fees required. Minimum opening credit on the Advance Pay account must be at least fifty dollars (\$50.00).

5. New Members shall be eligible for Advance Pay Service after satisfying above conditions and funding the account with an initial opening credit of at least fifty dollars (\$50.00).

6. Accounts that have been disconnected for zero credit balance may be reconnected upon advance payment of the outstanding balance in addition to ten dollars (\$10.00), in accordance with the methods outlined in the Advance Pay Service Agreement.

If a collection trip is necessary, the Cooperative may charge a service fee as outlined in Service Rules & Regulations Section 602.

7. Electric Service will be subject to immediate disconnection if, at any time, an Advance Pay account does not have a credit balance.

8. Billing Statement will not be produced for Advance Pay accounts. The Cooperative will provide a service for viewing and monitoring daily and historical usage. This service will provide alerts and notifications to assist Members with account status, as well as a means to make payment on Advance Pay accounts.

## NO. 605 – ADVANCE PAY TERMS AND CONDITIONS (CONT)

9. Advance Pay Services will not be subject to delinquent charges. Disconnect/reconnect fees shall apply if a service trip is required.

10. If at any time an Advance Pay Member wants to convert his account back to a regular billed account, a deposit may be required based on the Service Rules & Regulations of Coastal Electric Cooperative.

### C. Debt Recovery

If the Cooperative elects to allow a Member to participate in Debt Recovery for past due balances owed to the Cooperative, the amount of bad debt will be placed in a collection account. A percentage of each energy purchase (typically 25% to 35%) shall be applied toward the bad debt until the collection account is settled. The period for Debt Recovery shall not exceed six months.

### D. Usage Calculation

Charges for energy usage will be applied against the credit balance of the Advance Pay account on a daily basis through the Advance Metering Infrastructure (AMI) of the Cooperative. If the actual daily usage is unavailable, then this usage will be the average of the previous ten (10) days. The account will be reconciled on a monthly basis to ensure accuracy.

### E. Full Settlement

A full settlement of the account shall be made when participation in the service ends and the account is final billed within the billing cycle that the account resides.

**Advance Pay**  
**Approved 10-27-09**

## **SECTION 700 - EASEMENTS, RIGHT OF ACCESS AND COOPERATIVE PROPERTYE**

### **NO. 701 - MEMBER TO GRANT EASEMENTS TO COOPERATIVE IF REQUIRED**

Each consumer shall, upon being requested by the Cooperative, execute and deliver to the Cooperative grants of easement or rights-of-way over, on, and under such lands owned by the consumer, and in accordance with such reasonable terms and conditions, as the Cooperative shall require for providing electric service to the consumer, or for the construction of other facilities necessary for providing service to others, or for transmitting power between two (2) or more otherwise unconnected points on the Cooperative's system.

### **NO. 702 - RIGHT OF ACCESS**

The employees of the Cooperative shall have the right of access to the consumer's premise at all reasonable times for the purpose of reading meters, testing, repairing, removing, maintaining, or exchanging any or all equipment and facilities, which are the property of the Cooperative.

## **SECTION 800 - GENERAL CONDITIONS FOR MEMBER WITHDRAWAL**

### **NO. 801 - VOLUNTARY WITHDRAWAL BY MEMBER**

A Member may voluntarily withdraw in good standing from membership in Coastal Electric Membership Corporation, upon compliance with the generally applicable conditions as set forth:

1. Payment of any and all amounts due the Cooperative and cessation of any non-compliance with his/her membership obligations; all as of the effective date of withdrawal; and either;
  - a. Removal to other premises not furnished service by the Cooperative; or
  - b. Ceasing to use any central station electric service whatever, at any of the premises to which such service has been furnished by the Cooperative, pursuant to his/her membership.
2. Upon such withdrawal, the Member shall be entitled to a refund of his/her Membership Fee and Service Security Deposit then held by the Cooperative.