

CUSTOMER SERVICE POLICIES
FOR THE
ELECTRIC DISTRIBUTION SYSTEM
OF YOUR
PUBLIC UTILITY DISTRICT
NO.1 OF FERRY COUNTY



Adopted February 19, 2019

Public Utility District No.1 of Ferry County

Service Policies

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Section 1: Purpose

In accordance with the District's objective of providing the best possible service at the lowest possible cost, consistent with sound business principles, it is the intent and purpose of these Service Policies to insure that all customers of the District receive uniform and equitable consideration. These policies are considered by the District in setting rates charged to customers in order to provide the lowest possible rates.

Section 2: Scope

These Service Policies are a part of all oral or written contracts for delivery of electric energy by the District to its customers. In the absence of any application for the furnishing of electric service by the District and the use of such service by the customer shall constitute a contract and the customer agrees to pay for such electric service under the rates, terms and provisions of the District's applicable rate. These Service Policies are equally binding on the District and its customers. Copies of these Service Policies are available at the District office and on the District's website www.fcud.com.

Section 3: Revisions

These Service Policies may be revised, amended, deleted, or otherwise changed at any time by action of the District's Board of Commissioners. Such action shall cancel and supersede all previous Rules and Regulations or Service Policies and be binding on both the District and the customer. Every attempt will be made by the Board of Commissioners and Staff to review this Policy Handbook annually to ensure accuracy.

Section 4: Fees Which May be Assessed

Refer to the Fee Schedule Summary for the following:

- 4.1 Whenever service has been disconnected for fraudulent use, the customer must pay all the charges due plus a bond which will be held for a five (5) year period. At the end of the five year period, the bond will be applied to the customer's account in the event the monthly billing has been paid in full each month for the immediate prior twelve (12) month period. Fraudulent use could be cause for court action. No interest shall be paid on bonds.
- 4.2 Whenever service has been disconnected for non-compliance with the Service Policy, a service charge will be assessed and must be paid prior to reconnect of service. See Fee Schedule Summary.
- 4.3 If a service call is requested by the customer, and the problem is on the customer's equipment, or if a service call is required due to actions that result in damage to the District's property, the charge shall be the actual cost of labor and transportation including overhead charges. Reference Section 33.
- 4.4 Fees assessed and estimated meter readings. If the District fails to receive a meter reading for one month, the customer will be charged the basic charge, and/or contract minimum plus **estimated** KWH usage. If the customer fails to submit a current meter reading by the 15th of the second consecutive month, the customer will be charged the basic charge, and/or contract minimum plus **estimated** KWH usage. If a customer fails to submit current month readings for a period of two consecutive months, during the third month, the District will send a serviceman to read the meter and charge for the reading. See Fee Schedule Summary.
- 4.5 If a meter test is performed at the request of the customer and if the meter is found to register within 2% plus or minus, the customer may pay a test fee and a service charge. Reference Section 38.
- 4.6 A connection charge is made for each service connection. Reference Section 8.

- 4.7 Whenever a service has become delinquent and a serviceman is required to collect, or attempt field contact, a service charge will be assessed. Reference Section 22.
- 4.8 Any dishonored check received by the District in payment of service will be assessed a handling fee. Reference Section 20.
- 4.9 Line Locate - In the event a customer requests that the Utility locate an underground line on their property, the Utility will assess a fee to perform such work if the locate is on the load (customer's) side of the meter. If the locate is on the District's side of the meter no charge will be assessed. See Fee Schedule Summary.

To help prevent damage to any underground utility lines, Washington State put legislation in place January 1, 2013 which requires any person wishing to dig or excavate on their property to contact the following; "*Call Before Your Dig - Utility Notification Center at 1-800-424-5555 (or 811)*" to request a line locate of all utility services. We will be notified of any requests made and will dispatch personnel to locate and mark any of our Utility's underground services on the property. No fee is assessed for 811 service.
- 4.10 *The Utility does not perform locates for underground faults on the customer's side of the meter.*
- 4.11 In accordance with RCW 19.16.500, the District may add a reasonable fee payable by the customer to cover the District's cost when a collection agency is used to collect outstanding debts owed to the District by the customer. The amount to be paid shall not exceed 50% of the unpaid debt, plus interest.

Section 5: Application for Service

Each prospective customer desiring electrical service shall complete and sign the District's standard form of application for service. New customers may be required to pay the standard security deposit prior to service connect. The District uses Online Utility Exchange to process a credit check to determine whether a security deposit is required. This credit report is considered a "soft hit" and does not impact the customer's credit score. The application shall include all individuals over 18-years of age who will be residing at the same location, except for dependent children and dependent adults.

In the event a customer passes away, a surviving relative or an individual accepting responsibility for the account, will be asked to transfer the account into their name within a reasonable time and not longer than three months. Requirements for new customers may apply.

All Business/Commercial applicants will be asked to complete a commercial application for service and provide copies of those documents authorizing the entity to perform work in the State of Washington.

Both applications require the applicant to provide social security numbers and driver's license numbers. The following information explains why we require this information; " In 2010 Congress made it mandatory for the Utility, as a "creditor", to require this information in an effort to avert identity theft. We must comply with the Red Flags Rule, section 114 and 315 of the Fair and Accurate Credit Transactions (FACT) Act. The Red Flags Rule applies to a very broad list of businesses including "financial institutions" and "creditors" with "covered accounts". A "creditor" is defined to include "lenders such as banks, finance companies, automobile dealers, mortgage brokers, utility companies and telecommunications companies."

Section 6: Security Deposit

The District may require a minimum cash security deposit from customers requesting service. Please refer to the Summary Rate Fee Schedule at the end of this booklet.

Each customer may be required to pay the full security deposit in order to have the account activated and service in their name. Refer to items 1 and 2 below for additional information.

The required minimum security deposit from customers requesting service shall be one of the following:

1. Payment of a cash security deposit. No interest shall be paid on deposits.
2. An acceptable credit worthiness report. The District uses Online Utility Exchange to process credit checks to determine the amount of risk a customer presents in paying their bill in a timely and complete manner. If the applicant poses a low delinquency risk, they will not be charged a deposit. Medium and high risks will be required to pay the standard security deposit.
3. Written guarantee, in the form of a Signature Card, of the final billing for the service applicant by:
 - a. In the case of rental property, the property owner or owners, or
 - b. A relative or employer of the applicant who is currently receiving service from the District and has maintained a satisfactory credit record for not less than two years.
 1. Guarantor of applicant must provide the District with 15 days written notice of the intent to cancel said Guarantee of final bill. Upon receipt of written notice, the Utility shall contact the applicant who will then have 15 days to pay the required deposit (or obtain further written guarantee). Failure to meet this requirement will result in a disconnect of service.
4. New Commercial or Industrial accounts will provide **at a minimum**, a \$500 security deposit. The actual deposit will be calculated based on either the two highest months of usage for an existing location or the estimated two highest months usage under the current rates of the District. This requirement may be waived:
 - a) For those who are currently receiving service from the District as either a commercial or industrial customer, and have maintained a satisfactory payment record for a minimum of two (2) years.

Residential security deposits will be applied to the account after a satisfactory payment record covering the most recent **12-month** period has been completed.

Commercial and business account security deposits will be applied to the account after a satisfactory payment record covering the most recent **24-month** period has been completed.

Seasonal account security deposits will be applied to the account after a satisfactory payment record covering the most recent **24-month** period has been completed. In the event a seasonal account converts to the residential category, the security deposit will be applied to the account after a satisfactory payment record of twelve consecutive months from the date of conversion.

If a service is closed and the account terminated, the account must be paid in full to receive a full security deposit refund. If the account is not paid in full, the security deposit, if present, will be applied to the account and a balance, if applicable, will be refunded.

For those customers who find it necessary to enter into the Payment Arrangement process to help pay for their electric usage, during the waiting period to have the deposit applied to their primary account, will find that the payment arrangement process will delay the date that the Deposit becomes eligible to be applied to the account. The eligibility date begins again after all charges are paid in full.

In the event an account is disconnected for non-payment, a security deposit will be assessed to have the service reconnected. If the same account is again disconnected for non-payment, an additional security deposit will be assessed before the account can be reconnected. If a customer has multiple accounts at separate locations, a security deposit may be assessed for each account that is disconnected for non-payment.

Section 7: Special Health Concerns / Life Support Equipment

It is the customer's responsibility to notify the District if there are special needs for power in the event of an outage. A physician's statement detailing the specific needs must be presented to the District to be kept on file. A physician's statement of need does not prevent disconnect of service for failure to keep the account current. Such customers who have become subject to disconnect shall be contacted either via telephone or through a door hanger advising of the pending termination of service. The termination process shall be delayed for 24 hours, from the date of notification, to allow the customer to pay their bill or make other medical arrangements prior to disconnect.

Section 8: Customer Service Connect

Customer service connections will be made as promptly as possible during regularly scheduled working hours, typically within three (3) business days, providing the customer has met all of the necessary requirements for the taking of service and all past due accounts have been paid in full. A connection charge is applicable for each *location* connected. If multiple services are connected at one location, one connect charge shall apply. If a customer requests a disconnect and later requests a reconnect at the same location, the reconnect charge will apply. The above charges are made regardless of whether or not District personnel are actually dispatched. Please refer to the Fee Schedule Summary.

Section 9: Unpaid Account Balance

The District may transfer, to an existing or new service account, any unpaid charges for electric service previously rendered at any location in the District's service area providing the account has not been turned to a collection agency.

Such transferred balance shall be considered part of the customers current obligation to the District as though the previous unpaid balance had been incurred at the present service address.

Accounts that are not paid within three months of closing are turned to a collection agency for processing.

If a former customer returns to the District and has left an unpaid account, the unpaid balance, collection agency fees plus interest, plus an increased security deposit will be paid before a new account can be opened.

In the event a customer who has left the District with an unpaid debt begins receiving electric service through a current customer, the unpaid debt, including collection agency fees, may be transferred to the current account and shall be termed "benefit of service"

Section 10: Billing

Bills will be rendered monthly and are due and payable upon receipt but no later than the 15th day of the month. Bills become delinquent on the 16th of the month following the billing date. Failure to receive a bill will not release the customer from obligation of payment. Customers are encouraged to review their monthly billing statements to ensure accuracy. Each billing reflecting a delinquent amount will be so noted and a message to contact the billing department will be added.

When it is determined that a billing error has occurred either due to faulty equipment or an administrative error, the Utility will notify the customer in as timely a manner as possible. An adjustment will be made to correct any such error as allowed by Statutory Authority.

Section 11: Initial Billing

New services will be billed at the appropriate kWh and basic charges rates.

Section 12: Final Billing

Final billings will reflect all unbilled charges along with prorated basic charges. The final billings will be processed each week and are due and payable immediately upon receipt but not more than two weeks from the closing date. The District reserves the right to read the meter for a final billing within three working days from the time requested by the customer. This reading will be used to calculate the final billing.

Section 13: Budget Billing Program

Utility customers may apply for the Budget Billing at any time throughout the year. However, customers are strongly encouraged to apply in March. The program is designed to help customers develop a credit balance on their account to help cover the higher usage during the colder winter months. This program is intended to allow customers to pay the same amount each month of the year. This monthly amount will be billed each and every month regardless of any overpayment or credit on the account. To be eligible to start, the account must be at a zero balance.

Budget amounts are recalculated in April and September of each year, but are reviewed monthly and may be adjusted if necessary.

This billing option is available to all Utility customers. Participation will be discontinued if the customer has had a disconnect of electrical service for non-payment within the last year.

The amount each customer pays per month is dependent upon their latest twelve month history or the history of any prior tenants. In the event there is no usage for the location, a calculated monthly average for our customers will be used to determine the monthly billing amount. If the customer fails to keep the agreed upon payments twice in a one year period while on the budget billing program, they may be notified that they are no longer allowed to participate in the program and will resume paying under the current established method.

A customer may also discontinue participation in the budget billing program and revert to regular billing at any time by contacting the District office. Any accumulated credit or debit will be reflected in the next regular bill after the budget billing plan is discontinued. Customers who discontinue the budget billing program will be required to pay the expenses of the actual utility usage by the time of their next billing statement.

Section 14: Automatic Account Payments

The District offers its customers the opportunity to pay their accounts in full each month through an automated credit card transaction. The District accepts either Visa or MasterCard cards and processes all such payments on the fifth business day of each month. The card number information is stored in an encrypted format and, once entered into the computer system, is no longer available to the District. Payments may also be made by accessing our secure Customer Service Portal to pay online.

Section 15: Payment Arrangements

In the event a customer is faced with an unexpected financial situation and is unable to pay their bill the customer must contact the Credit Department to establish payment arrangements. It is a general policy of the District that the District's Credit Manager shall make an effort to arrange a reasonable and feasible deferred payment program for the customer with a bona fide temporary, unforeseeable, financial difficulty. Such items considered when establishing a deferred payment program are the size of the delinquent account, the customer's ability to pay, the length of time the bill has been unpaid, customer's past payments, and other relevant factors including those presented by the customer. If the payment arrangements are fulfilled by the customer they may again qualify for arrangements if a special circumstance should again arise. However, arrangements for deferred payments may not be available to customers who have not fully and satisfactorily complied with a previous "arrangement" or to customers who have been repetitive credit problems to the District. Details of the policy have been prepared to clearly define the steps to be taken by the District prior to termination of electric service to

customers and to help ensure that the customers are provided every opportunity to avoid termination of service. If the arrangements are not kept and the electrical service has been terminated for such, the customer will not be eligible for payment arrangements for another 12 months.

For those customers who have a Security Deposit on file, the Payment Arrangement process will delay the date that the Deposit becomes eligible to be applied to the account. The eligibility date begins again after all charges are paid in full.

Section 16 - Seasonal Accounts

Customers who reside within the District's service area for five (5) months or less per calendar year are eligible for the Seasonal Residential billing option. If a seasonal residence is occupied for five (5) months or more throughout the year, either through owner use, care taking or conversion to a rental property, the account will not qualify for the seasonal program.

All residential seasonal customers will be billed in December each year for all electrical usage for that year and all basic charges for the coming year. If a seasonal customer begins service mid-year, basic charges and any security light charges are pro-rated and billed. Seasonal meters are read by the District during October and November each year. Energy charges resulting from these readings are billed in the month of December. A seasonal customer may request disconnect of service at any time. If a seasonal account is disconnected mid-year, any unused pre-paid basic charges will be refunded after any electrical usage has been calculated and charged. When the seasonal customer requests that service be reconnected, a reconnect fee shall be charged and pro-rated basic charges assessed. (See Fee Schedule at end of Booklet.) If a seasonal service changes hands, the District must be contacted by the new owner who must establish their own account. It is also the responsibility of the customer to notify the Utility of any change of ownership. Failure to do so will result in the customer being responsible for any and all charges through the date of the official notification and change of account. In the event the new owner fails to contact the Utility to establish service, the Utility will terminate electrical service until a new account is opened. Special circumstances require Manager approval before processing connects and disconnects of seasonal services outside the above guidelines.

Section 17: Irrigation Accounts

Irrigation service is available to irrigators within the District's boundary and electrical consumption shall be billed as detailed in Rate Schedule 300 which is available at the District office. This classification does not apply to domestic, stock, or irrigation pump systems that are rated smaller than three (3) horsepower. Pumps of this size, or smaller, will be served under the residential or seasonal rate.

A customer may request, in writing, that an irrigation account be disconnected for a pumping season.

- Upon receiving this request, the District will establish the account as an "Idle Account" (IRRI).
- To maintain the idle account status, the customer will be billed the monthly basic charge, regardless of pump size, for the entire 6-month pumping season.
- The idle account may be re-connected upon request of the customer; the customer will then be assessed the standard connect fee when the idle service is re-connected.
- If an idle account is reconnected at any time in the course of the pumping season, the customer will also be assessed the full annual horsepower charges for the season. A credit will be given for any idle charges billed during that season to off-set the annual charge.

The customer may request the disconnect and removal of all facilities at any time. All charges will be stopped and the facilities will be removed as soon as scheduling permits. Should the customer request re-installation of irrigation facilities, the customer shall bear all costs of such installation.

The minimum annual charge will be billed and payable in five equal monthly installments commencing in May of each year. Annual horsepower charges are due each year the District's facilities remain in

place whether or not service is actually used. Kilowatt hour usage will be due in the month billed. In the event the current year's irrigation account, both horsepower and kwh charges, are not paid in full by December 15th, the privilege of paying the annual minimum in installments will be rescinded and the following year's minimum shall be paid in advance before the installation will be reconnected.

Section 18: Change of Occupancy

When a change of occupancy or of legal responsibility takes place on any premises being served by the District, notice of such change shall be given within a reasonable time prior to such change. The outgoing customer will be held responsible for all service supplied until such notice has been received and processed by the District office. In the event there is an unpaid balance on the current account, that balance is to be paid in full prior to connecting into a new location.

Section 19 - Discontinuance of Service

To Disconnect your service you may call or come to the District Office. You may be asked to provide a picture identification if you come to the office. If you call, you will be asked to provide your social security number or in some way verify you are the person authorized on the account. The account must be listed in your name in order to disconnect service. A spouse or roommate cannot disconnect service at a location if their name is not listed on the account.

There is no charge for disconnecting service. Your meter will be read by the District and any remaining energy charges will appear on your final billing.

Section 20: Dishonored Checks

Any person from whom a dishonored check or stopped payment is received will be assessed a processing fee as shown on the Fee Schedule Summary. An attempt will be made to notify the individual via telephone and a letter will be mailed regarding the dishonored check and the redemption procedure required. Payment must be made at the District's office with cash, money order, certified check, credit card, or cashier's check within fifteen (15) calendar days from date of notification. Payment must include the full amount of the check and processing fee. If the payment is not received within fifteen (15) calendar days, electrical service may be discontinued without further notice to the customer. In the event two or more dishonored checks are received from a consumer in one calendar year, the District will require that all future payments be made in the form of cash, money order, certified check, credit card, or cashier's check. This requirement shall be removed upon the successful payment of all charges for one (1) full year.

In the event a dishonored check or stopped payment is received in payment of a delinquent account, electrical service will be discontinued immediately and the charge for delinquent accounts will apply.

Second party checks will not be accepted by the District.

Section 21: Non-Payment Disconnect of Service

Whenever a service has become delinquent and a serviceman is required to collect the delinquent amount, or attempt a field contact, a service charge will be assessed. If the account is disconnected for non-payment and a request is made for a reconnect, a reconnect fee will apply if the service is reconnected during regular working hours, otherwise, the overtime minimum charge shall apply. Refer to Fee Schedule Summary.

Section 22: Discontinuance of Service by District

This Policy has been prepared to clearly define the steps to be taken by the District prior to termination of electric service to customers and to help ensure that customers are provided every opportunity to avoid termination of their service.

22.1 Cause for Termination of Service

The District may refuse to connect, or may discontinue service, for violation of any of its Service Policies, or for failure to pay charges for electric service when due, or for violation of rate schedule or contract provision, or for theft or illegal diversion of current.

The discontinuance of service for any of these causes does not release the customer from their obligation to pay for energy received, or charges specified in any existing contract.

The District may disconnect any service that affects the quality of service to other consumers.

In addition, service shall be subject to termination provided one of the following applies:

- a. The customer fails to pay charges as agreed or within the allotted time, or,
- b. The customer refuses to accept a certified letter regarding delinquent charges.
- c. A charge back of a credit/debit transaction that was received for payment during a field contact to keep power from being disconnected or from payment to reconnect service after an account was disconnected for non-payment

22.2 Notice of Proposed Termination of Service

Prior to termination of service for non-payment, the District may take the following steps:

- a. A billing statement with a past due balance will show the total amount due on the billing highlighted and a notation added stating "You have a past due balance on your account and your service may be subject to disconnect. Please contact our credit department immediately."

Approximately five days after the monthly billing statement with a past due balance is sent, a brightly colored Delinquent Notice will be mailed. This notification asks that the past due, or delinquent amount, be paid by a specific date (normally by the 15th of the month) or the service becomes subject to immediate disconnect.

- b. Outside entities/third party businesses are not used by the Utility to collect "active" accounts. Please contact the Utility if calls are received.
- c. A Serviceman will go to the location and attempt to collect the payment. If the account balance is not paid in full, the service will be disconnected.

The billing explains that all charges are due and payable in full upon receipt of the billing and charges are to be paid no later than the 15th day of each month. Accounts become delinquent on the 16th calendar day.

If an account has been disconnected for non-payment, all past due charges, usage through the meter reading taken at the time of disconnect, a Field Contact Fee, a Reconnect Fee and appropriate security deposit will be paid before the service can be reconnected.

In the event an account is disconnected for non-payment, a security deposit will be assessed to have the service reconnected. If the same account is again disconnected for non-payment, an additional security deposit will be assessed before the account can be reconnected. If a customer has multiple accounts at separate locations, a security deposit will be assessed for each account that is disconnected for non-payment.

22.3 Rights

Informal Appeals:

Customers have the right to informally appeal termination of service through the District prior to termination. The appeal may be made by telephone or in person during normal utility working hours.

Special Consideration:

If the District becomes aware of a customer who desires special consideration, that customer must notify the District in person if the termination of service would seriously jeopardize their health or the health of a member of their household. Such notice must be provided in writing and signed by their medical provider.

When the District becomes aware of such customers, the information will be entered in a permanent record.

Such customers who have become subject to disconnect shall be contacted either via telephone or through a door hanger advising of the pending termination of service. The termination process shall be delayed for 24 hours, from the date of notification, to allow the customer to contact any assistance agency. If no acceptable solution is reached, termination will proceed in accordance with this policy.

22.4 General Provisions

In most circumstances, a residential customer's service will not be terminated on the day preceding a Utility non-work day or during the period between November 15 and March 15. However, in the event the customer fails to comply with agreed upon payment arrangements, the service can be terminated. Customers may refer to 54.16.285 of the Revised Code of Washington for information regarding the period of November 15 through March 15.

22.5 Declaration of Customer Bankruptcy

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

Section 23: Tax Adjustment

The amount of any tax levied by any city, town, or county, in accordance with Revised Code of Washington (RCW 54.28.070), will be added to the amounts otherwise computed for electricity sold within the limits of any such town, city, or county, if applicable. A Privilege Tax Exemption and Public Utility Tax Exemption as per WAC 458-20-192 and RCW's 54.28 and 82.16 will apply to any enrolled member of an Indian tribe residing on an Indian Reservation or trust land outside the reservation yet within the District's service area.

Section 24: Power Factor Adjustment

This is also set forth in appropriate rate schedules. If the average power factor at which power is delivered to the customers is less than 97% lagging, the billing demand may be increased by one percent (1%) or major fraction thereof that the average power factor is less than 97% lagging.

Section 25: Application for Construction of New Service

Each prospective customer desiring a new electrical service shall complete the District's standard form of application for service, provide a cleared right-of-way and easement(s), have applicable permits, and supply the District with information relating to credit references, load requirements, voltage, phase, and the manner in which power will be utilized.

If the site is located on rented or leased ground, the property owner shall co-sign the application and provide a cleared right-of-way and a properly executed right-of-way easement.

Large industrial or commercial contracts may be written on a special form, and shall contain such provisions and/or stipulations as may be deemed necessary or desirable to protect the interest of both the District and the customer.

In the absence of a signed agreement or application for service, the delivery of service by the District, and its acceptance by the customer shall be deemed to constitute an agreement, and acceptance of the District's Customer Service Policies.

An engineering fee may be assessed for preliminary estimates.

Section 26: Line Extension Policy

General

1. A line extension shall be considered any expenditure of the District funds necessary to provide permanent service to a proposed customer load. Within the means and ability of the District it is the declared policy to extend service to new customers or new loads for permanent residential, commercial and industrial service in all areas within or adjacent to territory now being served by existing facilities of the District. The District will make extensions from its distribution system at locations where adequate capacity is available for the load contemplated. Each extension will be subject to a study as to feasibility, permanence, desirability, and action deemed necessary. Distribution facilities to serve new residential areas will normally be placed underground. Final determination as to the type of construction and decision between overhead or underground and its point of connection with existing facilities shall be made by the District. In addition to requirements as herein stated, the District shall have sole discretion to determine if the proposed extension is permanent and/or feasible.

A minimum line extension fee will be assessed. In the event a refund of the amount paid for a line extension is requested, the District reserves the right to withhold an Administrative Fee from said refund. Please refer to the Fee Schedule at the end of this book.

2. Irrigation extensions will be made on a case by case basis. Contact the District office. Please refer to the Rate Schedule
3. When it is determined that underground facilities should be installed for service to a customer, the installation will be made by the District on the same basis as overhead except:
 - 3.1 The customer shall be financially responsible for all costs associated with the necessary trenching, bedding, and backfilling for such installation all in accordance with plans and specifications as furnished by the District. Note that these costs are over and above the cost of the line extension itself.
 - 3.2 For large commercial or industrial loads supplied from padmounted transformers the customer shall furnish, own, and maintain the underground service conductors which will be connected by the District to the secondary terminals of the District's transformer.

The design of all underground distribution systems will be as specified by the District, and ownership of underground distribution systems and services shall remain with the District except as provided in paragraph 2 above. The owner or developer shall provide property corner stakes and final grade information necessary for the District to determine trench locations and trench excavation depths prior to trench excavation. The District shall not be responsible for lost or removed markers. Any changes to the electrical system required, in the District's opinion, because of changes in final grade or property lines shall be at the expense of the owner or developer.

The customer or developer will be held responsible for damage to electric conductors or other equipment resulting from any dig-ins on the property.

4. The District shall wait until such time as the customer finalizes their portion of the line extension process and connects / begins receiving power from the Utility to begin billing the Basic Charge
5. Subdivisions or plats developed either for sale or rent are required by Ferry County to finance, in advance, the cost of the necessary backbone facilities. Extension from the backbone system to the various lots or parcels will be made under the regular extension policy of the District. Contact the Ferry County Planning Department.

Section 27: Customer's Wiring and Equipment

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

The customer's wiring shall be in accordance with applicable wiring codes and shall have been inspected by the state electrical inspector. The District is not responsible for the actions of the state inspector or any other private or governmental entity or individual.

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

Where the customer's use of electric equipment results in interference with the quality of the customer's own service or that of neighboring customers, or where the customer requires voltage control within unusually close limits, the District may require the customer to provide, at the customer's own expense, such special or additional equipment as is required. This may apply to cases of extreme unbalance of single and three phase loads.

Section 28: Customer's Responsibility for District's Property

It shall be the responsibility of the customer to take all reasonable and proper precautions to prevent damage to District property on the customer's premises. This shall include removal, reinstallation or bypassing of meters, meter seals, instruments, transformers, services, connections and any other equipment installed by and remaining the property of the District. The customer shall not attach by any means items to District owned property or facilities such as signs, lights, fences, buildings, wiring, etc. In the event that the District's property is damaged because of the customer's negligence, the District may collect from the customer the cost of repairs or replacements.

Section 29: Right of Access

The District, through its authorized employees, shall have access to all District owned equipment on customer's premises at all reasonable times for the purpose of meter reading and for test, repair, replacement, inspection or removal of all equipment. Reasonable times include between 6:00 a.m. and 8:00 p.m. seven days a week, except for emergency situations which may be addressed at any hour. Any customer may be billed a field contact fee for each occasion when an authorized employee is blocked from lawful access. The District retains the right to trim trees as needed to maintain clearance from District distribution system lines. The customer shall keep the electrical low voltage service route from the District's lines to the customer's service entrance and meter free from structures and plantings, including trees, and shall permit access for any excavation or other work needed for maintenance of District's overhead or underground facilities without payment for any damage caused by such excavation or work. If requested by the District, the customer shall provide a properly executed right-of-way easement.

Section 30: Interruption of Service

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

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

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

Section 31: Additional Load

In the event a customer desires to add load to an existing residential service, he shall notify the District sufficiently in advance so that the District may, if economically feasible, provide the facilities required. If the added load is considered temporary, the District will charge a construction service charge based on standards costs calculation. If the added load is considered permanent, the District will make modifications, if economically feasible, to its facilities, provided the additional estimated annual revenue will warrant the change. Any amount exceeding the above will require a Construction service charge.

In regards to non-residential services, standard costs will be pre-billed for any modifications to District facilities that are made to accommodate additional load.

Any change in voltage or a change from single phase to three phase or modification to primary conductors shall be pre-billed to the customer.

In the event that the customer fails to notify the District, and as a result the District's equipment is damaged, the customer shall be liable for the cost of such damage.

Section 32: Notice of Trouble

In the event that service is interrupted or not satisfactory, or any hazardous condition is known to exist, it shall be the obligation of the customer to notify the District.

Section 33: Customer Power Outage

If a customer's service fails, the customer shall endeavor to determine if there are blown fuses, tripped breakers, or other equipment that is at fault before calling the District. If a serviceman is sent out at the customer's request, and it is determined that the customer's equipment is at fault (either through direct inspection or by process of elimination), a charge may be assessed which would include the actual cost of labor and transportation including overhead. In addition, if a service call is required due to actions that result in damage to District property which occurs on customer property, a charge may be assessed which would include the actual cost of labor and transportation including overhead. These above referenced additional charges will be added to the customer's monthly power bill. This does not preclude any other remedy at law.

Section 34: Point of Delivery

The point of delivery is that point on the customer's premises (or other agreed point) where the electric facilities of the District and customer are connected. All wiring and equipment beyond this point of delivery shall be installed and maintained by the customer, except meters and metering equipment provided by the District. It shall be the responsibility of the customer or his electrical contractor to advise the District of his service requirements in advance of installing the service equipment and to ascertain that the location is acceptable to the District. The use of electric energy upon the premises of the customer is at the risk of the customer, and the District's liability shall cease at the point of delivery.

Section 35: Meter Poles

The District shall maintain the ownership of all meter poles and will coordinate with the customer in the event the pole is to be replaced.

Section 36: Meter Locations and Other Requirements

36.1 General: The customer shall provide and install an adequate meter base, or bases as specified by the District for installation of the District's revenue metering equipment. The meter base provided by the customer for underground service must be approved by the District as adequate for underground service.

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

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

Meters shall be installed on the outside of buildings or service structures and shall remain accessible to District personnel at all times. Exceptions to this practice must be approved by the District. Meters shall be installed at a height of 5 feet to 6 feet above the ground or suitable platform. In cases where unusual conditions exist, the District shall be consulted prior to installation. When a meter is recessed in a wall, adequate space shall be provided to permit access of District test equipment. New service entrance locations shall be approved by the District prior to installations.

The customer shall provide separate gutters, conduits, or raceways for unmetered circuits which shall have a District seal attached. The District recommends a main disconnect be installed on customer's side of meter, except when current limiting devices are required by code. These types of installations require prior District approval.

Special metering needs of the customer for load control, etc., shall be beyond the District's revenue meter and shall be installed and operated solely by the customer so as not to interfere with the District's revenue meter. Neither shall it be used to circumvent the intended use of the District's revenue metering.

36.2 Single Phase Service: Single phase service entrance facilities rated up to 400 amps will be metered with self-contained meters. Current transformers will be used in metering loads exceeding 400 amps. At customer's request current transformers may be used in metering loads of less than 400 amps provided the customer pays the additional costs of such installation.

The meter base provided by the customer for single phase self-contained meters may include a by-pass device which will allow current to pass through the meter base in order to break load for safety in installing and removing meters.

36.3 Three Phase Service: Any customer desiring three phase service should consult with the District Engineer. Three-phase meter bases may be purchased from the District.

36.4 Separate Meter for Each Class of Service When the customer desires to use electricity for purposes classified under different rates, separate meters should be installed to measure the current supplied under each rate. The electricity registered by each meter will be charged for at prices specified in the appropriate rate schedule.

When a business is located within a residential home served by one meter and it is determined that the energy consumption for that portion of the residence used for occasional commercial activity does not exceed three hundred (300) kWh per month, such residence may remain on the residential rate.

Section 37: Meter Reading

The District will read selected meters monthly. Seasonal accounts will be read once each year in either October or November.

Customers who are required to read their meters are asked to furnish the reading to the District by no later than the 15th of each month. Customers are asked to provide all of the digits for each of the

meter readings. This will include the stationary zero at the end of the numbers as well. Please refer to the example of meters at the end of the booklet.

In the event the District determines that a customer has been providing incorrect meter readings on a consistent basis, the District may read the customers meter each month and assess an appropriate Meter Reading Fee as detailed in the Fee Schedule Summary.

If the District fails to receive a reading, the customer shall be charged the basic charge, and/or contract minimum plus estimated kWh usage. If a customer fails to submit current monthly readings for a period of two months, the District will send a serviceman to read the meter and assess a meter reading fee. Refer to Fee Schedule Summary. Estimated billings may be lower than actual usage and may result in a billing far less than is actually due.

Determination of Demand: This is also set forth in appropriate rate schedules. Where the term "demand" is used herein, or in the rate schedules, it refers to the average demand over the demand interval set by the District.

Section 38: Meter Tests

The District will, at its own expense, make tests and inspections on its meters to insure a high standard of accuracy. The District will make additional test at the request of the customer, and, if the meter is found to register within 2% plus or minus, the customer may pay a test fee plus a service charge.

If the meter is found to exceed the 2% limit plus or minus, the bill may be adjusted accordingly, and no charge will be made for the test or service call.

Section 39: Net Metering

The District policy is available upon request at the District office.

Section 40: Resale of Energy

No purchaser of electric energy shall connect his service with that of any other person, or in any way resell, rebill or supply any other person or premises with electric current through his service. This does not apply to any residential or commercial service where electric usage is included in the rental agreement.

In the event a prior customer of the Utility, who has an unpaid debt, is found to be taking service from the Utility through another customer the Utility may attach said unpaid debt to the account of the customer providing service.

Section 41: Delivery Phase and Voltage

All services shall be alternating current - 60 Hertz and will be delivered in accordance to American National Standard for Electric Power Systems and Equipment voltage ratings 60 Hertz (ANSI C84.1 or current edition). Normal secondary delivery voltages are 120/240 volts single phase, and from 120 to 480 volts three phase for overhead or underground installations.

Phase Balance: The District may require that the current taken by each wire of the three phase service shall be reasonably balanced at times of maximum or near maximum load.

Section 42: Temporary Service

Temporary service may be rendered for construction purposes, traveling shows, public event displays, etc. Where there are existing secondary of sufficient capacity (also suitable phase and voltage) service will be provided at applicable rates under these conditions:

1. Provision by the customer of a suitable meter pole or other structure, with entrance conduit, meter socket and suitable protective devices; along with all necessary permits and inspections.

In cases where higher voltage delivery is necessary or where the point of delivery is remote from the District's existing system, the customer may obtain such service by:

1. Payment to the District, in advance of construction, an amount equal to the standard cost of installing and removing the facilities, including overhead costs.

Section 43: Non-Standard Service

If a load (new or added) requires equipment that is non-standard with the District, and the District is willing to include the new equipment in their standards, the cost of the equipment and a spare, if needed, will be included in the cost of construction. If any other special installation such as non-standard voltage, closer voltage regulation than required by standard practice, or any other special service required, the cost of installation and maintenance shall be paid by the customer prior to the work being performed.

Section 44: Relocation of Poles or Equipment at Customer Request

If a customer requests relocation of overhead or underground service, the District may remove and reconnect its service drop without cost to the customer provided no additional pole or other equipment is required. Should other equipment be required, the customer shall pay the District, in advance, for the standard cost of relocating transformers and or other facilities.

The District may consider any increased revenue from changes related to relocation of poles or equipment in determining costs to be paid by the customer. Before relocation of any poles or equipment the customer will procure the necessary signatures on easement forms prepared by the District and will furnish such easements to the District.

In the event that conditions not defined herein occur, then the principles and policies as outlined herein and in the Extension Policy shall be applied.

Section 45: Right-of-Way Clearing/Tree Removal Assistance

The District is required to keep power line rights-of-way clear of any vegetation that may interfere with, or pose a danger to, its transmission and distribution systems.

The standard right-of-way width for distribution circuits, from the ground to the sky, is fifteen (15) feet each side from center. Distance from center line to the stem of adjacent trees will be more. Larger rights-of-way may be needed for certain circuits. Clearing may include undergrowth depending on the characteristics of the species and the circuit.

Please contact the District with any observations or concerns about possible danger trees. The District will evaluate the situation and advise if it is a danger to the District's system. If it is determined to be a danger to District facilities, it will be scheduled for trimming or removal at no cost to the consumer. If it is determined not to be a danger to District facilities and you would still like the tree removed, the District may perform such work and assess a fee based on current hourly labor rates and transportation fees.

Repairs for damage to District facilities by the attempted removal of trees near the power line will be billed to the responsible party.

Section 46: Lighting

Lighting luminaries complete with photoelectric controls will be installed for individual customers under the following conditions:

1. The District will furnish, install, maintain, relamp, and supply power to 100 , 250 or 400 watt luminaire lights, or equivalent lumen, based upon standard costs of installation and monthly fees. Any other type of night time illumination is subject to consideration by the District.
2. When a customer requests underground service to a yard light, the customer shall provide necessary trenching, bedding, and backfilling for such installation, all in accordance with plans and specifications furnished by the District.

3. The District will make installations and perform service and maintenance work as promptly as possible, but in order to keep costs at a reasonable level, reserves the right to defer work on distant installations until a serviceman or line crew has other business in the area.

Section 47: Rates

The rates of the District are based upon the policy of supplying power to the customer at the lowest possible cost consistent with sound business management. All rate schedules are based on a single service to the premises of one customer through one meter. Service may be supplied to customers not coming within the scope of the regular rate schedules of the District; provided that such service shall be covered by a separate contract and shall be approved by the Commissioners of the District.

Copies of the Rate Schedules adopted by the District are available upon request at the District office

Section 48: Low Income Senior Discount

If you are 62 years of age or older, and have a combined family income of \$24,000 or less per year, your primary residence may qualify for a reduced monthly Basic Charge on your electric bill. Please contact the District office for additional information.

Section 49: Contractual Service to New Power Loads Exceeding 1,000 KW

The District will serve up to a 1,000 KW load with a padmount transformer. Metering will be on the secondary side of the transformer at standard voltage. If a load exceeds (per meter) 1,000 KW a special contract may be negotiated with the customer. A customer load in excess of 1,000 KW at one location will be limited to District power resources, which are determined by the District to be in excess of the current and future needs of its regular customers covered by the existing rate schedules. Power costs up to 1,000 KW will be included in the District's base rate schedules.

PUD #1 OF FERRY COUNTY



686 S. Clark Ave.
 P.O. Box 1039
 Republic WA 99166
 (509) 775-3325
 (509) 775-3326 Fax
 (509) 775-3849 After-hours outage
 Website: www.fcpsud.com

ACCOUNT NUMBER 55555-001

STATEMENT DATE 03/31/16

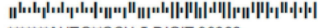
DELINQUENT AFTER 04/15/16

AMOUNT DUE 185.13

NOTE

PAGE 1 OF 1

PS37/ARJL/PKJ/71



*****AUTO**SCH 5-DIGIT 99006
 DOE, JOHN
 123 MAIN ST
 REPUBLIC, WA 99166

SVC DESC	METER #	PRESENT READING
RESIDENTIAL	99999999	_____

Make checks payable to Ferry County PUD.

Detach and return this portion with payment. Please do not fold or staple - Thank you

DOE, JOHN
 ACCOUNT NUMBER: 55555-001

STATEMENT DATE 3/31/16

PREVIOUS BALANCE	185.30
PAYMENT(S) - THANK YOU	-185.30
CURRENT CHARGES	185.13
AMOUNT DUE	185.13

P.U.D. #1 OF FERRY COUNTY - REPUBLIC, WA - WWW.FCPSUD.COM
 OFFICE 509-775-3325 - AFTER HOURS OUTAGES 509-775-3849
IF YOU ARE 62 YEARS OR OLDER, MAKE \$24,000 OR LESS COMBINED HOUSEHOLD INCOME PER YEAR-YOU MAY QUALIFY FOR OUR LOW INCOME SENIOR CITIZEN DISCOUNT. PLEASE CONTACT US AT 509-775-3325

METER/SERVICE DESCRIPTION	PREVIOUS READING	CURRENT READING	MULTIPLIER	DAYS / USAGE	CHARGE
ELECTRIC 99999999	02/02/16	03/03/16		29 DAYS	20.00
BASIC CHARGE					
RESIDENTIAL ENERGY	94190	96180	1	1990	165.13
TOTAL FOR 55555-001: LOG HOUSE					185.13

Please see reverse

The following information is printed on the reverse of each billing statement.

All bills for electrical service are due and payable in full when issued and become delinquent after the "Due Date" shown on your bill. Payment arrangements other than paying in full by the 15th of the month must have prior approval of the District Credit Manager.

If you do get behind on your electric bill, a phone call to the P.U.D. can help avoid getting disconnected. Ferry County P.U.D. has the right to disconnect power for non-payment anytime during the year, but that's certainly not our first choice.

We are able to make payment arrangements on your current billing. Please contact us just as soon as you know that you are going to have trouble paying the full amount. Once you have received either a yellow or green Delinquent Notice we aren't able to put arrangements in place on the delinquent portion of your billing.

We'll do everything we can to work out a payment schedule with you, but, once arrangements are in place, we do expect the agreed upon payments. If the payments aren't received as agreed, the account does become subject to immediate disconnect with no further notification.

For those customers who read their own meters, please provide us with a monthly meter reading (including ALL numbers, even the zero) no later than the 15th business day of each month. You have several options to use to provide your readings: send with your payment, call the office, or visit our website. When no reading is received for two consecutive months, our meter reader will be sent, during the third month, to read your meter and your account will be charged the current meter reading fee. We will no longer make telephone calls to ask for your meter reading.

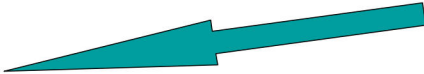
The key to keeping your power on is to let us know if you have a problem; we are here to help you.

Examples of the types of meters in use by the District.

These pictures show the types of meters you may find at your residence. When you read the meter, you will read the numbers from left to right and then write those numbers in the corresponding lines on your billing stub. If no numbers are visible, or they have not changed since the last read, please contact us. If your digital meter flashes all 8's this is a normal display screen to show that all LCD segments are working. It should then flash your kWh and other usage if applicable.



These are the numbers we need from you.



If your meter has a zero as the last digit that never changes - tell us that too when you give us your reading - we need to know about that zero.



FEE SCHEDULE SUMMARY

Section 4.1	Fraudulent use	\$500.00 Bond
Section 4.2	Non-compliance with safe wiring requirements	\$80.00
Section 4.3	Customer requested service call charges	At cost, including overhead
Section 4.4	Failure to furnish meter readings / District meter reading fee	\$50.00
Section 4.5	Meter test fee	\$35.00
	Service charge - Single Phase	\$50.00
	Service charge - Three Phase charges	At cost, including overhead
Section 4.6	Connect charge and/or Service Charge	\$50.00
Section 4.7	Reconnect charge	
	- During regular working hours	\$50.00
	- Outside regular working hours (see Section 21) - Actual time billed at OT rate	OT Rate
Section 4.7	Non-payment collected by Serviceman / Field Contact	\$50.00
Section 4.8	Dishonored checks/stopped payments	\$45.00
Section 4.9	Line locate	Current hourly rate
Section 6	Security deposit	
	- Residential	\$300.00
	-Residential- Additional if disconnected for non-payment This amount will be assessed EACH time an account is disconnected for non-payment.	\$100.00
	- Commercial / Business	Minimum of \$500.00
Section 26	Line Extension Administrative Fee	\$200.00
	Minimum Line Extension Fee	\$500.00
Section 29	Right of access	At cost, including overhead charges

