

**WALTON ELECTRIC MEMBERSHIP CORPORATION  
MONROE, GEORGIA**

**SERVICE RULES AND REGULATIONS**

**REVISED APRIL 9, 2024**

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WALTON ELECTRIC MEMBERSHIP CORPORATION  
MONROE, GEORGIA

**SERVICE RULES AND REGULATIONS**

Effective: April 9, 2024

**1. ELECTRIC SERVICE AVAILABILITY**

1-1 Application for Membership

Any person, firm, association, corporation, or public body shall apply for membership and pay a \$5.00 membership fee together with a \$30.00 non-refundable account establishment fee, and service security deposit that may be required by the Cooperative. The membership will become effective after applying and when the membership and account establishment fees have been paid. The member shall agree to (i) purchase from the Cooperative all electric energy, excepting only the member's self-generated electric energy (e.g. member-owned solar panels), for use on the premises and (ii) to be bound by the Cooperative's Charter and Bylaws and all rules, regulations and rate schedules established pursuant thereto, and (iii) pay the minimum monthly bill or, in the event of a written contract for service, the minimum set forth in said contract. Generation or use of electric energy on such premises, regardless of the source thereof, by means of facilities which shall be interconnected with Cooperative facilities, shall be subject to appropriate regulations as shall be established from time to time by the Cooperative.

Walton EMC will not refuse or disconnect electric service to a member because of a delinquency in or failure to make payments for service by a previous member at the same location unless the member desiring service occupied the premises at the time the delinquency occurred and the previous member continues to occupy the premises.

Upon termination of membership, the membership fee will be refunded or applied against any unpaid balance owed to the Cooperative. Any unpaid balance owed to the Cooperative upon termination of membership becomes due and payable in full, plus any reasonable collection fees incurred by the use of an outside agency or attorney, and court costs incurred to the extent permitted by law.

A member may have any number of service connections under one membership. Membership of a legally married couple shall be a joint membership. In the event of a divorce or if one party wishes to be taken off of a joint membership, both parties must provide agreement to this request by presenting either a notarized request signed by both parties or proof of ID in person at the office of the cooperative. In the event of a divorce, a copy of the divorce decree must be provided. The party retaining membership will then be asked to complete an application for singular membership.

The cooperative reserves the right to request any additional information it deems necessary to verify the identity of applicants for service or existing members.

1-2 Account Establishment Fee

All members desiring additional service connections must pay a \$30.00 non-refundable account establishment fee per service connection.

1-3 Service Security Deposit

A service security deposit shall be collected in advance of connecting any service with respect to which the Cooperative determines that such deposit is needed to assure payment of electric bills. A deposit may be required or increased from existing customers if during a twelve (12) month period the customer has had service disconnected for non-payment or has had three (3) or more delinquent payments during the twelve (12) month period.

In determining the need for service security deposits, and in fixing the amount of such deposits, the Cooperative will give careful regard to the following factors:

- A. Type of service involved;
- B. Risk involved in a new business enterprise;
- D. The credit rating of the member;
- E. History of connects, disconnects, and reconnects at the involved premises or for the involved member;
- F. Any other factor having a realistic bearing on the-member's ability to pay for service.

Residential Deposit

The deposit amount for residential customers will be determined by Online Utility Exchange using the results of a credit check provided by Experian and/or Transunion. The deposits will be charged according to the following delinquency risk scale:

40% - 100% Delinquency Risk	\$300.00
25% - 39.9% Delinquency Risk	\$150.00
0% - 24.9% Delinquency Risk	No Deposit Required

Such cash deposit shall bear interest at a rate to be determined annually by the Board of Directors. Interest earned on such deposit will be credited annually to the member's December electric bill.

The cash deposit shall be refunded, with unpaid interest, upon termination of service, less any amounts the-member may then owe the Cooperative.

### Commercial/Industrial Deposit

A commercial business or industry shall be required to pay a deposit amount based on the square footage of the building, a previous history of the building, or the projected electrical usage of the building.

The deposit requirement may be satisfied by payment of cash or provision of a security bond (with a 90-day cancellation notice).

Deposits shall not ordinarily be more than two times the highest actual or estimated monthly power bill of the facility, except when service is being furnished on the basis of a written contract or when the Cooperative determines that a higher amount is necessary due to some unusual circumstance.

Such cash deposit shall bear interest at a rate to be determined annually by the Board of Directors. Interest earned on such deposit will be credited annually to the member's December electric bill.

The cash deposit shall be refunded, with unpaid interest, upon termination of service, less any amounts the member may then owe the Cooperative.

## **2. GENERAL EXTENSION POLICY**

The Cooperative will design and install the electrical distribution system in compliance with good engineering practices that are economically feasible to the Cooperative.

If the Cooperative's preferred method of service is not acceptable, the member will be required to pay a non-refundable contribution for the extra cost of providing service by the method he/she prefers over and above the cost of the Cooperative's preferred method.

In any case, the member's preferred method must not conflict with good engineering practice.

### 2-1 Overhead

Application for electric service will be classified into one of the following defined classifications and service will be extended accordingly:

#### A. Permanent Establishments

##### 1. Residential Services

This classification includes permanent residences including apartments, and condominiums which are of a permanent nature and which require electric service on a continuous basis. Single phase electric service facilities will be extended, by member provided, mutually agreed upon, cleared path on private property, to establishments of this classification in any location within the

service area of the Cooperative upon request by the owner or occupant, without any requirement of contribution in aid of construction. Such residences will be served at the regularly established rates and minimum charges.

## 2. Agribusiness Services

This classification includes service to structures that provide production, processing, or storage of agricultural products, poultry farms, dairies, or other agricultural operations for individually owned farms which require electric service on a continuous basis. Electric service facilities will be extended, by member provided, mutually agreed upon, cleared path on private property to establishments of this classification in any location within the service area of the Cooperative upon request by the owner or occupant, without any requirement of contribution in aid of construction. Such structures will be served at the regularly established rates and minimum charges.

## 3. Other Services

This classification includes commercial and industrial establishments, schools, public buildings, churches or any other establishments other than residences or agribusiness, requiring either single-phase or multi-phase service, which are of a permanent nature, and which require electric service on a continuous basis. Electric service shall be extended to such establishments without any contribution in aid of construction or facilities extension deposit when such establishments are located within one span of the Cooperative's existing facilities which are of adequate capacity to serve the load. For services requiring additional construction, the Cooperative will obtain a non-refundable contribution in aid of construction of all costs in excess of two times the estimated annual revenue. If a service path needs to be cleared on the member's property, the member is responsible for providing a cleared path.

All applicants for multi-phase service will be required to execute a written contract in advance of extending such service.

### B. Temporary Services

All services of a temporary nature where the Cooperative extends its lines which must later be retired at the termination of service; or service(s) extended solely for the owners or contractor convenience during construction; or service extended for a special or temporary period must pay as follows:

## 1. Houses or Buildings

Where the service is extended solely for the owner's or contractor's convenience during construction, where the Cooperative's personnel must return to construct permanent service, a non-refundable charge of \$150.00 will be collected.

These temporary service fees and charges shall be in addition to the membership fee as set forth in paragraph 1-1 above.

The member applying for temporary service will be required to supply a suitable pole, including meter base, at the agreed upon location, which meets the standard set by the National Electrical Code, Article 230, Section 230-24 (b), or any county or state requirement which exceeds the National Electrical Code. The member will be required to obtain his/her own inspection for such installations.

No member-owned service equipment may be attached to the Cooperative's poles or to trees.

## 2. Other Temporary Loads

Temporary users of this type, where the Cooperative extends its lines which later must be retired at the termination of the service will pay:

(a) A refundable service security deposit of two months estimated use of electricity OR an estimated total use whichever is less, AND

(b) A non-refundable construction and retirement charge of the estimated total costs of construction and retirement or \$150.00 whichever is greater.

## 3. Seasonal Establishments

Applicants for service to establishments used on a seasonal basis will be required to pay the full cost of facilities required to serve the load which is in excess of one span of primary or secondary service.

The connection or reconnection of such service shall obligate the member to pay in advance to the Cooperative at least the annual minimum charge set forth in the rate schedule applicable to such establishment.

## 4. Limited Service for Residences Only

Applicants for service to an existing idle residence on a limited basis will be required to pay a non-refundable limited service fee in certified funds of \$200.00 for five (5) or less Cooperative working days of service. Note: A

county or city electrical inspection must be obtained for counties or cities who require and/or perform inspections.

## 2-2 Underground Line Extensions

The Cooperative will extend underground service, upon request, to its members under the following conditions:

### A. Residential Services

#### 1. Service Availability:

When required conditions are met, the Cooperative will install, own and maintain a 60 cycle 120/240 volt or 120/208 volt single phase underground electrical distribution system including the service laterals.

#### 2. Non-Refundable Contribution for Service:

##### (a) Single family dwelling services

- i. For service cable only installations, the Cooperative will require a minimum non-refundable contribution in aid of construction of \$12.00-per foot of service cable.
- ii. For services requiring installation of underground primary cable and transformer(s), the Cooperative will require a non-refundable contribution in aid of construction of all costs of providing underground service in excess of two times the estimated annual revenue.

##### (b) Single family dwelling in subdivisions / developments

For service to single unit residential dwellings located in subdivisions / developments, the Cooperative will require a non-refundable contribution in aid of construction of \$3,200.00 per lot.

##### (c) Multi-family dwellings

For service to multi-unit dwellings in developments, including apartments, condominiums or utilizing multi-ganged meter points, the Cooperative will require a minimum non-refundable contribution in aid of construction of \$3,800.00 per service point.

##### (d) Incidental loads such as well pumps, swimming pools, etc., shall be considered as individual services and the above applicable contributions shall apply.

- (e) Three phase service may be supplied for loads greater than 30kW provided good engineering practice justifies its use and should be included in the initial design of the project. Where three phase is requested, the Cooperative will require a non-refundable contribution in aid of construction of all costs of providing underground service in excess of two times the estimated annual revenue.
- (f) The unit cost of construction will be changed from time to time as required by increased costs of construction. These changes may require future adjustments of the required contribution per service in (a) through (e) above. Any needed adjustments would not occur more frequently than once a year and would require approval of the Board of Directors. Additional contribution in aid of construction may be required should construction costs exceed two times the estimated annual revenue.

3. Underground Outdoor Lighting Service:

Underground service to outdoor lighting will be furnished in accordance with the Cooperative's existing "Outdoor Lighting Service" rate schedule.

- 4. Estimates of the annual revenue will be calculated based on good engineering practices and similar member load history.
- 5. If payment is made for underground residential distribution and subsequent calculations establish that the initial payment was in excess of the amount required by the application of the above provisions, the Cooperative will make reimbursements to the contracting party for the amount of the excess payment.

B. Agribusiness

- 1. Upon request from an owner or developer, the Cooperative will install primary cable and transformers for underground facilities to commercial, industrial and public structures upon the owner or developer agreeing to pay an amount by which the cost to provide underground service exceeds two times the estimated annual revenue.

2. Service Availability:

The Cooperative will determine its preferred method of providing underground service by the extension of:

- (a) The primary system to a transformer location on the member's property.
- (b) The secondary system.

- (c) An underground service from an overhead pole.

Normally, secondary voltages provided shall consist of three phase 120/208 volts and 277/480 volts and single phase 120/240 volts. Requests for three phase delta service will be given consideration based on facilities available, size of load and good engineering practice.

The number and location of service points will be determined by economics, good engineering design, local codes, and mutual agreement of Cooperative representatives and owner or developer representatives. Each service point shall be metered separately.

If the Cooperative's preferred method of service is not acceptable, the owner or developer will be required to pay a contribution in aid of construction for the extra cost of providing service by the method the owner or developer prefers over and above the cost of the Cooperative's preferred method regardless of the cost to revenue ratio.

When it is in the best interest of the Cooperative, contributions in aid of construction required herein may be waived only upon the approval of the President/CEO.

### 3. Facilities Provided by Cooperative:

- (a) For single-phase service the Cooperative will furnish and install necessary primary cable, transformer, transformer pad, secondary enclosure and secondary cable to the Member service equipment. The Cooperative will also install the meter in the Cooperative approved, member furnished service equipment.
- (b) For three-phase service the Cooperative will furnish and install the transformers, transformer pad, secondary enclosure, primary cable and terminators, necessary bus and connectors (including those for secondary). The Cooperative will also install the meter in the Cooperative approved, member furnished meter equipment.

### 4. Facilities Provided By the Owner or Developer:

- (a) For single-phase service the developer or owner will furnish and install necessary service equipment, at an agreed upon location, for the Cooperative to install and terminate secondary cable and install meter.
- (b) For three-phase service the owner or developer will provide all duct and service entrance cable for secondary service from the secondary terminals of the transformers to the service entrance equipment.

The owner or developer shall provide adequate right-of-way with suitable easement for the installation, operation and maintenance of Cooperative facilities with provision for owner-developer payment for cost of any future relocation of facilities.

C. Other Requirements Applicable To Any Underground Line Extension

1. Where, due to rock conditions in the soil, the trenching work cannot be accomplished by use of standard trenching equipment, any excess cost occasioned by such conditions will be borne by the owner or developer. Where there are other unusual conditions, such as high water table, which require installation procedures not normally used, the excess cost of such procedures may be charged by the Cooperative to the owner or developer.
2. The owner or developer will reimburse the Cooperative for the cost of installing and removing any temporary overhead facilities requested by owner or developer and for the cost of cutting through and replacing pavement within the development.
3. The owner or developer will furnish, without cost to the Cooperative, necessary easements and rights-of-way and will be required to initially cut and clear the same. The owner or developer will be required to have the rights-of-way and all streets, alleys, sidewalks and driveway entrances graded to final grade, and will have lot lines established, before construction of the electrical distribution system begins.
4. The type of construction and the location of said facilities will be at the option of the Cooperative. Should the owner or developer desire changes in either location or type of construction, such installations will be made only upon the owner or developer agreeing to pay the Cooperative the estimated additional cost incurred thereby.
5. The Cooperative shall have the option of placing transformers above ground, on pads of its specification and/or design, or underground, and in enclosures of its specification and/or design, as the Cooperative in its sole discretion may determine to be practicable.
6. Shrubs, trees and grass sod requiring protection during the installation of the underground service will be the responsibility of the owner or developer, and the owner or developer will hold the Cooperative and/or its subcontractors harmless against any claims for such damage.
7. All payments for underground installations will be made prior to the beginning of construction by Cooperative personnel.

### 2-3 Standard Supply Voltages

One system of alternating current, 60 hertz, is supplied throughout the Cooperative's system.

The voltage, number of phases, and type of metering which will be supplied depends upon the Cooperative's facilities available and upon the character, size and location of the load to be served. Therefore, the member shall consult the Cooperative before proceeding with the purchase or installation of wiring or equipment. To avoid any potential misunderstanding, this information should be in writing.

The standard secondary voltages described below are nominal and are subject to a plus or minus 10 percent variation.

- Single-phase, 2 wire, 120 volts
- Single-phase, 3 wire, 120/240 volts
- Single-phase, 3 wire, 120/208 volts
- Three-phase 208Y/120 volts
- Three-phase, 240/120 volts
- Three Phase 480/240 volts (overhead only)
- Three-Phase, 480Y/277 volts

### 2-4 Service Interruptions

The Cooperative does not guarantee continuous and uninterrupted electric service and will not be liable for loss or damage to any member's property caused by any failure to supply electricity or by an interruption or reversal of the supply of electricity if due to any cause beyond the reasonable control of the Cooperative.

The member shall notify the Cooperative promptly of any defect in service or of any trouble or irregularity in the electric supply.

Whenever service is interrupted for work on lines or equipment, such work shall be done, as far as practicable, at a time that will cause the least inconvenience to the member. The member to be affected by such interruptions shall, if practicable, be notified in advance.

### 2-5 Resale of Power

Members shall not directly or indirectly resell any electric energy for any purpose, except in the case of rental facilities, the cost of utilities may be included in the rent charged the tenant. Members shall not divert any electric energy regardless of source to other premises or use it for purposes other than those permitted by the bylaws, rules and regulations of the Cooperative, and by state or local laws, rules and codes.

## 2-6 Prior Debts

The Cooperative shall not be required to furnish service to an applicant who, at time of such application, is indebted to the Cooperative for service previously furnished applicant.

## 2-7 Same Day Connection of Service

Request for same-day connection for existing service where no construction work is to be done:

- If possible no charge up until 2:00 p.m. Monday - Friday
- \$200.00 after 2:00 p.m. Monday – Friday

## 2-8 Request for Line Construction Outside Normal Working Hours

In the event that a member requests construction of a new service during hours other than 7:30 a.m. to 4:30 p.m., Monday through Thursday, 7:30 a.m. to 3:30 p.m. on Friday, or on holidays, such member will be required to pay an overtime construction charge in accordance with the following schedule:

- A. Where work can be done with on-call personnel in approximately one (1) hour -
  - \$200.00
- B. Where work will require more than one (1) hour -
  - Actual construction cost computed in accordance with the Cooperative's accounting system

## 2-9 Request for Service Interruptions Outside Normal Working Hours

In the event that a member requests service interruption during hours other than 7:30 a.m. to 4:30 p.m., Monday through Thursday, 7:30 a.m. to 3:30 p.m. on Friday, or on holidays such member will be required to pay a charge of \$200/hour.

# 3. **SERVICE CONNECTIONS, MEMBER WIRING & MEMBER EQUIPMENT**

## 3-1 Service Connections

The Cooperative will furnish and install only one service drop to a metered point. The member must furnish a point of attachment for the Cooperative's service facilities that will meet the National Electrical Code, the Cooperative's requirements, and any state or local laws, codes or ordinances.

The point of attachment furnished by the member must be located at a point where the Cooperative facilities can be constructed at reasonable cost, and in accordance with good engineering practices. The member will retain ownership of the meter base and be responsible for the maintenance required to keep the meter base in a safe condition. The

Cooperative reserves the right to designate the location of the point where attachments and meters will be located.

The Cooperative's responsibility for installation and/or maintenance of service facilities shall not extend beyond the point of attachment to the member's building, central distribution point, or the electric power consumption measuring device (Exception: Refer to Section 3-3-B).

No more than one residence may be served through one meter, except that apartments and mobile home parks may be served through a central meter where the cost of utilities is included in the rent charged the occupants.

Should the member request, the Cooperative may, at its option, install facilities in excess of the minimum requirements provided for in this policy. Any such additional service facilities will be furnished on a direct cost plus appropriate overhead charges.

All service facilities and equipment constructed and installed by the Cooperative shall remain the sole property of the Cooperative and shall not become part of the property or premises to which said facilities are attached or on which said facilities are constructed.

### 3-2 General Wiring Requirements

Each member shall cause all premises receiving electric service pursuant to his/her membership to become and to remain wired in accordance with the specifications of the National Electric Code, the Cooperative, any applicable state authority, and in accordance with municipal and/or county authorities having jurisdiction. Each member shall be responsible for, and shall indemnify the Cooperative and any other person against injury, loss or damage resulting from any defect in or improper use or maintenance of, such premises and all wiring and apparatus connected thereto or used thereon. In no event shall the responsibility of the Cooperative extend beyond the point at which its service wires are attached either to the meter base or weatherhead.

### 3-3 Member Equipment

#### A. Electric Motors

The Cooperative should always be consulted on motor installations. The maximum permissible size depends upon the member's location on the distribution system and the capacity of the circuit.

It is the characteristic of most electric motors to draw a heavy momentary current when starting, resulting in many cases in variation of the voltages supplied to the other members who receive service from the same circuits or transformer. It is therefore necessary that the Cooperative limit the amount of starting current which may be drawn by a motor.

All motors should be provided with devices that will protect the motor against overload or short circuit. All three-phase motors shall have overload devices on each of the three-phase wires to insure proper protection for the motor. Motors that cannot be safely subjected to full voltage at starting should be provided with a device to insure that, on the failure of the supply voltage, the motor will be disconnected from the line.

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

B. Electric Generators and Distributed Generation

Where auxiliary, standby service or distributed generation is installed by the member, parallel operation of the member's generating equipment with the Cooperative's system will not be allowed. A double throw switch must be used to prevent possible injury to the Cooperative personnel by making it impossible for power to be fed back into the main line from the generator used for emergency power attached to the residence or business. Distributed generation includes solar, wind, hydro, batteries, EV's or other similar electric generating equipment. These installations must be approved by Cooperative personnel. Billing terms and conditions are described in Rate Schedule COGEN 2010.

In diversified farm operations where there is more than one building or operation served from one metering point, the double throw switch and related switching gear may be installed by the member at the central metering location in line with the Cooperative's service facilities. Service laterals may be installed to individual points of attachment by the Cooperative if economically feasible and in compliance with good engineering practices. All such installations must be designed and approved by the Cooperative's personnel.

C. Electric Welders and Miscellaneous Devices

Members desiring to operate electric welders or other devices with high inrush or fluctuating currents must supply the Cooperative with information regarding the electrical characteristics of the equipment. Members operating devices that adversely affect the power supply shall be responsible for correcting the adverse condition. It is the responsibility of the member to consult with the Cooperative prior to installing such devices.

D. Instant On-Demand Electric Water Heater/Electric Car Chargers

It is the member's responsibility to consult with the Cooperative prior to installation of these such high service demand items to ensure adequate electric service.

E. Member Protective Devices

All protective devices required by these regulations shall be provided by the member and at the member's sole expense.

3-4 Power Factor Corrections

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

Where the overall power factor of the member's load is less than 90 percent lagging, the Cooperative may require the member to install at his/her own expense, the equipment to correct the power factor. The Cooperative reserves the right to measure the power factor at any time.

3-5 Phase Load Balance

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

**4. MEMBER CLASSIFICATIONS**

4-1 Residential Service

This class is applicable to residential structures (including apartments). Buildings or facilities incidental to residential use may be billed from a single meter or from individual meters at the option of the member. This-class is prohibited to all entities selling goods and services to the ultimate consumer.

Each residential unit or facility must be individually metered and no more than one family unit may be served from one meter with the exception of apartments and mobile home parks as set forth in Section 3-1 above.

When a member has his/her residence and a business on the same meter, the member will be classified under either the Residential Rate or the General Service Rate determined by which is responsible for the major portion (over 50 percent) of the load. The Cooperative reserves the right to observe and measure the load involved in determining which rate should apply.

4-2 Agribusiness Service

This class is applicable to establishments that provide production, processing, or storage of agricultural products, poultry farms, dairies, or other agricultural operations for individually owned farms. For the purposes of this rate schedule, processing or storage service means that ownership of the product before, during, and immediately after

processing or storage remains with the individually owned farm operation. Each structure or facility must be individually metered at one point, at standard voltage.

#### 4-3 General Service

This class is applicable to commercial, industrial, public buildings, and other members including temporary service, for all uses including lighting, heating and power.

All service under this classification which is in excess of 50 KVA of installed transformer capacity or which requires a special minimum bill shall be provided under written contract with the member.

#### 4-4 Large Commercial & Industrial Service

This class is applicable only for large commercial or industrial power service requiring 900 KVA or above of installed capacity.

All service under this classification shall be provided under written contract with the member.

#### 4-5 School Service

This class is applicable only for schools, both public and/or private with a connected load of 750kW or greater. Separately metered ancillary facilities such as mobile classrooms, stadiums, field houses or concession stands do not qualify for this class.

#### 4-6 Outdoor Lighting Service

This class is applicable only to outdoor lighting lamp fixtures and poles conforming to the Cooperative's specifications for dusk to dawn lighting. Service will be rendered only at locations that, solely in the opinion of the Cooperative, are readily accessible for maintenance.

Service under this class shall be for a minimum of one year for residential lighting and up to five years for commercial lighting, and thereafter until terminated by either party on thirty days written notice, but the Cooperative may require an initial & longer term contract and an advance payment up to one-half of the estimated revenue for the term of the contract.

#### 4-7 Rate Schedule Availability

When two or more rates are available for certain classes of service, the conditions under which each is applicable to the requirements for the individual member are plainly set forth in the above-member rate classifications and in the Cooperative's published rate schedules. The choice of such rates lies with the member.

The Cooperative will, upon request, advise any member as to the rate best available to the member. The Cooperative does not assume responsibility for the selection of such a rate or for the continuance of the lower annual cost under the rate selected should the volume or character of service change.

A member having selected a rate may not change to another rate within a 12-month period unless there is a substantial change in the character or conditions of his/her service. A new member will be given reasonable opportunity to determine their service requirements before selecting the most favorable rate therefore.

#### 4-8 Filing of Rate Schedules

A copy of the Cooperative's applicable retail rates shall be on file at the Georgia Public Service Commission, and will be available to members at any office of the Cooperative.

### 5. **METERING**

#### 5-1 Electric Meters

All meter bases including temporary services shall be installed on an exterior surface as nearly as possible at eye level, and in no case more than five feet six inches or less than three feet six inches above finished grade. Upon receipt of the application for service, a representative of the Cooperative will survey the premises to be served and will designate the location of the point where the meter will be installed. The member will provide and retain ownership of the meter base and be responsible for the maintenance required to keep the meter base in a safe condition.

Meter bases not purchased from the cooperative must be approved by the cooperative. For single phase installations of over 200 amps and for all three phase installations, the Cooperative shall specify the type of metering equipment required before installation of same.

In case of new line construction requiring the relocation of the meter, said relocation shall be at the expense of the Cooperative. In cases of remodeling by member where meter will be enclosed, and not accessible to the Cooperative, the member will bear the expense of relocating the meter to an accessible location.

All meters, other than CT meters, which are installed on any poles must have a disconnect located directly under the meter. This disconnect may be either a breaker or fuse type but in no case shall it be of less capacity than the main disconnect located inside the premises being served.

All meters shall be placed ahead of all switches and fuses unless otherwise agreed to by the Cooperative.

## 5-2 Meter Readings

Electric meters of the Cooperative shall be read monthly on a pre-arranged schedule. Reading dates may vary from month to month.

Where a meter cannot be read on or about the scheduled date, the meter reading and corresponding use will be estimated based on use by the member in previous months. Since meter readings are continuous from month to month, any error in such estimate will automatically be corrected in the next month when the meter is actually read.

The Cooperative shall not be obligated to make adjustments to accounts in subsequent months which were due to variations in meter reading dates or estimated readings which were beyond the control of the Cooperative.

## 5-3 Incorrect Reading of Meter

Corrections shall be made whenever meters are incorrectly read. The correct reading shall be ascertained whenever possible, and the bills will be recalculated as nearly as possible to reflect the correct usage.

## 5-4 Failure of Meter to Register Correctly

If a meter fails to register correctly, the member will be billed on an estimated consumption. Consideration will be given to consumption in months immediately preceding, consumption in similar periods of other years, comparative uses and sizes of connected loads, and other relevant facts. If the member disconnects service before full payment of the adjustment is received, the Cooperative will bill the member for the difference.

## 5-5 Meter Tests

The Cooperative will, upon request, test the accuracy of a member's meter upon the member paying a fee of \$100.00, said fee to be applied against the cost of the test. If the meter, upon testing is found to be more than 2 percent (plus or minus) in error, the fee shall be refunded to the member, and the member's bill will be adjusted as set forth in Section 6-3.

The Cooperative will make periodic tests and inspections of its meters in order to maintain the required standard of accuracy.

## 5-6 Separate Meter for Each Service

A separate meter shall be used at each separate premise for measuring electric service to each member except that apartments and mobile home parks may be served through a central meter where the cost of the utilities is included in the rent charged to the tenants. Meter readings will not be consolidated for the same member at different premises, or for several members on the same or different premises. Each metered service shall be billed at

a service schedule prescribed for the class of service, and service supplied through more than one meter at the same or different locations shall not be combined and billed under one service schedule.

## 6. BILLING & PAYMENT OPTIONS

### 6-1 Standard Residential Billing

All standard residential members shall be billed monthly. Statements will be prepared and sent as soon as possible after the meter has been read.

Bills are due twenty-one days from the date of billing, provided such date is a normal workday for the Cooperative. If it is not, then the bill shall be considered due on the next regular day of work.

On the following month's bill, a disconnect date will be printed advising the member that he/she has until the close of business on that date to pay the bill in full to avoid disconnection.

Payment of electric bills may be made via any authorized payment option or in person at any Cooperative office. The mailing address for payments is: Walton Electric Membership Corporation, P. O. Box 1347, Monroe, Georgia 30655, or in person at any of the Cooperative offices in Monroe, Snellville, or Watkinsville. **Failure to receive electric statement does not release member from payment obligation.**

### 6-2 Prepay Residential Billing

Prepay Residential Billing is a pay-as-you-go billing option available for most locations served by a 200-amp 120/240 meter. This billing option offers residential members the ability to have greater control of their account management. Under this program, members can avoid paying security deposits, reconnect fees and late fees.

Rather than receiving a monthly bill, usage is calculated and billed each day. Prepay members put money on their account in advance of their electricity use. As the account is billed each day, usage is deducted from the account balance. The account is subject to disconnect if the account balance falls below zero. Once sufficient payment is made, power will automatically be restored.

### 6-3 Adjustment of Bills

If a meter is found to be more than 2 percent in error (plus or minus) the Cooperative will rebill the member and adjust the member's bill. Each adjusted bill will be estimated based upon all known pertinent facts.

Whenever it is found that for any reason other than incorrect calibration the metering apparatus has not registered the true consumption, the member's consumption during the

entire period of incorrect registration will be estimated, based upon all known pertinent facts, and the member's bill for such period will be adjusted accordingly.

#### 6-4 Late Fee, Collecting, Disconnection for Failure to Pay, Service Fee, and After Hours Service Fee

Member accounts that remain unpaid as of the next bill will have a late fee added to the account balance equal to the greater of 5 percent of the arrears amount or \$20.00. Member accounts that have a previous unpaid balance which remains unpaid as of the disconnect date on the billing statement will be subject to disconnection.

All members whose service has been disconnected for failure to pay their bills in accordance with the provisions of Section 6-1 must make payment in certified funds, in person, over the phone or by Internet, during regular office hours (before 5:00 p.m.) in order to have the service connected that same day. Disconnected services, for which payments are received after regular office hours by any authorized payment option will not be connected until the next business day. Payments will not be accepted in the field.

The Cooperative reserves the right, at its own discretion, to install a device to disconnect and reconnect a member's electric service from a remote location. When a disconnection or reconnection is performed by a remote device, the member is not relieved from the additional charges listed in this section. For the purposes of tampering, as described in Section 6-5, the disconnect/reconnect device is considered as part of the meter and is owned by the Cooperative.

All members whose service has been disconnected for failure to pay their bills in accordance with the provisions of Section 6-1 shall be required to pay the delinquent amount, plus the following:

- A. A disconnect fee of \$50.00
- B. Any meter investigation fees, if assessed
- C. Any special service fees, if assessed
- D. Additional trip fees of \$45.00 per trip, if necessary
- E. Door card fee of \$25.00, if assessed  
If a door card (door hanger left to notify member of impending disconnect) is left and a return trip to disconnect is required, both the door card fee and disconnect fee will apply.
- F. The fee for reconnection outside of normal business hours where a truck is required to be dispatched is \$200.00.

Additional service fees will be charged for each consecutive trip required by the account.

Other service fees may be assessed for any work performed, at the sole discretion of the Cooperative, outside of normal business hours.

The Cooperative will not be liable for loss or damage to any member's equipment or property caused by disconnection for failure to pay.

6-5 Other Reasons for Disconnection

A. Service may be disconnected immediately and without notice for the following reasons:

1. Discovery of meter tampering.
2. Diversion of electric current.
3. Use of power for unlawful reasons.
4. Discovery of a condition determined by the Cooperative to be hazardous.
5. Refusal of access to member's meter or if access thereto is obstructed or hazardous.
6. Fraudulent activity; including unauthorized reconnection.

If no immediate safety hazard exists, every effort will be made to give reasonable notice before disconnection.

B. Electric service will be reconnected in the above cases under the following conditions:

1. Correction of infraction.
2. Payment for any unmetered current if applicable.
3. Payment of applicable reconnect fee.
4. Payment of a \$100.00 first offense meter investigation charge, additional \$100.00 accumulative charge thereafter, plus the cost of restoring service, in case of A1 or A2 above.
5. Member must agree to comply with reasonable requirements to protect Cooperative against further infractions.
6. Payment for any damages to Cooperative property.

C. Service may be disconnected, but only after notice and reasonable time to correct any infraction has been allowed, for the following reasons:

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

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

The Cooperative will not be liable for loss or damage to any member's equipment or property caused by disconnection.

#### 6-6 Returned Payments

##### A. Non-Delinquent Accounts

When a payment received for a member's non-delinquent account is returned unpaid by the financial institution for any reason (not the fault of the Cooperative), the Cooperative will notify such member by letter allowing five (5) working days for payment. A charge of \$30.00 will be added to the member's account to cover the additional cost involved in processing the returned payment.

##### B. Delinquent Accounts

Returned payments received for a member's delinquent account, deposit, or transferred balance may result in immediate disconnection of service regardless of the member having received a letter allowing five (5) working days for payment. A \$30.00 charge for processing the payment, plus the amount of the payment, shall be paid in full with cash, money order, or certified funds, or service may be disconnected.

#### 6-7 Extension of Credit

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

A. When it is determined that enforcement of the policy will constitute an undue hardship in relation to the amount of the delinquent bill, or that extension of credit for a fixed time, or arrangement for installment payment of the bill will not unduly impair the Cooperative's ability to effectuate final collection of the bill; or

B. When the member involved establishes to the satisfaction of the Cooperative that his/her failure to pay the bill has resulted from some mistake on the Cooperative's part or some mistake for which the member was not responsible; or

C. When the involved bill covers service to a farm, house or other residential account and the main building thereof has been destroyed by natural disaster or by fire not caused by act of arson on the part of the member or his/her family; or

D. When to disconnect service might pose immediate danger to the member or other persons due to illness or when the household is immediately and directly affected by a death; or

E. When it is determined that the member has maintained a high credit rating with the Cooperative and the risk involved in extending the credit will not jeopardize the ability of the Cooperative to collect the full amount of the bill.

F. When it is determined by the Cooperative that the temperature may be too low or too high where loss of electric power may potentially pose a serious health risk to the member.

#### 6-8 Levelized Billing

A member may be offered the option with the Cooperative's approval to use a payment method which has the effect of a levelized bill. An additional security deposit may be required based on the member's past payment history. Details of this billing method are available upon request.

#### 6-9 Forms of Payment

Acceptable methods of payment available to the member, with the Cooperative's approval, include the following:

Payments will be accepted made by cash in one of the three Cooperative's offices. We also accept checks, money orders and credit cards at our front counter locations.

Payments will be accepted by check or money order in our offices. Payments using personal check may be made using our Cooperative's payment Portal. Payments via money orders cannot be made through our online portal.

Credit cards including Visa, MasterCard, Discover, or American Express, may be paid online on the Cooperative's payment portal, by phone IVR, Autopay, or by mobile app. The minimum amount for a credit/debit card transaction is \$5.00. Payments by credit cards may also be made at the front counters in our Monroe, Watkinsville, and Snellville offices.

E-Checks will also be accepted via Autopay, by mobile app, or on the Cooperative's payment Portal. E-checks may also be received by phone with one of the Cooperative's Contact Center Representatives.

The Cooperative accepts enrollment for bank draft and credit card draft payments. Proper documentation must be filled out and signed by the member to run a credit card or bank draft transaction.

The Cooperative shall not accept any forms of payments via cryptocurrencies. These types of currencies include but are not limited to Altcoin, Bitcoin, Value Tokens, Security Tokens, Utility Tokens, Ethereum, Tether, USD Coin, Binance Coin, Binance USD, XRP, Cardano, Solana, Dogecoin, Polkdot, or any cryptocurrencies intended for payments, transmitting value (akin to digital money) across a decentralized network.

The Cooperative maintains the right to refuse payment unless it is certified funds, for accounts deemed delinquent, or for non-payment, or for a returned payment.

## **7. EASEMENTS, RIGHT OF ACCESS AND COOPERATIVE PROPERTY**

### **7-1 Member to Grant Easements to Cooperative**

Each member shall, upon being requested to do so by the Cooperative, execute and deliver to the Cooperative grants of easement or rights-of-way over, on, and under such lands owned by the-member, and in accordance with such reasonable terms and conditions, as the Cooperative shall require for the furnishing of electric service to him/her or other members or for the construction, operation, maintenance or relocation of the Cooperative's electric facilities.

### **7-2 Right of Access**

Cooperative's identified employees and representatives shall have the right of peaceable access to member's premises at all reasonable times for the purpose of reading meters, inspecting, testing, repairing, removing, maintaining or exchanging any or all equipment and facilities which are the property of the Cooperative, investigating possible tampering and/or power diversion and for the purpose of collecting unpaid past due amounts. Failure to allow peaceable access may result in the assessment of service fees to recover any additional costs due to inability to access property.

### **7-3 Cooperative Property**

All meters, service connections, and other equipment furnished by the Cooperative shall be, and remain, the property of the Cooperative. The member shall exercise proper care to protect the property of the Cooperative on his/her premises and, in the event of loss or damage to the Cooperative's property arising from neglect of the member to care for same, the cost of necessary repairs or replacement shall be paid by the member.

No person or organization shall install or attach any wire, signs, or other material or equipment to any of the Cooperative's poles, conductors or other fixtures, except with the expressed written consent of the Cooperative.

## 8. GENERAL CONDITIONS FOR MEMBER WITHDRAWAL

A member may voluntarily withdraw in good standing from membership upon compliance with the generally applicable conditions set forth below:

A. Payment of any and all amounts due the Cooperative, and cessation of any non-compliance with his/her membership obligations, all as of the effective date of withdrawal; and either

1. Relocation to another premises not furnished service by the Cooperative; or
2. Ceasing to use any central station electric service whatever at any of the premises to which such service has been furnished by the Cooperative pursuant to his/her membership.

B. Giving the Cooperative three (3) working days notice in person, by phone, or in writing provided such notice does not violate contractual obligation. The member is responsible for all energy used at this meter location until the expiration of the three (3) working day period following Cooperative's receipt of notice or the Cooperative's termination of service if the same occurs prior to the expiration of the three (3) day period.

Upon such withdrawal and subsequent termination of service, the membership fee and any applicable service fees and deposits then held by the Cooperative will be refunded or applied against any unpaid balance owed the Cooperative.

## 9. MISCELLANEOUS

### 9-1 Office and Service Hours

The Cooperative's Headquarters Office is at Monroe, Georgia. Additional offices are located in Snellville, Georgia and Watkinsville, Georgia. All offices are open for business between the hours of 8:00 A.M. and 5:00 P.M. Monday through Friday. The Contact Center (phone calls only) is open for business from 7:00 A.M. to 7:00 P.M. Monday through Friday.

Routine and regular service work shall be performed during the hours of 7:30 A.M. and 4:30 P.M. Monday through Thursday and 7:30 A.M. to 3:30 P.M. on Friday only, except that no routine and regular service work will be performed on holidays observed during this period.

Emergency service work is performed 24 hours a day, seven days a week.

Service personnel may be reached by calling Monroe, 770-267-2505; or 1-800-342-6582.

## 9-2 Scheduled Outages

Although the greater part of the Cooperative's line maintenance and repair work is done with lines energized, there exist requirements for outages to work on some lines. Such work shall be done, as far as possible, at a time that will cause the least inconvenience to the members. The members to be affected by such interruptions shall, if practicable, be notified in advance.

## 9-3 Line Facilities Relocation

The Cooperative will cooperate with all political subdivisions in the construction, improvement or rehabilitation of public streets and highways. It is expected that these political subdivisions will submit to the Cooperative an engineering plan of the proposed construction and will give reasonable notice to permit the Cooperative to relocate its lines to permit the necessary road construction. The Cooperative's engineer will cooperate with the political subdivision's engineer when the proposed road construction is being considered in order that both the political subdivision and the Cooperative can work out the relocation of the Cooperative's facilities to the mutual benefit of both parties.

If the Cooperative's poles, anchors, or other appurtenances are located within the confines of the public right-of-way, the Cooperative shall make the necessary relocation at its own expense; if the Cooperative's poles, anchors and other appurtenances are located on private property, the political subdivision shall then agree to reimburse the Cooperative for any costs involved in relocating its facilities unless one or more of the following conditions are met:

- A. The relocation is made for the convenience of the Cooperative.
- B. The relocation will result in a substantial improvement in the Cooperative's facilities or their location.
- C. The relocation is associated with other regularly scheduled conversion or other construction work and can be done at the same time.

When the Cooperative is requested to relocate its facilities for other than road improvement, any costs involved will be paid for by the party requesting the relocation unless one or more of the above conditions are met.

## 9-4 Retirement of Idle Services

Idle services may be retired in cases where such services have not been active for a period of at least twelve (12) consecutive months and when, in the sole determination of the Cooperative, the dwelling to which it is attached is inhabitable.

Such retirements shall be accomplished in a manner which will maintain labor and transportation costs at a minimum.

No service shall be retired when there is a possibility that such retirement will have an adverse effect on the territorial integrity of the Cooperative.

9-5 No Prejudice of Rights

The failure by the Cooperative to enforce any of the terms of these Service Rules and Regulations shall not be deemed as a waiver of the Cooperative's right to do so.

Board Policy 301: Service Rules & Regulations  
General Extension Policy

Policy 301:	Member Contribution In Aid of Construction (CIAC)	
2-1	<b>Overhead Line Extension</b>	
2-1.A	<b>Permanent Establishments</b>	
2-1.A.1	Residential	No CIAC/Member provides cleared path on private property
2-1.A.2	Agribusiness	No CIAC/Member provides cleared path on private property
2-1.A.3	Other Services	No CIAC for One Span Extension/CIAC for all costs above two times annual revenue
2-1.B	<b>Temporary Services</b>	
2-1.B.1	Houses or Buildings During Construction	CIAC is \$150.00
2-1.B.2	Other Temp Loads	CIAC is greater of total cost of construction and retirement or \$150.00
2-1.B.3	Seasonal Establishments	CIAC is cost of construction in excess of one span of primary or secondary
2-2	<b>Underground Line Extension</b>	
2-2.A	Single Family Service Lateral	
	i. Service Cable Only	CIAC = \$12.00 per foot of service cable
	ii. Services Requiring Primary Cable and Transformers	CIAC for all costs above two times annual revenue
2-2.A.2b	Single Family in Subdivisions	CIAC = \$3,200.00 per lot
2-2.A.2c	Multi-Family Dwellings	CIAC = \$3,800.00 per service point
2-2.A.2d	Incidental Loads	CIAC shall be determined by applicable rule above
2-2.A.2e	Three Phase Service	CIAC for all costs above two times annual revenue
2-2.A	<b>Commercial</b>	
		CIAC for all costs above two times annual revenue

Board Policy 301: Service Rules & Regulations  
Fees

1-2	Account Establishment Fee	\$30.00	per service connection
1-3	Commercial Security Deposit	Varies per location	
6-4.A	Disconnect (Non-Payment) Fee	\$50.00	
6-4.E	Door Card Fee	\$25.00	
6-4	Late Fee	Greater of \$20.00 or 5%	
2-1.B.1-2	Limited-Service Fee	\$200.00	(5) or less business days
1-1	Membership Fee	\$5.00	
6-5.B.4	Meter Investigation Charge (Tampering)	\$100.00	
5-5	Meter Test Fee	\$100.00	
6-4.F	Mobile Reconnection Outside Hours	\$200.00	
1-3	Residential Security Deposit	\$0 - \$300.00	
6-6	Returned Payment Fee	\$30.00	per returned payment
2-7	Same Day Connection	\$0 - \$200.00	
2-1.B.4	Temporary Service Fee	\$150.00	
6-4.D	Trip Fee	\$45.00	per trip