

PRINCETON ELECTRIC PLANT BOARD
SCHEDULE OF RULES AND REGULATIONS
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1. APPLICATION FOR ELECTRIC SERVICE –

Each prospective Customer desiring service may be required to show driver's license or other acceptable photo identification and be required to sign the Princeton Electric Plant Board (PEPB) standard form of application for service or contract before service is supplied by PEPB. Each Customer who rents his/her home, apartment, or mobile home may be required to present a copy of the lease agreement or other suitable evidence from the property owner verifying that the prospective Customer is indeed responsible for the property, before service is supplied by PEPB.

**2. SECURITY DEPOSITS –
Residential Customers**

A security deposit approximately equal to the sum of the two (2) highest consecutive month's bills (including taxes and sanitation) within the preceding twenty-four (24) month period of occupied data may be required of any new Residential Customer before service is connected. If sufficient data is unavailable, then the deposit amount shall be estimated. Deposit requirements may be based on such factors as credit history with PEPB, credit rating, and previous balances owed to PEPB from past unpaid accounts. A receipt for all security deposits received by PEPB will be issued to the Customer upon request. Deposit requirements for Customers applying for residential electric services will be classified as follows:

Homeowners' Deposit Requirements

(Homeowners are defined as persons who own a home and the property upon which the home is physically located)

- The minimum deposit amount is two hundred fifty dollars (\$250).
- The minimum deposit amount for mobile homes at locations with no prior PEPB service history is three hundred fifty dollars (\$350).
- The security deposit requirement may be waived by PEPB for applicants for service who are also homeowners and have been a PEPB Customer for the past two (2) years with an excellent credit rating, or can provide a written statement from the Customer's previous electric utility provider verifying no late penalties or returned checks for the most recent two (2) year period.
- Deposit installment agreements for amounts greater than three hundred dollars (\$300) are available to applicants requesting payment of the deposit in installment payments. All security deposits of three hundred dollars (\$300) or less shall be paid in full prior to service connection.
- PEPB may waive the security deposit requirement if a third party (cosigner) signs an agreement to be responsible for payment of the Customer's account, which agreement shall specifically provide that the Customer's unpaid account may be transferred to the cosigner's personal account for collection purposes providing:
 - a) the cosigner owns and occupies a residence served by PEPB during the two (2) years preceding the applicant's application for service;
 - b) the cosigner has received no returned checks or late payment penalties from PEPB over the most recent two (2) consecutive years' period, and
 - c) the cosigner is not a cosigner for another PEPB Customer.
- Automatic bank drafts may be utilized in lieu of the security deposit requirement, but a deposit may be additionally required in the event of a returned bank draft.

Renters' Deposit Requirements

(Renters are defined as persons who rent a home, the property upon which the home is physically located, or both the home and the property where the home is physically located)

- The minimum deposit amount is two hundred fifty dollars (\$250).
- The minimum deposit amount for mobile homes at locations with no prior PEPB service history is three hundred fifty dollars (\$350).
- Deposit installment agreements for amounts greater than three hundred dollars (\$300) are available to applicants requesting payment of the deposit in installment payments. All deposits of three hundred dollars (\$300) or less shall be paid in full prior to service connection.
- PEPB may waive the security deposit requirement if a third party (cosigner) signs an agreement to be responsible for payment of the Customer's account, which agreement shall specifically provide that the Customer's unpaid account may be transferred to the cosigner's personal account for collection purposes providing:
 - a) the cosigner is a homeowner that occupies a residence served by PEPB during the two (2) years preceding the applicant's application for service;
 - b) the cosigner has received no returned checks or late payment penalties from PEPB over the most recent two (2) consecutive years' period, and
 - c) the cosigner is not a cosigner for another PEPB Customer.

In the event that a Customer's unpaid account is transferred to the cosigner's personal account for collection purposes, the transferred balance must be paid in full within thirty (30) days of the transfer unless the transferred amount is greater than five hundred dollars (\$500), in which case the transferred balance may be split into two installments to be paid within sixty (60) days of the transfer. PEPB may at its discretion refuse cosigner eligibility and deny acceptance of a cosigner for any Customer who has previously transferred debt to a cosigner.

PEPB may, at its option, return the security deposit to a Residential Customer that also owns and occupies the subject service location after a period of two (2) years if the Customer has received no late payment penalties over the most recent two (2) consecutive years' period or at any time thereafter as PEPB deems appropriate. Otherwise, deposits will be held until service is terminated. Upon termination of service, PEPB shall apply the security deposit against unpaid bills of the Customer, and if any balance of the security deposit remains after such application is made, the balance shall be refunded to the Customer. Additionally, PEPB may require a deposit as provided for herein from a Customer whose account or credit is not in good standing, from a Customer whose deposit has been refunded or found to be inadequate, or from a Customer whose usage increases sufficiently to warrant an additional deposit. A one percent (1%) interest rate is paid on residential security deposits and credited to the Customer's account each year during the month of July. Deposits shall in no way affect PEPB's rights arising from nonpayment of bills.

Commercial/Industrial Customers

PEPB shall obtain a deposit or surety bond from an AM-Best rated insurance or surety company on all Commercial and Industrial business Customers. Deposit requirements may be based on such factors as demand and energy load projections, previous business history, and billing history for similar businesses. Deposit or equivalent surety bond amounts shall be determined

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by PEPB so as to provide security equal to PEPB's estimate of the cost of electricity for a period of two (2) months to a business based upon any and all data available to PEPB for its use in establishing the risk to PEPB resulting from nonpayment of amounts billed to the Customer's account. All deposits will be held until the account is terminated. Upon termination of service, PEPB shall apply the security deposit against unpaid bills of the Customer, and if any balance remains after such application is made, the balance shall be refunded to the Customer. Additionally, PEPB may require a deposit, calculated as provided for herein, from a Customer whose account or credit is not in good standing, from a Customer whose deposit has been found to be inadequate, or from a Customer whose usage increases sufficiently to warrant an additional deposit. A one percent (1%) interest rate is paid on deposits and credited to the Customer's account each year during the month of July. Deposits shall in no way affect PEPB's rights arising from nonpayment of bills.

3. SECURITY DEPOSIT INSTALLMENT AGREEMENT–

PEPB's security deposit installment agreement allows the Customer to select the due date(s) for the deposit installment payments, with the understanding that deposit installment payments will not be included on the Customer's bills due to billing software limitations. PEPB does not send a bill or provide a nonpayment notification to the Customer resulting from a failure to adhere to the terms of the deposit installment agreement. Regardless of current account status, if any deposit installment is not paid in full by the installment due date, electrical service will be disconnected the following day after the due date of the deposit installment. No grace period is allowed for security deposit agreements. Deposits of three hundred dollars (\$300) or less must be paid in full prior to connection of electric service. For deposit amounts of more than three hundred dollars (\$300), fifty percent (50%) of the deposit must be paid prior to connection of electric service and the remaining fifty percent (50%) of the deposit shall be paid no later than the last business day of the month following service connection. Customers may request to change their deposit installment payment date prior to the existing disconnect date(s); provided, however, that extension of the installment due date into the following month is not permitted.

4. POINT OF DELIVERY –

The point of delivery is the point, as designated by PEPB, on the Customer's premises where electric current is to be delivered to a building or premises. The secondary delivery point, beyond which the Customer is responsible for all wiring maintenance, is the weatherhead for overhead services and the meter base for underground services. The Customer's delivery point for primary voltage delivery installations is the physical location where the primary electric current is delivered to a building or premises as determined by PEPB. All wiring and equipment, except for meters and remote disconnect collars, beyond the secondary point of delivery shall be provided and maintained by the Customer.

5. CUSTOMERS WIRING STANDARDS –

The Customer's wiring must conform to municipal, county, and state requirements and accepted standards, as exemplified by the requirements of the latest version of the National Electrical Safety Code (NESC) and the National Electrical Code (NEC). PEPB makes no warranty or representation of any kind that Customer's facilities and wiring conform to any such requirements, standards, the NESC, or the NEC by establishing service to the Customer.

6. INSPECTIONS –

For all service connections, PEPB has the right to require the Customer or electrician to cause an inspection to be performed by the appropriate Inspection Authority prior to PEPB energizing the service. Such inspection or failure to inspect or reject shall not render PEPB liable or responsible for any loss or damage resulting from defects in the installation, wiring or appliances; from violation of PEPB's rules; or from accidents which may occur upon the Customer's premises.

For new connections, PEPB shall require proof of an approved inspection by an inspector currently licensed by the Commonwealth of Kentucky before establishing electric service to any Customer as required by Kentucky laws and regulations.

For reconnections, PEPB shall require proof of an approved inspection by an inspector currently licensed by the Commonwealth of Kentucky before re-establishing electric service to Customers, even if an inspection may not be required by Kentucky law, when:

1. The Customer, or the Customer's agent, requests electrical disconnection so that construction or repairs can be done on the Customer's electric wiring;
2. The Customer's premises experiences damage such that electrical disconnection is necessary for the safety of the public at the sole discretion of PEPB personnel;
3. The Customer's premises sustains fire or structural damage which results in electrical service to the facility being disconnected by PEPB personnel as directed by PEPB or any other local official responsible for public safety;
4. The Customer disconnects, or allows anyone else to remove or disconnect the meter from the meter socket such that a PEPB meter seal is severed. (PEPB may disconnect electric service immediately after discovery of a meter seal that has been severed, removed, or visibly damaged); or
5. The Customer's service has been disconnected by removing or disabling the meter, or de-energized by severing the service wires or deactivating the transformer, for a period of twelve (12) consecutive months since the electric service was energized through an active electric meter as established by PEPB records.

7. UNDERGROUND SERVICE LINES –

PEPB may, at its discretion, install its distribution facilities overhead or underground. Customers requiring underground service lines must abide by the terms and conditions of PEPB's Underground Service Policies.

8. BILLING –

Electric bills shall be calculated using the Rate Schedule for each of the services offered by PEPB. Bills will be rendered monthly and shall be based upon actual meter readings unless circumstances prevent an actual reading. Failure to receive a bill will not release or discharge

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the Customer from payment obligation. The due date for payment of the bill for all classes of Customers (other than Industrial Customers) will be approximately twenty (20) days after the bill is processed. If bill payment in full is not received at the PEPB office located at 304 East Legion Drive, Princeton, Kentucky 42445, on or before the due date printed on the bill, the bill is considered past due and is subject to a late payment charge penalty. The late payment charges for all classes of service will be computed as a charge of five percent (5%) of the unpaid portion of the bill excluding tax and other charges. If the due date falls on Saturday, Sunday, or any holiday which PEPB observes, the next following business day will become the due date. If remittance is made by mail, the date of bill payment shall be determined by the United States Postal Service (USPS) date stamp on the envelope containing the bill payment. Bill payments delivered after normal working hours to the night deposit box located within the drive-through area at the PEPB office are subject to penalties as provided for in this Section.

9. EXTENSION AGREEMENT (CREDIT POLICY) –

PEPB recognizes that some Customers may have financial difficulty from time to time and may not possess the funds to pay their account when it is due. PEPB shall allow Customers special credit arrangements if they are determined by a Customer Service Representative to be a genuine hardship case. Residential Customers only may request an extension to provide additional time to pay an electric bill two (2) times per calendar year. A Customer must reside at the address on the specified electric bill for a minimum of six (6) months before an extension may be authorized. The extension agreement must be signed (during normal business hours) before 7:30 a.m. CST of the day of disconnection of service as specified on the Customer's electric bill to avoid disconnection, payment collection efforts, and associated fees. The extension agreement will provide the customer an additional period of seven (7) days to pay the entire electric bill owed to PEPB. No more than one (1) extension shall be applied to an electric bill within a single monthly billing period. If the Customer's deposit is considered to be insufficient to fund the estimated final bill(s), the Customer's request for an extension agreement may be denied.

10. BILLING ADJUSTED TO STANDARD PERIODS –

The charges set forth in the Rate Schedule are based on billing periods of approximately one month. In the case of the first billing of new accounts (temporary service excepted) and final billings of all accounts (temporary service excepted) where the period covered by the billing involves fractions of a month, the Customer charges may be adjusted to a basis proportionate with the period of time during which electric service is provided.

11. LEVELIZED BILLING –

A levelized billing plan is available upon request for any qualifying Customer. All qualifying Customers must be classified Residential, have an excellent current credit rating with PEPB and a minimum of one (1) year of billing history at the present address, must own and reside at their present service address for the twelve (12) months preceding the request, and shall not have a current security deposit cosigner. PEPB reserves the right to remove a Customer from the levelized billing program if the Customer's credit rating as determined from the Customer's payment history declines. If a Customer makes a request to cease participation in the levelized billing program, the Customer may not enroll in the program for a minimum period of at least twelve (12) months thereafter. If a levelized billing Customer relocates to another service address on the PEPB system, all subsequent outstanding billing amounts resulting from the

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implementation of levelized billing shall be paid before another service will be connected in the Customer's name. Any Customer interested in levelized billing may request additional information from PEPB's Customer Service Representatives.

12. DISCONTINUANCE OF SERVICE DUE TO NONPAYMENT OF ELECTRIC BILL -

No additional notice of electric service termination for nonpayment shall be sent to the Customer other than the bill. Failure on the part of the Customer to receive such bill will not relieve or discharge the Customer from payment obligation. PEPB reserves the right to disconnect services to Customer without notice if full payment is not made by 7:30 a.m. CST on the tenth (10th) day following the due date for payment. If the Customer does not make payment or notify PEPB of a dispute over the bill prior to the date and time for termination of service, PEPB will proceed on schedule with termination of service. The Customer will be responsible for all outstanding balances including disconnection and reconnection charges, deposits, insufficient fund fees, and any applicable charges before electric service will be reestablished. A hearing on a disputed bill is available by notifying and coming to the PEPB office before the date of termination as indicated on the Customer's electric bill. This hearing may be scheduled at the Princeton Electric Plant Board Office, 304 East Legion Drive, Princeton, Kentucky, anytime between 7:00 a.m. and 4:30 p.m. CST, Monday through Friday, except on observed holidays. A conference with PEPB will be held for disputed bills, and relevant account records will be available for review by the Customer during the conference. The Office Manager and/or Chief Financial Officer will examine the evidence pertaining to the situation and render a decision that will be communicated to the Customer in a timely manner. The Customer's electric service will not be terminated until an appropriate decision is reached. Legal proceedings may be initiated by PEPB for the collection of any delinquent account and, by accepting electrical service, each Customer agrees to be responsible for any court costs and attorney's fees incurred by PEPB in collecting any delinquent account.

13. DISCONTINUANCE OF SERVICE DUE TO NONPAYMENT OF BILL EXTENSION OR SECURITY DEPOSIT INSTALLMENT -

Failure on the part of the Customer to make timely scheduled payments on bill extension or security deposit installment agreements will result in the termination of electric service without notice. PEPB reserves the right to disconnect services to Customer without notice if payment, in full, is not made by 4:30 p.m. CST on the final day as specified on the bill extension or security deposit installment agreement. The Customer will be responsible for all outstanding balances including disconnection and reconnection charges, deposits, insufficient fund fees, and any applicable charges before electric service will be reestablished.

14. DISCONTINUANCE OR DENIAL OF SERVICE FOR REASONS OTHER THAN NONPAYMENT -

PEPB may refuse to connect service or may discontinue service for the violation of any of its Rules and Regulations or any contract between PEPB and the Customer. PEPB may discontinue service to the Customer for theft of current, for the appearance of electric current theft devices on the premises of the Customer, for interference with PEPB services caused by Customer equipment, for usage patterns causing voltage fluctuations or safety concerns, or if continued service is claimed unlawful by orders, ordinances, or laws of the Commonwealth of Kentucky or any political subdivision thereof. The discontinuance of service by PEPB for any cause does not release or discharge the Customer from the obligation to pay PEPB for any

services rendered. The Customer will be responsible for all outstanding balances including disconnection and reconnection charges, deposits, insufficient fund fees, and any applicable charges before electric service will be reestablished.

15. DISCONNECTION AND RECONNECTION OF DELINQUENT ACCOUNTS –

Reconnection and disconnection procedures shall be performed by 1) an employee sent to the Customer's premises to disconnect or reconnect the electric service, or 2) a device installed in the meter base or meter that allows service to be reconnected or disconnected remotely. A connection fee of thirty-five dollars (\$35) shall be charged for new service connections and transfers of service, and a disconnection fee of thirty-five dollars (\$35) shall be charged for all service disconnects for nonpayment. Reconnection fees shall be charged at the rate of thirty-five dollars (\$35) from 7:00 a.m. to 4:00 p.m. CST, Monday through Friday and at the rate of eighty dollars (\$80) from 4:00 p.m. to 7:00 a.m. CST Monday through Friday, weekends, and observed holidays. For delinquent accounts, a collection fee of thirty-five dollars (\$35) shall be charged for each trip that a PEPB employee makes to the Customer's premises to disconnect service. A PEPB employee that is dispatched to the Customer's premises to terminate service, may attempt, before disconnecting service, to contact the Customer at the premises in a final effort to avoid disconnection of service. In the event that the Customer provides proper documentation of full payment of all delinquent charges, including a thirty-five dollar (\$35) collection fee, the electric service will not be disconnected. For electric services terminated for nonpayment of either a deposit agreement, extension agreement, or electric usage, the Customer shall pay all outstanding delinquent balances including disconnection and reconnection charges, deposits, insufficient fund fees, and any applicable charges before electric service will be reestablished. PEPB employees will not accept cash or checks while at the Customer's premises for the purposes of reconnecting or disconnecting service on delinquent accounts. During normal business hours, applicable fees and charges may be paid at the PEPB Office or through remote payment options offered by PEPB. During weekends, observed holidays, and after normal business hours, payment of applicable fees and charges may be made by remote payment options offered by PEPB or placed in the night deposit box located in the drive-through area of the PEPB Office. For payments made remotely, proof-of-payment documentation must be provided to the responding PEPB employee prior to reestablishment of service on a previously disconnected account. Customers utilizing the night deposit box option must provide complete payment to PEPB by 7:30 a.m. the following business day after reestablishment of a previously disconnected account. A failure to provide proper payment will result in disconnection of service and additional charges to the Customer.

16. INSUFFICIENT FUNDS (RETURNED CHECK) CHARGES –

A check returned for insufficient funds or any other reason will be considered as a failure to pay the electric bill and may result in the termination of electric service without notice if a bank notifies PEPB of a Customer's insufficient funds. For each returned check, PEPB may charge the Customer a fifty dollar (\$50) returned check charge, which will be added to the Customer's due account. In the event that electric service is terminated, the Customer will be responsible for all outstanding balances including disconnection and reconnection charges, deposits, insufficient fund fees, and any applicable charges before electric service will be reestablished. PEPB

reserves the right to refuse check payments from Customers if there is a prior history of insufficient funds.

17. TEMPORARY SERVICE CHARGES –

Customers requiring electric service on a temporary basis will be charged a non-refundable fee of thirty-five dollars (\$35) and may be required to pay all costs of connection and disconnection incidental to the supplying and removing of temporary service facilities. This rule applies to circuses, carnivals, fairs, temporary construction, etc.

18. DENIAL OF SERVICE FOR NONPAYMENT OF PAST SERVICES –

Service may be refused to any Customer that has a current delinquent account with PEPB for any type of past service. All delinquent accounts or bad debt must be paid in full before application for service is approved for Customers that owe for past service. If a Customer has service at more than one location and terminates service at one of these locations, any delinquent balance resulting from the termination will become an arrears on the billing for any other location(s) at which the Customer is being served, and shall be a reason for termination of service at such other location(s). The Customer will be responsible for all outstanding balances, including disconnection and reconnection charges, deposits, insufficient fund fees, and any applicable charges before electric service will be reestablished.

19. CUSTOMER'S RESPONSIBILITY FOR PEPB PROPERTY –

All meters, service connections, transformers, and any other equipment furnished by PEPB shall be, and remain, the property of PEPB. The Customer shall provide a space for equipment and exercise proper care to protect the property of PEPB on the Customer's premises. In the event of loss or damage to PEPB's property arising from either neglect or the fault of the Customer to care for same, the cost of the necessary repairs or replacements shall be paid by the Customer.

20. RIGHT OF ACCESS AND MAINTENANCE –

PEPB's employees and contractors shall have access to the Customer's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, installing, or exchanging any or all equipment belonging to PEPB. Additionally, the Customer acknowledges that trees and other plants which come into contact with PEPB facilities present a danger to PEPB personnel, the general public, and to the reliability of PEPB services. The Customer grants to PEPB the right to trim or remove any trees or other plants that, in the sole judgment of PEPB, present a hazard to PEPB personnel, the general public, or to the reliability of services provided by PEPB, whether such trees are on public property or the property of the Customer. PEPB reserves the right to refuse to deliver service to any property when, in the discretion of PEPB, entry onto the property appears unduly hazardous or unsafe to the welfare of PEPB employees and contractors.

21. VOLTAGE FLUCTUATIONS CAUSED BY CUSTOMER –

Electric service must not be used in such a manner as to cause unusual fluctuations or disturbances to PEPB's electric system. PEPB may require the Customer, at his/her/its own expense, to install suitable apparatus which will reasonably limit such fluctuations.

22. NOTICE OF TROUBLE –

The Customer shall notify PEPB immediately should the service be unsatisfactory for any reason, or should there be any defects, trouble, or accidents affecting the supply of electricity. Such notices, if verbal, should be confirmed in writing.

23. METER TESTS –

PEPB will, at its own expense, make periodical tests and inspections of its meters in order to maintain a high standard of accuracy. PEPB will make additional tests or inspections of its meters at the request of the Customer. If tests made at the Customer's request show that the meter is accurate within two percent (2%), slow or fast, no adjustment will be made in the Customer's bill and PEPB's standard testing charge of fifty dollars (\$50) will be paid by the Customer. If the test shows the meter to be in excess of two percent (2%) fast or slow, PEPB shall submit an adjusted bill to the Customer for the undercharge or issue a refund or credit to the Customer for the amount of the overcharge, and the cost of conducting the test shall be borne by PEPB.

24. ADDITIONAL LOAD –

The service connection, transformers, meters, and equipment supplied by PEPB for each Customer have a definite capacity, and no addition to the equipment or load connected thereto will be allowed except by consent of PEPB. Failure to give notice of additions or changes in load, and to obtain PEPB's consent for same, shall render the Customer liable for any damage to any of PEPB's lines or equipment caused by the additional or changed installations.

25. RELOCATION OF EQUIPMENT –

PEPB may, at the request of a Customer, relocate or change existing equipment owned by PEPB. The Customer may be required to reimburse PEPB for such changes at actual cost including appropriate overhead costs.

26. INTERRUPTION OF SERVICE –

PEPB will use reasonable efforts to avoid interruption of service, but when interruptions occur service shall be reestablished within the shortest time practicable consistent with safety. PEPB shall not be liable to Customer or any third party in the event of, or for loss, injury, or damage to persons or property resulting from interruptions in service, delays in restoration, mechanical failure, excessive, inadequate, or irregular voltage, fire, labor difficulties, riot, explosion, external forces, flood, or otherwise unsatisfactory service, whether or not caused by negligence, vandalism, or acts of God.

27. SHORTAGE OF ELECTRICITY –

In the event of an emergency or other condition causing a shortage in the amount of electricity for PEPB to meet the demand on its system, PEPB may, by an allocation method deemed equitable by PEPB, fix the amount of electricity to be made available for use by the Customer and/or may otherwise restrict the time during which the Customer may make use of electricity and the uses which Customers may make of electricity. If such actions become necessary, the Customer may request a variance because of unusual circumstances including matters adversely affecting the public health, safety, and welfare. If the Customer fails to comply with such allocation or restriction, PEPB may take such remedial actions as it deems appropriate under the circumstances including temporarily disconnecting electric service and charging

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additional amounts because of the excess use of electricity. The provisions of the subsection of the above section entitled Interruption of Service are applicable to any such allocation or restriction.

28. STANDBY, RESALE SERVICE, AND RENEWABLE DISTRIBUTED GENERATION –

All electric services purchased by the Customer (other than emergency and standby service) used on the premises of Customer shall be supplied exclusively by PEPB. Customer shall not (other than for the specific purpose of electric vehicle charging) directly or indirectly, sell, sublet, assign, or otherwise dispose of the services or any part thereof. All renewable electricity produced by Customer-owned distributed generation equipment shall be purchased by PEPB in accordance with the Customer Owned Renewable Energy (CORE) Policy.

29. NON-STANDARD SERVICE –

The Customer shall pay the cost of any special installation necessary to meet his/her/its peculiar requirements for service at other than standard voltages, for the supply of more precise voltage regulation than required by standard practice, or for any service other than normal standard service.

30. BILLING ERRORS -

If electrical equipment is damaged or an error is made in the calculation of an amount owed, bills will be estimated by PEPB. In estimating the bill, PEPB may consider past usage or any other information available.

31. INFORMATION TO CUSTOMERS –

PEPB shall inform Customers about rates, power cost adjustments, and service policies by making such information available upon application for service and at any other time upon request. PEPB, as it determines appropriate, shall utilize channels such as USPS mail, email, local newspapers, the PEPB web site, social media, radio announcements, and public displays in PEPB's office of any significant changes in its rates or service policies.

32. SCOPE –

This Schedule of Rules and Regulations is a part of all contracts for receiving electric service from PEPB, and applies to all services received from PEPB, whether the service is based upon contractual agreement, signed application, or otherwise.

33. REVISIONS –

These Rules and Regulations may be revised, amended, supplemented, or otherwise changed from time to time, without notice. Such changes, when effective, shall have the same force as the previously effective Rules and Regulations.

34. CONFLICT – RATE SCHEDULE AND SCHEDULE OF CHARGES –

In case of conflict between any provision of the Rate Schedule or Schedule of Charges and the Schedule of Rules and Regulations, the Rate Schedule or Schedule of Charges shall apply.