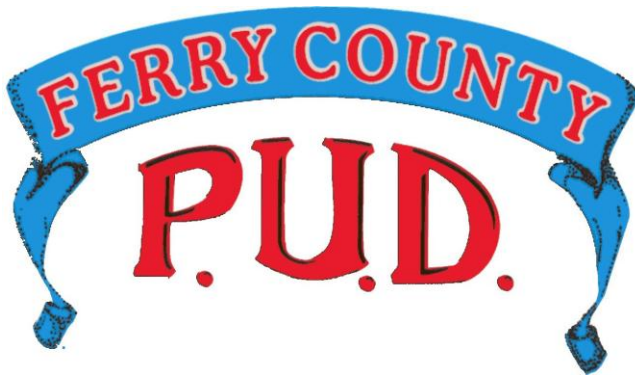


POLICIES, RULES & REGULATIONS FOR ELECTRIC SERVICE



PUBLIC UTILITY DISTRICT NO. 1 OF FERRY COUNTY

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Table of Contents

PUBLIC UTILITY DISTRICT NO. 1 OF FERRY COUNTY.....i

Section 1: Purpose1

Section 2: Scope1

Section 3: Revisions1

Section 4: Fees Which May be Charged.....1

Section 5: Application for Service3

Section 6: Security Deposit4

Section 7: Special Health Concerns/Life Support Equipment6

Section 8: Customer Service Connect6

Section 9: Landlord/Tenant Arrangements6

Section 10: Unpaid Account Balance7

Section 11: Billing7

Section 12: Initial Billing7

Section 13: Billing Adjustments8

Section 14: Final Billing8

Section 15: Budget Billing Program8

Section 16: Automatic Account Payments.....9

Section 17: Payment Arrangements9

Section 18: Seasonal Accounts10

Section 19: Irrigation Accounts.....10

Section 20: Change of Occupancy.....11

Section 21: Discontinuance of Service11

Section 22: Dishonored Check/Stopped Payment11

Section 23: Non-Payment Disconnect of Service12

Section 24: Discontinuance of Service by District.....12

Section 25: Fraudulent Use.....15

Section 26: Tax Adjustment15

Section 27: Power Factor Adjustment16

Section 28: GenerLink Rentals16

Section 29: Application for Construction of New Service16

Section 30: Line Extension Policy.....17

Section 31: Fixed Charge Services.....19

Section 32: Customer’s Wiring and Equipment19

Section 33: Removal of Facilities20

Section 34: Customer’s Responsibility for District’s Property20

Section 35: Right of Access20

Section 36: Interruption of Service21

Section 37: Additional Load.....21

Section 38: Notice of Trouble21

Section 39: Customer Power Outage.....22

Section 40: Point of Delivery22

Section 41: Meter Poles.....23

Section 42: Meter Locations and Other Requirements23

Section 43: Meter Reading24

Section 44: Net Metering25

Section 45: Resale of Energy.....25

Section 46: Delivery Phase and Voltage26

Section 47: Temporary Service26

Section 48: Non-Standard Service26

Section 49: Relocation of Poles or Equipment at Customer Request26

Section 50: Right-of-Way Clearing/Tree Removal Assistance.....27

Section 51: Lighting28

Section 52: Rates28

Section 53: Low Income Rate Discounts and Other Assistance Options.....28

Section 54: Example of Billing Statement29

Section 55: Fee Schedule Summary30

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 ensure 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, 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.fcpcud.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 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 these policies periodically to ensure accuracy.

Section 4: Fees Which May be Charged

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 an additional security deposit which will be held for a five (5) year period. At the end of the five-year period, the security deposit will be applied to the customer's account if the monthly billing has been paid in full and on time each month for the immediate prior twelve (12) month period. Fraudulent use may be cause for court action. No interest shall be paid on deposits. Reference Section 25.

4.2 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 cost of labor and transportation including overhead charges. Reference Section 39.

4.3 If a customer is required to provide the District with a meter reading, and fails to submit it 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 the Fee Schedule Summary.

4.4 A connection charge is made for each service connection. Reference Section 8.

4.5 If payment has not been received by the District on or before the due date, a late fee shall be assessed on the unpaid balance. Reference Section 11.

4.6 Whenever a service has become delinquent and a serviceman is required to disconnect for non-payment, or attempt a field contact, a fee will be assessed. Reference Section 24. A fee will be assessed to reconnect service after disconnection for non-payment.

4.7 Any dishonored check/stopped payment received by the District in payment of service will be assessed a handling fee. Reference Section 22.

4.8 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. The District will be notified of any requests made and will dispatch personnel to locate and mark any of the Utility's underground services on the property. No fee is assessed for 811 service.

4.9 The Utility does not perform locates for underground faults on the customer's side of the meter.

4.10 A security deposit may be required. Reference Section 6.

4.11 If a customer does not return the cord for their rented GenerLink to the District, they will be billed for the replacement costs. Repair, or replacement, costs for negligent or intentional damage to the GenerLink or cord may also be billed. Reference Section 28.

4.12 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 connection of service. The District uses Online Utility Exchange to process a credit check to determine whether a security deposit is required, and to do an ID check. 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.

Where two or more persons enter into an account for electric service, such person(s) will be jointly and individually liable on such account and will be billed by means of a single monthly bill mailed to the primary applicant.

When a person or business (account holder, co-applicant, spouse, domestic partner, or roommate) is occupying or residing at a premise receiving electric service from the District, that person or business is presumed to have used electric service and is considered a customer of the District. Such person or business will be equally responsible for payment of the bills for electric service accumulated during the period of occupancy. It is the customer's responsibility to notify the District when they have moved from the premise and are no longer using electric service at that location.

Whether or not the District obtained a joint application, where two or more persons are living in the same residence and benefit from the electric service provided by the District, they will be jointly and individually liable for the bill for electric service supplied.

The delivery of electric service by the District and its acceptance/usage by the customer shall be deemed to constitute an agreement with, and acceptance of the District's policies, including these Policies, Rules and Regulations.

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 transact business in the State of Washington.

Both applications require applicants to provide social security numbers and to show a government issued ID, with photo, such as a driver's license. In 2010 Congress made it mandatory for the Utility, as a "creditor", to establish procedures to help prevent and detect identity theft. The Utility 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."

Ferry County PUD may require valid proof of a customer's right to occupy a residence prior to providing power, which may include a rental or lease agreement, a deed, ownership agreement, or other documentation that gives the District a reasonable basis to establish a new service in the customer's name.

Section 6: Security Deposit

The District may require a security deposit from customers requesting service, depending on the results of their soft credit check with Online Utility Exchange during the application process. Please refer to the Summary Rate Fee Schedule at the end of this booklet.

A required security deposit from **residential customers** requesting service shall be one of the following:

1. Payment of a cash security deposit. No interest shall be paid on deposits.
2. A written guarantee, in the form of a Signature Card, of the final billing for the service applicant by:
 - a. In the case of a rental property, the property owner(s), or
 - b. A close relative, defined as a parent, sibling, or child of the applicant, who is currently receiving service from the District and has maintained a satisfactory payment history for not less than two years.

If the Guarantor no longer wishes to provide a guarantee on the account, they 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.

Service will not be connected until either the cash deposit or the Guarantee Card has been received by the District.

Residential security deposits will be applied to the account after a satisfactory payment record covering the most recent 12-month period has been completed, with each month paid in full and on time by the 15th of each month.

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.

New Commercial or Industrial account deposits will be calculated based on the two highest months of usage for an existing location or the estimated two highest months of usage under the current rates of the District, with a minimum \$500 deposit required. This requirement may be waived 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.

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, with each month paid in full and on time by the 15th of the month. If a payment is delinquent, the 24-month period begins again.

When a service is closed and the account terminated, the security deposit, if not previously applied to the account, will be applied to the final bill and any over payment will be refunded.

During the waiting period to have the deposit applied to their primary account, customers who find it necessary to enter into the Payment Arrangement process will find that it will delay the date that the Deposit becomes eligible to be applied to the account. The waiting period (either 12 or 24 months) 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.

If a former customer returns to the District and has left an unpaid account, the unpaid balance, any collection agency fees plus interest, plus an increased security deposit must be paid before a new account can be opened. See Section 10.

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.

It is the customer's responsibility to provide the District with a telephone number that will enable timely contact, and to notify the District as soon as possible of any change in the telephone number or of the medical situation of the person.

Please remember that the District cannot promise that your power will never go off. Storm damage, equipment failure and other items beyond the District's control can take the power down. The District will make a reasonable effort to notify such special needs customers in advance of planned power outages. If you have a medical condition that requires uninterrupted electric service, you should consider acquiring a source of standby power and/or make backup plans with friends or family to get to a place where electricity is available.

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, provided the customer has met all of the necessary requirements for the taking of service and all existing account balances 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: Landlord/Tenant Arrangements

Landlords of rental units have an option to sign a Standing Order Agreement Application with the District that provides for continuous electric service to a rental property. When a tenant requests termination of service, the unit will remain energized, and the service will be automatically transferred back to the landlord. The landlord will be charged a Service Connect Fee and will be responsible for all charges for electric service until a new tenant opens an account, or until the landlord contacts the District to have the service disconnected. The landlord may remove a rental unit from this agreement at any time by contacting the District.

Landlords may also contact the District to obtain a copy of the Privacy Waiver, Release and Consent Form. When signed by their tenant, it gives the District permission to provide information to the landlord regarding payment or nonpayment by the tenant for utility services.

Section 10: 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 over to a collection agency.

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

Closed accounts that are not paid will be referred to a collection agency for processing.

If a former customer returns to the District and has left an unpaid account, the unpaid balance, any collection agency fees plus interest, plus an increased security deposit must 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." Benefit of service means the use of utility service by a person who resides at a premise to which service is delivered and who is not registered with the utility as the customer of record.

Section 11: Billing

Bills will be processed 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, and a late fee will be assessed on the unpaid balance. Refer to the Fee Schedule. Failure to receive a bill will not release the customer from the obligation of payment. Customers are responsible for providing a current mailing address and notifying the District when there are changes. Each billing reflecting a delinquent amount will be so noted and a message to contact the billing department will be added. Failure to pay delinquent amounts may result in power being disconnected.

Section 12: Initial Billing

The first bill may include a new account connect fee, pro-rated basic charges, and estimated usage.

Section 13: Billing Adjustments

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. This may include a refund for an overbilling or charges if an underbilling has occurred.

When a retroactive billing occurs, the customer may enter into a payment arrangement at the District's discretion. The standard term of the payment arrangement shall not exceed or shall be the amount of time that the error went undetected. If a customer refuses to pay for undercharged utility services or defaults on their payment arrangement, normal District collection practices shall be followed.

Section 14: 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 billing 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 15: Budget Billing Program

Utility customers may apply for the Budget Billing program at any time throughout the year. Budget Billing does not reduce the total amount that you will pay but is intended to allow customers to pay the same amount each month of the year. As a result, it will be easier for you to budget for utility expenses and to avoid large energy bills caused by higher winter consumption. 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 at any time if necessary.

This billing option is available to all Utility customers. If a customer has a disconnect of electrical service for non-payment, they will be ineligible for the program for a period of one year.

The amount each customer pays per month is dependent upon their latest twelve-month history or, if the customer is new to the location, the history of 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. Being late on two payments in a row will result in the customer being removed from the Budget Billing program for one year.

A customer may discontinue participation in the Budget Billing program at any time and revert to regular billing by contacting the District office. Any accumulated credit or debit will be reflected on the next regular bill after the budget billing plan is discontinued. Customers who discontinue the Budget Billing program will be required to pay the full balance on their next billing statement.

Section 16: Automatic Account Payments

The District offers its customers the opportunity to pay their accounts in full each month through an automated credit card transaction it sets up, called a Draft. The District accepts either Visa or MasterCard and processes all such payments on the fifth day of each month. If the fifth falls on a weekend or holiday, payments will be processed on the next business day. The card number information is stored in an encrypted format and once entered into the computer system, is no longer available to view by District staff.

Credit card payments may also be made by accessing our secure Customer Service Portal and setting up an account to pay online.

Customers should also check with their bank or financial institution to see if they offer online bill pay services.

Section 17: Payment Arrangements

In the event a customer is faced with an unexpected financial situation and is unable to pay their bill, the customer may contact the Credit Department to see if they are eligible for a payment arrangement. Payment arrangements are made at the discretion of the District 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, the 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 qualify for arrangements if a special circumstance should again arise in the future. 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 had repetitive credit problems to the District.

If the customer does not meet the agreed upon scheduled payment, the District may disconnect their power without further notice. In that event, all amounts owed to the District will become due and payable immediately. If 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 18: Seasonal Accounts

Customers who reside within the District's service area for five (5) months or less per calendar year may be 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, or if the District reads the meter each month, 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 yard light or GenerLink rental 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 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 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.

When the District is able to read the AMI meter remotely, the seasonal account will be changed to a regular residential account, with monthly billing.

Section 19: 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 appropriate rate schedule.

Section 20: Change of Occupancy

It is the responsibility of the customer (business, account holder, co-applicant, spouse, domestic partner, or roommate) to notify the District when they have moved from the premise, are no longer using electric service at that location, or have experienced a change in legal responsibility for the electric account. 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. If the new occupant has not established their own service by the time the previous tenant has requested service be discontinued, power will be disconnected until a new service has been established.

Section 21: 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 the 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 22: Dishonored Check/Stopped Payment

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/stopped payment and the redemption procedure required. Payment must be made at the District's office with cash, money order, credit card, or cashier's check within fifteen (15) calendar days from date of notification. Payment must include the full amount of the check plus the 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 within a year, the District will require that all future payments be made in the form of cash, money order, 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 charges for delinquent accounts will apply.

Second party checks will not be accepted by the District.

Section 23: Non-Payment Disconnect of Service

Whenever a service has become delinquent and a serviceman is required to disconnect the delinquent account, or attempt a field contact, a fee will be assessed. If the account is disconnected for non-payment and a request is made for a reconnect, a reconnect fee will apply. Refer to the Fee Schedule Summary. The customer also must pay usage through the meter reading taken at the time of disconnect, and a new or additional security deposit will be required.

Section 24: 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.

24.1 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:

1. The customer fails to pay charges as agreed or within the allotted time.
2. The customer refuses to accept a certified letter regarding delinquent charges.
3. 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.

24.2: Notice of Proposed Termination of Service

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

1. A billing statement with a past due balance will show the total amount due on the billing highlighted with 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.

2. **Outside entities/third party businesses are not used by the Utility to collect active accounts. Please contact the Utility if calls are received.**
3. A serviceman may go to the location and attempt to collect the payment. If the account balance is not paid in full, along with the Disconnect Fee, the service will be disconnected. If the service has a readable AMI meter, it may be disconnected remotely without further notice.

The billing statement 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 Disconnect Fee, a Reconnect Fee, and appropriate security deposit must be paid before the service can be reconnected.

In the event an account is disconnected for non-payment, and the account does not have any security deposit at the time, a full security deposit plus an additional amount 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.

24.3: 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. Reference Section 7.

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 make a payment, make other medical arrangements prior to disconnect, or to contact an assistance agency. If no acceptable solution is reached, termination will proceed in accordance with this policy.

24.4: Seasonal Provisions

In most circumstances, a residential customer's service will not be terminated on the day preceding a Utility non-workday 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.

RCW 54.16.285 prohibits electrical utilities from involuntarily terminating service to any residential user due to lack of payment on any day for which the National Weather Service (NWS) has issued or has announced that it intends to issue a heat-related alert, such as an excessive heat warning, a heat advisory, an excessive heat watch, or similar alert for the area in which the residential user's address is located.

A residential customer, at whose dwelling electric service has previously been disconnected for lack of payment, may request that the Utility reconnect service on any day for which the National Weather Service has issued, or announced that it intends to issue, a heat-related alert such as an excessive heat warning, a heat advisory, an excessive heat watch, or a similar alert, for the area in which the residential customer's address is located.

Upon receipt of the request, the Utility shall promptly make a reasonable attempt to reconnect service to the dwelling. The customer will not be required to enter into a payment arrangement, but service will be disconnected after the heat event is over. The customer will be responsible for usage and a pro-rated basic monthly service charge incurred during this time. Standard reconnection terms will apply for further service.

Please call the District at 509-775-3325 or visit the office in person at 686 S. Clark Avenue in Republic during regular business hours, 9:00 a.m. to 4:00 p.m. Monday through Friday, for more information or to request reconnection.

24.5: Declaration of Customer Bankruptcy

When a customer files a bankruptcy petition, the customer's existing service(s) will be closed, and new service(s) established. The District will not alter, refuse, or discontinue

service to or discriminate against a 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. 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 25: Fraudulent Use

Meter Tampering and Diversion:

Meter tampering occurs when there is unauthorized removal of a meter, severing of a meter seal, opening of a meter base, altering of an entrance cable in any manner, or any self-reconnections that are not done by an authorized District employee.

Diversion occurs when there is an unauthorized tapping of power in a way that circumvents the metering of that power allowing an entity to receive energy without paying for it.

Consequences and Safety:

Not only is meter tampering illegal, it is also unsafe. It puts everyone, including District personnel, in potentially dangerous or deadly situations. Injuries and/or fatalities can occur from potential electrical shocks, sparks, surges, explosions, and resulting fires.

Anyone who tampers with a meter, disconnects, reconnects, moves, pulls, or de-energizes a District meter, or performs electrical work without proper permitting, is subject to full prosecution as per RCW 9A.61 – *Defrauding a Public Utility*.

If meter tampering is identified, the District shall have the right to remove the meter and as much of the service as the District deems appropriate under the circumstances. Resumption of service upon removal of the meter and/or other service apparatus shall require advance payment for reinstallation as well as a *Fraudulent Use – Additional Deposit* as provided for in Section 4.1. In addition, inspections may need to be carried out by local jurisdictions, or Labor & Industries (L&I) before the service will be reconnected.

Section 26: 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. Please contact the District office for a copy of the form.

Section 27: Power Factor Adjustment

Power factor is a measure of how effectively electric power is consumed at larger commercial and industrial facilities. Customers who have a low power factor draw more electric current to accomplish the same work over an interval of time and have a higher cost to serve. A low power factor results in greater system losses and may require the District to purchase additional capacity. 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. This is also set forth in appropriate rate schedules.

Section 28: GenerLink Rentals

Ferry County PUD offers Global Power Product's GenerLink to its customers for a monthly rental fee. This is a meter socket-mounted transfer switch designed for use with compatible portable generators that are temporarily connected to a home. The District will install, maintain, return for warranty, and repair or replace the GenerLink for non-negligent damage. The District expects the device and its cord will be unaltered when returned and may charge for any damage to its equipment. The customer is required to return the cord to the District at end of the rental period, otherwise replacement costs will be billed to the customer.

Service disconnected for non-payment may have the GenerLink disabled or removed until the account is brought back into good standing and the service is re-energized.

Section 29: 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 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.

After the customer pays in advance for the new service, the District's standard application for service must be completed and a security deposit, if required, paid in advance. Reference Section 5.

Section 30: Line Extension Policy

General:

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 the decision between overhead or underground and its point of connection with existing facilities shall be made by the District. In addition to the requirements as herein stated, the District shall have sole discretion to determine if the proposed extension is permanent and/or feasible.

The District will attempt to acquire all easements, but makes no assurances that easements exist or can be acquired to extend power to a proposed site. If the District cannot acquire easements, the customer is responsible for acquiring any required easements.

All vegetation removal within and adjacent to the proposed right-of-way, and the associated costs are the responsibility of the customer and must meet the District's specifications prior to installation of the proposed circuit.

Billing:

For Proposed Loads of Less than 500kW:

New construction to proposed customer load will be billed using "dollar per foot" standard costs; all other construction, removal, alterations or changes requested by the customer, will be billed using standard costs for materials and labor. All charges will be prepaid by the customer based on the final engineering cost estimate. A minimum Line Extension fee may be applicable and can be found in the Fee Schedule at the end of this book.

For Proposed Loads of 500kW or Greater:

New construction will be billed using standard costs for materials and labor, including overhead, transportation and the transformer (if supplied by the District).

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.

Refunds:

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 the refund. Please refer to the Fee Schedule at the end of this book. In addition, if there are any direct costs associated with the work completed by the District for construction prior to receiving a request for refund, those costs may also be withheld from said refund.

Contract Work:

Construction or alterations to an electrical facility that are not part of the District's electrical plant will require the estimated cost of construction, including overhead, to be paid in full ahead of construction. A final invoice will be sent when construction is complete to capture the actual costs. This final billing may result in payment due, or a refund if the initial estimate was higher than actual costs.

Underground Facilities:

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: 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. If the District determines that it is feasible, cable plowing may be provided and included on the final engineering estimate (quote) as part of the construction billing.

The design of all underground distribution systems will be as specified by the District, and ownership of underground distribution systems shall remain with the District except provided in Section 40 Point of Delivery.

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.

Backbone Systems:

Subdivisions or short 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.

Section 31: Fixed Charge Services

Fixed charge services may be available for customers that require service to one or more small load devices of relatively consistent power consumption, and where the installation of metered services would be impractical. All metered services fall under the existing "Line Extension" policy using the established line extension charges.

For new fixed charge services, or if a customer desires to install equipment that differs in load from their currently billed fixed charge services, amp measurements will be taken to determine if a new rate category should be established. An average of three or more locations should be measured, if available. In lieu of amp readings, the Engineering Department may determine a load based on the nameplate data of the connected equipment. Multiple types of customer equipment can be categorized together if they are of similar load characteristics.

Section 32: Customer's Wiring and Equipment

It shall be the customer's responsibility to provide suitable protective equipment such as fuses, circuit breakers, relays, and surge protectors to adequately protect his equipment. If three phase equipment is used, it shall be the customer's responsibility to protect it against phase failure and voltage irregularities.

Customers are required 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 or harmonic frequencies injected onto the District's system.

Section 33: Removal of Facilities

The District owns and maintains all facilities prior to your point of delivery and will replace or repair them as needed due to age or damage. When District owned facilities become deficient or there is not an active customer requiring service, the District, at its discretion, may permanently remove all or a portion of that system. Should the customer request re-installation of any facilities after they have been removed, the District's line extension fees will be charged.

The District has no obligation to remove facilities.

Section 34: 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 35: 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. A customer may be billed a field contact fee for each occasion when an authorized employee is blocked from lawful access. If customer locks are to be installed which prevent easy access for District personnel, prior approval must be obtained from the District, which will add its own lock to the customer's to provide 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 the District's overhead or underground facilities. If requested by the District, the customer shall provide a properly executed right-of-way easement.

Section 36: 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 the appropriate civil authority, it is possible that the District may be required to curtail electric service.

Section 37: 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 assess a construction service charge based on standard 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 prepayment of the standard labor and materials cost estimate.

In regard 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 38: 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 39: 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, including overhead, transportation, and materials. This does not preclude any other remedy at law.

Section 40: 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.

For the average homeowner, installing a Class 200 or 320, self-contained, meter base, the point of delivery is where the District's conductors are connected to the customer's conductors near the weatherhead (overhead service), or the secondary lugs of the customer's meter base (underground service).

For large commercial or industrial loads supplied from pad-mounted transformers 500kW and larger, 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. This is the point of delivery. The customer will pay for, and the District will install Instrument rated (CT) metering at the transformer.

For services that are metered with low voltage, instrument rated current transformers (CTs), on the load side of the District's distribution transformer of less than 500kW, the point of delivery is the first termination of the District owned service conductor leaving the District's transformer. On an underground service this is usually a secondary pedestal. On an overhead service this point is usually where the District's conductor is crimped to the customer's conductor at a strike point.

For loads that are metered with instrument rated current transformers (CTs) on the District's primary distribution circuit, where the District retains ownership of the primary metering, the primary distribution circuit, and the distribution transformers, the

point of delivery is at the first termination of the service conductor leaving the District's distribution transformer. On an underground service this is usually a secondary pedestal. On an overhead service this point is usually where the District conductor is crimped to the customer's conductor at a strike point.

For industrial and commercial facilities, where the District terminates into a customer owned transformer or substation, the point of delivery is where the District's primary conductor first connects to the customer's transformer, switchgear, bus or other equipment.

Section 41: 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 42: Meter Locations and Other Requirements

- 42.1 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 remains the property of the District. 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. Enclosing meter bases in enclosed porches, buildings, or other structures is prohibited. A clear path to the meter and a 3-foot clearance around the meter must be maintained to allow the District access for reading and maintenance. Customers are responsible for keeping their meters accessible and clear from debris, landscaping or vegetation. Exceptions to this practice must be approved by the District. When a customer's meter is judged by the District to be in a hazardous and/or inaccessible location, the customer shall, within thirty (30) calendar days after receipt of written notice by the District, move said meter base to an acceptable location. Failure to comply will result in termination of service.

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 installation.

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.

- 42.2 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 bypass device which will allow current to pass through the meter base in order to break load for safety in installing and removing meters.

- 42.3 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.
- 42.4 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 at prices specified in the appropriate rate schedule.

Section 43: Meter Reading

The District will read selected meters monthly. Seasonal accounts will be read once each year by the District 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 their meter readings. This will include the stationary zero at the end of the numbers as well.

If you are required to provide a meter reading each month, you will see the following information printed on the upper left-hand side of your monthly bill. You can fill in the reading to return with your monthly payment to the District.

SVC DESC	METER #	PRESENT READING
RESIDENTIAL	99999999	__ __ __ __ __

In the event the District determines that a customer has been providing incorrect meter readings on a consistent basis, the District may read the customer's 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, particularly in cold winter months, so it is important that customers furnish readings each month. The ensuing billing that adjusts to actual usage can be quite high.

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 44: Net Metering

The District offers a net metering program designed to let customers who generate their own electricity using fuel cells, solar, wind, water, or animal waste biogas to offset their electricity consumption with energy production. Net meters are bi-directional meters that allow customers to both use power from the grid and send power back to the grid. If the customer generates more than they use, the energy credit will be banked and applied to future bills. The customer is able to accumulate a banked credit on an annual basis, and once a year in March, the balance will be returned to zero and the process will start over for the next year. Customers must still pay the applicable basic monthly charge.

The net metering policy is available upon request at the District office. It is strongly recommended that the customer apply for interconnection before their renewable energy production system is installed to ensure compliance with all District policies and procedures, and eligibility for the program. The District must approve your Interconnection Application before you connect to the electric grid.

Section 45: 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 46: Delivery Phase and Voltage

All services shall be alternating current - 60 Hertz and will be delivered in accordance with American National Standard for Electric Power Systems and Equipment voltage ratings 60 Hertz (ANSI C84.1 or current edition). Normal secondary delivery voltages are 120/240 volts single phase, and 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 47: 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. Because no construction is required, no construction fees will be charged (the standard connect charge is applicable). Customers must provide 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 payment to the District, in advance of construction, the estimated standard cost for labor and materials of installing and removing the facilities, including overhead costs and transportation.

Section 48: 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 49: 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 Line Extension Policy shall be applied.

Section 50: 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. Trees that touch or fall on power lines can cause wildfires, power outages, property damage or personal injury.

The standard right-of-way width for distribution circuits, from the ground to the sky, is fifteen (15) feet each side from center. The distance from the 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. A danger tree is any tree that is damaged, defective, dying, or dead that is leaning toward or capable of causing damage to any District facilities (transmission & distribution lines and equipment including service conductors, station equipment, fences, and buildings). 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.

On private property, the District will chip, pile, or remove debris from property that has been previously kept clear of debris by the owner.

On vacant or unmaintained property, the District will leave trimming debris and will leave felled timber. The District may delimb to speed decomposition.

When customers request a tree be removed that is a potential hazard but **is not** an imminent hazard to District facilities, the customer will be asked to clean up the debris. This includes logging and thinning projects, or any situation where falling timber near power lines requires qualified personnel.

During a severe storm, it may not always be possible to remove debris as crews need to make repairs and move on quickly to proceed with power restoration work.

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

Section 51: Lighting

Lighting luminaires 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 nighttime 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 52: 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.

New customer loads will be served under the appropriate Rate Schedule as determined at the time of application.

If a customer's load increases, it is the responsibility of the customer to notify the District of the change. This change could potentially qualify the service for a different Rate Schedule with preferential rates. Otherwise, the District will review available load data annually in October in an attempt to identify any such load changes. The District will automatically migrate accounts that have established loads qualifying them for preferential rates when determined.

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

Section 53: Low Income Rate Discounts and Other Assistance Options

For information on assistance programs that may be available, please contact Customer Service at 509-775-3325.

Section 54: Example of Billing Statement

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.fcpud.com

ACCOUNT NUMBER 55555-001
STATEMENT DATE 02/28/26
DELINQUENT AFTER 03/15/26
AMOUNT DUE 108.84
NOTE
PAGE 1 OF 1

DOE, JOHN
123 MAIN ST
REPUBLIC WA 99166

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

P.O.D. #1 OF FERRY COUNTY - REPUBLIC, WA - WWW.FCPUD.COM
OFFICE 509-775-3325 - AFTER HOURS OUTAGES 509-775-3849

STATEMENT DATE 02/28/26

PREVIOUS BALANCE 0.00
PAYMENT(S) - THANK YOU 0.00
CURRENT CHARGES 108.84
AMOUNT DUE 108.84
IF NOT PAID BY DUE DATE 118.84
RESIDENTIAL ENERGY: \$0.10298/KWH

METER/SERVICE DESCRIPTION	PREVIOUS READING	CURRENT READING	MULTIPLIER	DAYS / USAGE	CHARGE
ELECTRIC 10916488	01/26/26	02/23/26		28 DAYS	
BASIC CHARGE					20.00
RESIDENTIAL ENERGY	12550	13372	1	822	84.65
4% CITY UTILITY TAX					4.19
TOTAL FOR 55555-001 MAIN ST 123					108.84
PENALTY IF NOT RECEIVED BY THE 15TH OF THE MONTH					10.00

Section 55: Fee Schedule Summary

Section 4.1	Fraudulent Use – Additional Deposit	\$500.00
Section 4.2	Customer requested service call	At cost, including overhead
Section 4.3	District meter reading fee	\$50.00
Section 4.4	Connect charge and/or service charge	\$50.00
Section 4.5	Late payment fee	\$5 or 1% of unpaid balance, whichever is larger
Section 4.6	Non-payment disconnect fee	\$50.00
	Field contact fee	\$50.00
	Reconnect fee during regular working hours	\$50.00
Section 4.7	Dishonored checks/stopped payments	\$45.00
Section 4.8	Line locate	Current hourly rate
Section 6	Security deposit – residential	\$300.00
	Security deposit – commercial/business	Minimum of \$500.00
	Residential – additional if disconnected for non-payment	\$100.00
	This will be assessed EACH time disconnected for non-payment	
Section 28	GenerLink monthly rental	\$10.00
	Damaged or unreturned GenerLink cord	Replacement cost
Section 30	Administrative Fee	\$200.00
Section 30	Minimum Line Extension Fee	\$1000.00
Section 35	Right of access	At cost, including overhead

