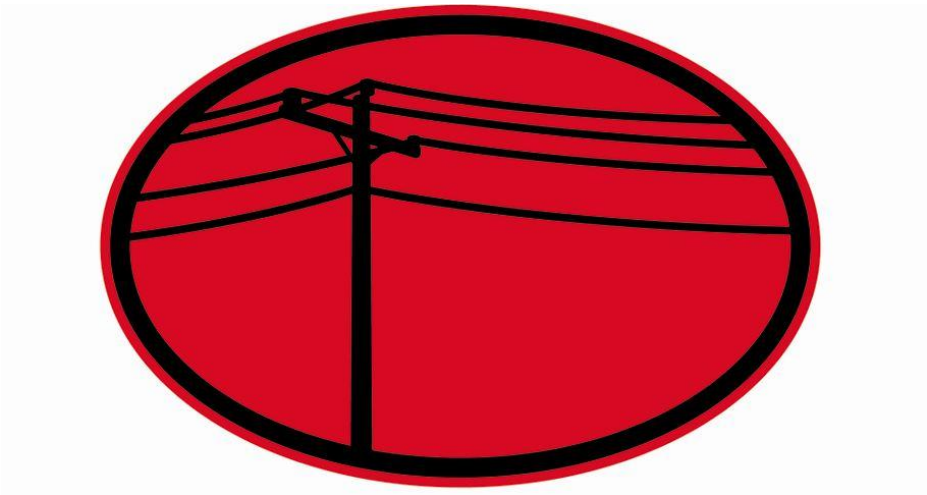
Polk County Rural Public Power District



Customer Relations Policy Handbook

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LINE EXTENSION

I. OBJECTIVE

To establish a policy for extension of PCRPPD facilities to serve new loads and to provide for fair, equitable, and consistent financing of Line Extension, Conversions, and Relocations so that new customers will receive reasonable benefit from the Public Power model of business without unduly burdening existing customers with inappropriate costs or risks; and to set forth the terms and conditions under which PCRPPD will construct, extend, and upgrade its facilities to serve new loads and replace, relocate, or otherwise modify its distribution facilities.

II. GENERAL PROVISIONS

PCRPPD shall construct, own, and maintain primary and secondary overhead and underground supply facilities as part of its electric system. Line extensions, new service installations, and service upgrades and relocations shall be made under the terms and conditions in effect at the time of construction.

Except as otherwise excluded, PCRPPD shall contribute to the costs for the construction of new permanent services, line extensions, and service upgrades and relocations up to an Allowable Investment Limit (AIL). Any costs over the AIL shall be paid by the customer as a Contribution in Aid to Construction (CIA). Customer contributions in aid of construction shall be paid prior to service initiation. Actual construction costs that exceed the estimate are subject to additional CIA billing to the customer.

Construction cost shall include, but is not limited to, the cost of materials, equipment, transformers, meter, labor, including overheads, and right of way clearing and exclude costs solely for PCRPPD benefit. Cost estimates will be valid for 90 days.

PCRPPD reserves the right to determine the feasibility of any line extension or relocation and to review and modify the CIA to reflect specific service or construction characteristics.

The customer shall furnish, install, and maintain all poles, wires, service entrances and drops installed beyond the point of delivery, generally the metering point.

The customer shall be responsible for applying for any electrical inspection of the customer facilities required by statute and shall furnish evidence of compliance before service will be energized.

Customers who make connections under this policy are required to sign a five (5) year continuous service contract with PCRPPD. Customers are allowed to change rates during the five-year period with the approval of the General Manager. If the Customer discontinues service or requests a rate change before the end of the service contract, PCRPPD may assess a charge equal to the difference between the amount of time serviced under the rate and the remaining time on the contract.

If within two years of the connection of a service classified as a permanent service, the service has not met the qualifications of a permanent service because construction has not been completed or no longer qualifies as a permanent service or occupancy has not been year-round, PCRPPD will bill the customer for the appropriate Line Extension charges.

At the request of the customer, PCRPPD may, at its sole discretion, utilize practices that exceed PCRPPD Standard Construction Practices. All costs of the Line Extension exceeding the costs of Standard Construction Practices are the sole responsibility of the customer and are nonrefundable regardless of the service classification.

Whenever PCRPPD anticipates or determines that special or abnormal risks or conditions may be involved in providing service to a specified load or customer, PCRPPD may require special terms, contract conditions, bonds, cash advances or deposits of such nature as it may consider reasonably necessary for protection against financial loss in connection with the special conditions and risks involved.

When PCRPPD discovers any violation of the National Electric Safety Code created by activities or construction by the property owner after the original installation of facilities, PCRPPD may alter, relocate, remove, or disconnect its facilities to remedy the violation. The property owner will be responsible for all costs of the remedy.

III. ALLOWABLE INVESTMENT LIMIT FOR PERMANENT SERVICES

PCRPPD assumes all services requested will be of a permanent nature, unless otherwise specifically requested. A permanent service is considered to have long-term use and occupancy and usage consistent with customer rate class.

Residential Service

Rural residential service AIL will be determined by the kVa size of the service that is required at the time of construction and half of all line construction along county or state right of way (ROW) or along any ROW allowing for further extension of PCRPPD facilities. All line costs on private property or unavailable for future extension will be at the cost of the customer. Urban residential AIL will be calculated on class average energy usage, but specific service characteristics may require modification.

Rural Residential – single phase	$14.85 per annual kVa +50% ROW line construction
Rural Residential – three phase	$9.30 per annual kVa +50% ROW line construction
Urban Residential	$2,200 +50% ROW line construction

Commercial/General Service

The AIL for commercial services will be determined by the kVa size of the service that is required at the time of construction and 50% of line construction along ROW.

Rural Small Commercial–Single Phase	$14.85 per annual kVa +50% ROW line construction
Rural Small Commercial–Three Phase	$9.30 per annual kVa +50% ROW line construction
Urban General Service Single/Three Phase	$11.30 per annual kVa + 50% ROW line construction
Urban General Service Demand Single/Three Phase	$16.55 per annual kVa + 50% ROW line construction

Services more than 1,000 kW will be calculated individually using load factors and other characteristics that may impact PCRPPD.

Seasonal Service
The AIL for seasonal services, including cabins, trailer homes not on a permanent foundation, stock pumps, fencers, and dryer services, etc., will be determined by the kVa size of the service that is required at the time of construction and half of line construction along ROW.

Seasonal – Single/Three Phase	$55.21 per annual kVa + 50% ROW line construction

Irrigation Service
Line extension and upgrades for irrigation services will be governed by Policy #BP-CR-02

IV. LINE EXTENSION FOR TEMPORARY/INDETERMINATE SERVICES

The Applicant for a temporary/indeterminate Service shall make a contribution in aid to construction (CIA) for the entire estimated construction costs, under the applicable rate schedule, and eventual removal of line extension, less possible salvage value of materials used.

- Where the Line Extension to a temporary/indeterminate service involves only the installation of a service on an existing pole, PCRPPD may waive the CIA requirement if the service is estimated to generate enough revenue to recover the Line Extension costs.
- An Indeterminate Service may be reclassified as a Permanent Service if it meets the requirements of a Permanent Service within five years of the date the service was first connected and if the service has remained connected without interruption for the entire period. The customer is responsible for notifying PCRPPD of any circumstances that could result in reclassification.

PCRPPD shall be solely responsible for interpretation of this policy and the reclassification of an Indeterminate Service. In the event an Indeterminate Service is reclassified to a Permanent Service, the provisions of extensions for Permanent Services shall apply and the CIA may be refunded, without interest, to the customer.

V. LINE EXTENSION FOR DEVELOPMENTS OR SUBDIVISIONS

PCRPPD will offer an AIL of $1,600 per lot for the cost of construction for a residential subdivision or housing development. Line extension required to the subdivision entrance along county or state right of way (ROW), or along any ROW allowing for further extension of PCRPPD facilities, may be eligible for an AIL of 50% of line construction. A customer that builds on a subdivision lot may be eligible for an AIL of $650 if the new service is online within three (3) years and $400 if online beyond three (3) years of subdivision infrastructure installation.

- Developments and subdivisions may be developed in phases or stages of 20 lots or less or as approved by PCRPPD and CIA payments will be applied to the phase or stage as if it were a separate development.
- Developments and subdivisions must follow all county subdivision regulations and have platted utility easements meeting PCRPPD requirements before any services within the development will be classified as Permanent. Easement requirements include a minimum width of fifteen (15) feet except in Developments where all utilities are buried and PCRPPD, at its sole discretion, agrees to a lesser width.

- The Developer shall trim or remove trees as specified by PCRPPD.
- Underground construction on the lot fronts shall be required by PCRPPD and the cost thereof shall be included along with all other charges required by this policy. The customer is responsible for the installation and maintenance of any equipment beyond the meter, which shall be located at the lot line.

VI. LINE EXTENSIONS FOR STREET/AREA LIGHTING

PCRPPD will construct a single-phase line extension along a public road to new streetlight at the cost of the town or village. There shall be no CIA required from the town or village for the addition of a new streetlight when existing overhead line and pole are present. CIA for new service to highway signal lights will be calculated on an individual basis.

VII. LINE EXTENSIONS OUTSIDE OF PCRPPD ASSIGNED SERVICE TERRITORY

When a customer requests service that is outside of the PCRPPD service area the following conditions must be met:

- The land must be adjacent to PCRPPD service area boundary or adjacent to a service that has been waived previously.
- The customer must receive approval from the certified service provider, allowing PCRPPD to complete a Nebraska Power Review Board Consent and Waiver form.

VIII. LINE EXTENSION COSTS ASSOCIATED WITH PUBLIC AGENCIES OR RAILROADS

When a Line Extension involves the crossing of public lands or railroad properties requiring a special-use permit or other permit, the CIA may include all permit fees and an estimated administrative charge for costs of applying for the permit. The actual costs of the permit and administrative costs are non-refundable.

- The Applicant shall pay all costs of construction required by the public agency or railroad that exceed the costs of PCRPPD Standard Construction Practices.
- The Applicant for a Line Extension shall pay all costs of environmental surveys required by public agencies.

IX. LINE CONVERSIONS

For existing services that are not classified as irrigation or covered under Policy #BP-CR-02 where customers are requesting an upgrade of the facilities to serve additional load, different type of load, or different voltage PCRPPD will contribute the above listed AIL amounts based on the additional (new) load only.

X. LINE RELOCATIONS

Customer requests for line relocation will be at the sole discretion of PCRPPD, with public safety, operation and maintenance of the relocated facilities the primary considerations.

- When a customer requests the replacement of existing overhead primary line with secondary underground, PCRPPD will remove the overhead primary line at its expense, and the customer will be responsible for the entire cost of the replacement secondary underground, fuse boxes, and switches.
- If line relocation results in no system betterment, the customer will pay for the entire cost of relocation.
- When a customer requests to abandon the current service location and move service to new location, the customer may be responsible for the entire cost of relocation.
- AIL will be applied to any line relocation resulting in increased service load.

XI. RESPONSIBILITY

PCRPPD shall be solely responsible for the interpretation of this policy and the classification of a service. The general manager is responsible for the administration of this policy.

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IRRIGATION LINE EXTENSION

I. OBJECTIVE

PCRPPD will construct proposed line extensions and service upgrades for irrigation services and the customer will make a contribution in aid to construction.

II. GENERAL PROVISIONS

Construction costs shall include, but are not limited to, materials, equipment, transformers, meter, labor-including overheads, and right of way clearing.

III. NEW CONSTRUCTION

Except as otherwise excluded, PCRPPD shall contribute to the costs for the construction of new irrigation services and line extensions up to an Allowable Investment Limit (AIL). Any construction costs over the AIL shall be paid by the customer as a Contribution in Aid to Construction (CIA). Actual construction costs that exceed the estimate are subject to additional CIA billing to the customer.

The Contribution in Aid to Construction (CIA) will be billed in two installments. The non-refundable initiating CIA will be due before the service is initiated, along with a contract for service. The second CIA installment will be billed upon completion of construction as follows:

Payable upon service initialization	
Single phase Nonrefundable ICIA	$2,000.00 (per service)
Three phase Nonrefundable ICIA	$4,500.00 (per service)
Payable upon completion of construction	
Single phase/Three phase	$100.00 (Per HP)

The nameplate horsepower of the total motor will be used to determine the AIL and CIA. Minimum horsepower billing will be 5 HP for a single-phase service and 15 HP for three phase service.

PCRPPD will furnish all material and labor to construct overhead lines to the safest and most practical point nearest the customer property. All construction beyond the county right-of-way will be the responsibility of the customer. Changes after construction is complete will follow service upgrade guidelines.

IV. SERVICE UPGRADES

Service upgrades or added horsepower to existing irrigation services that are older than five years will follow the guidelines below. Any request requiring line extension will follow new service guidelines. Service upgrades to an existing service that is less than five years old, the CIA will be the greater of the below or the increased horsepower added to the original new construction contribution.

Upgrade single phase to three phase	Estimated construction costs less AIL $110 per HP
Transformer/Voltage changes	$1,450 per installation

V. SERVICE TERRITORY

When a customer requests service that is outside of PCRPPD service area the following conditions must be met:

- The land must be adjacent to PCRPPD service area boundary or adjacent to a service that has been waived previously.

- The customer must receive approval from the certified service provider, allowing PCRPPD to complete a Nebraska Power Review Board Consent and Waiver form.

VI. SERVICE/LINE RELOCATIONS

Customer requests for line relocation will be at the sole discretion of PCRPPD, with public safety, operation, and maintenance of the relocated facilities the primary considerations.

- When a customer requests the replacement of existing overhead primary line with secondary underground, PCRPPD will remove the overhead primary line at its expense, and the customer will be responsible for the entire cost of the replacement secondary underground, fuse boxes, and switches.
- If line relocation results in no system betterment, the customer will pay for the entire cost of relocation.
- When a customer requests to abandon the current service location and move service to new location, the customer may be responsible for the entire cost of relocation.
- AIL will be applied to any line relocation resulting in increased service load.

VII. MISCELLANEOUS

PCRPPD reserves the right to review and modify the line extension contribution in aid to construction (CIA) amount to reflect the service characteristics of the service.

All line extensions exceeding one-half mile will be pre-approved by the board of directors.

The customer shall be responsible for applying for any electrical inspection of the customer facilities and shall furnish satisfactory inspection before service will be energized.

The customer shall furnish, install, and maintain all poles, wires and equipment installed beyond the point of delivery, which shall be defined as all equipment on the load side of the meter.

PCRPPD will furnish single phase or three phase at available secondary voltages. Motors having a rated capacity of less than fifteen horsepower will be connected single phase.

All motors over 10 HP will be installed with an appropriately sized capacitor. Accounts that do not comply with Section 10 of the "Irrigation Agreement for Electric Service" and do not have secondary capacitors installed will be billed $2.50 per billable horsepower as a penalty and will be billed each irrigation season that the capacitors are not installed.

Prior to construction, the customer will be responsible for removal of all trees and brush that will hinder construction.

VIII. RESPONSIBILITY

The General Manager shall be responsible for the administration of this policy.

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GENERAL SERVICE RULES AND REQUIREMENTS

Electric services supplied by Polk County Rural Public Power District are subject to the following general service rules and requirements and other policies, rules, and requirements that may be adopted by PCRPPD.

SERVICE REQUESTS AND RATE DETERMINATION

Customers shall provide their service requirements and load conditions. PCRPPD will determine the appropriate rate based on service requirements specified. Customers are to notify PCRPPD of any changes in load requirements.

A contract will be required before service is made available to the customer. A separate contract will be required for each service requested. To ensure customer confidentiality, PCRPPD will not discuss service information with those not listed on the contract, unless the customer provides authorization.

DEPOSITS

PCRPPD requires deposits from new customers or from existing customers who have not established a satisfactory credit history. See Policy BP-CR-04 Meter Deposits for more information.

SERVICE TRANSFERS

Customers shall be responsible for all electric use on their account until a new application is signed by the customer taking over the service or until the service is disconnected by PCRPPD.

INSPECTION

Customers shall obtain all necessary wiring permits or certificates. PCRPPD follows the Nebraska State Electrical Act requirements on all new or existing services receiving electrical service from PCRPPD. All new services require inspection approval from the State Electrical Division prior to energizing. Applicable modified services shall also require inspection. Any installation condemned by a qualified inspector shall be disconnected and shall not be reconnected until notice has been received from the inspector that the installation is safe.

POINT OF DELIVERY

Electrical service shall be provided by PCRPPD through a single point of delivery, typically the PCRPPD metering equipment or customer supplied point of attachment. PCRPPD will furnish, install, and maintain its electric system up to the designated point of delivery. All wiring and equipment beyond the designated point of delivery shall be furnished, installed, and maintained by the customer at their expense. Some exceptions may apply and will be communicated with the customer.

METERING

The metering equipment required to measure customer use of electric service shall be furnished, installed, maintained, calibrated, and read by PCRPPD. Any meter tampering will result in immediate disconnection and may result in criminal or civil charges. The service will not be re-connected until PCRPPD has been reimbursed for the estimated amount of energy rendered, the cost incurred to correct facilities, and any applicable high-risk deposit has been paid.

Removal of meter seals by anyone other than PCRPPD personnel is considered meter tampering and may result in a $250 charge.

Customers may request a test of the PCRPPD meter upon written request and receipt of $50 meter testing charge. The meter testing charge will be returned to the customer if the meter is found to be more than 2% fast. Reimbursement will be made over the previous ninety days governed by the percentage fast the meter is found.

SERVICE DISCONNECTS

All electric services constructed new, upgraded, or relocated shall have a safety disconnect below the meter. The safety disconnect shall be fused and must be of a type approved by the National Electric code for its particular installation.

SELF GENERATION / STANDBY GENERATION

PCRPPD will provide service to qualifying facilities at reasonable and nondiscriminatory rates as outlined in the Public Utility Regulatory Policies Act (PURPA). Parallel operation of any customer self-generating or stand-by generation shall comply with the requirements detailed in the PCRPPD Distributed Generation Manual and are subject to third-party inspection prior to interconnection. Customers with stand-by generation shall notify PCRPPD of installation and install a double-throw/safety switch below the meter.

IDLE SERVICES

Any service that has not been in use for twelve (12) months shall be classified as an idle service. PCRPPD shall attempt to contact owners of idle services to notify them that if they wish PCRPPD to maintain electric service to the service, the customer will be required to pay an annual minimum service charge (sum of customer and demand charges). PCRPPD may remove its equipment if the annual minimum service charge is not paid within thirty (30) days.

POWER QUALITY

Customers shall maintain a power factor of at least 90%. Where the customer use of electric service is intermittent or causes unusual fluctuations, including but not limited to harmonics and flicker, or other detrimental effects on the service supplied to other customers, PCRPPD reserves the right to require the customer to furnish, install and maintain, at the customer's expense, suitable corrective equipment which will limit such disturbances in a reasonable manner. See Policy BP-CR-12 Power Quality for more information.

RIGHT OF WAY / ACCESS TO PREMISES

Customers shall grant, without charge, and allow right-of-way over and on the premises on which the customer electric service is to be built. PCRPPD, or its authorized agents, shall have the right of free and safe access to a customer’s premises, at all reasonable times, for the purpose of installing, testing, repairing, removing or exchanging PCRPPD owned equipment and clearing right of way.

CLEARANCES

Customers are required to adhere to applicable NESC clearance requirements when adding structures to their property.

PCRPPD reserves the right of access to all right-of-way and easements pertaining to maintenance and the cutting or pruning of vegetation that endangers the public or interferes with the operation and maintenance of PCRPPD powerlines or facilities.

PCRPPD, or agents acting on its behalf, will notify customers prior to any vegetation work within the right of way easements. Notification shall include the intent to prune or remove vegetation on the property, a brief description of the work and its need, an estimate of time when work will occur, and a PCRPPD contact method.

There shall be a minimum 10-foot clearance between an energized high voltage distribution conductor and any part of any tree. Only OSHA qualified PCRPPD personnel may clear lines or trim trees within the minimum approach distance of 10 feet of energized line.

At its sole discretion, PCRPPD may relocate customer meter to public right-of-way in the event customer refuses to allow PCRPPD to cut or trim trees on their property that are endangering power lines. The customer would be responsible for connecting to new point of attachment location.

Customers shall maintain a minimum 10-foot clearance around any PCRPPD transformer and shall not paint or otherwise modify the appearance of any PCRPPD owned equipment.

FACILITIES INFORMATION

Customers, or agents acting on their behalf, intending to dig into the ground anywhere in PCRPPD service territory must first call the Nebraska Diggers Hotline at least 48 hours prior to digging or follow Diggers Hotline requirements for emergency situations.

Customers, or agents acting on their behalf, or the general public who intend to move equipment or buildings that will pass within close proximity to PCRPPD power lines must notify PCRPPD before beginning work. Only PCRPPD authorized personnel may lift, move, or alter PCRPPD power lines or facilities.

Damages to PCRPPD facilities will be assessed according to Policy BP-CR-10 Miscellaneous Services & Fees.

RESPONSIBILITY

PCRPPD shall be solely responsible for the interpretation of this policy. The general manager is responsible for the administration of this policy.

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METER DEPOSITS

It shall be the policy of PCRPPD, established by the Board of Directors that all applicants requesting service, and any existing customer who has been disconnected by the PCRPPD for non-payment of electrical service, shall be required to make an advance security meter deposit for each new or existing service. A soft credit inquiry will be performed on all service requests regardless of previous credit history with PCRPPD. Applicants with a favorable credit score may not be required to pay a deposit.

PROVISIONS

All customers shall sign an application for service and the service shall not be connected or transferred until said application is received and security meter deposit is paid, if required. If the applicant was previously a customer and disconnected for nonpayment or moved leaving an unpaid account balance, such previous balance shall be paid in addition to a security meter deposit before the new service is connected.

For all customers, residential, non-residential paying for service monthly, seasonal cabin, commercial or large power, shall be required to make an advance security meter deposit for each new electrical service as set forth below. Seasonal agricultural and irrigation are not required to make a security meter deposit for new services as they make annual partial payments in advance.

All customers requiring deposits or have service that has been disconnected for nonpayment of electrical bill shall be required to make an advance security meter deposit as set forth below. Deposits may be increased to the highest billed amount in previous 12-month billing periods for services disconnected due to non-payment. Deposits will not accrue interest.

The minimum amount of security meter deposit for each service shall be as follows:

Residential	< 10 kVa/kW	$400.00
	10 kVa/kW	$500.00
Seasonal Cabin		$500.00
Commercial (< 100 kVa)	Greater of estimated highest bill or	$500.00

All new commercial and industrial accounts 100 kVa or larger will be required to make a security meter deposit equal to two months estimated billing, but not less than $800.00. Deposits for commercial and industrial accounts are **non-refundable**, will not accrue interest, and will be applied to the final bill.

In lieu of a security meter deposit, commercial and industrial customers may provide one of the following:

1) A surety bond approved by PCRPPD legal counsel
2) An irrevocable letter of credit from the customer's bank equal to two months estimated billing
3) Other type of security agreement approved by PCRPPD

If a commercial or industrial account becomes delinquent and PCRPPD does not hold any security as provided in this policy, the customer shall provide PCRPPD such security within ten (10) days of delinquency notice. Failure to provide security within ten (10) days shall result in service disconnection.

Unless otherwise stated, deposits will be held for a period of one (1) year and shall not earn interest. If the consumer has established a good credit record with PCRPPD, the deposit will be returned; otherwise, the deposit will be held until a good credit record is established. Establishing a good credit history consists of 12 consecutive months of no late payments. At the termination of service deposits shall first be applied against any unpaid balance of the electrical account and the remainder returned to the customer

Residential customers who have signed a Pre-Pay agreement and have met the qualifications under the PCRPPD BP-CR-06 Pre-Pay Program policy will not be required to make a deposit.

Customers whose credit is satisfactory in accordance with this policy shall not be required to make any deposit. Credit record shall be determined satisfactory by PCRPPD by an independent credit rating service.

RESPONSIBILITY

PCRPPD shall be solely responsible for the interpretation of this policy. The general manager is responsible for the administration of this policy.

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BILLING AND PAYMENT

This policy sets forth guiding principles pertaining to the billing and payment of accounts and establishes penalties and charges levied against delinquent, insufficient, or fraudulent payments. Pre-Pay accounts will follow this policy to the extent not superseded by policy BP-CR-06 Pre-Pay Program.

BILLING AND DELINQUENT

Every account shall be billed according to the specific rate and frequency set forth in each rate class and determined by contract with the individual responsible for the payment of the account.

Each bill will clearly state the name, address, and account number that the bill applies to, the rate schedule the bill is calculated by, the time period that the bill pertains to, the amount due for that period, the date the bill will be delinquent upon, the amount that will be owed if delinquent, and the address where payments can be submitted.

Bills for all services shall be due upon receipt and delinquent upon the date noted on the bill. Delinquent accounts, including delinquent final billed Pre-Pay accounts, will be charged a penalty of 1.5% per month or 18% per annum on the unpaid amount until the bill is paid in full.

Delinquent accounts are subject to disconnection and will be notified per state statute. Once processed for disconnection PCRPPD may disconnect the service in the most practicable and cost-effective manner. PCRPPD personnel are not required to contact the customer before disconnecting the service.

Connects and reconnects will be made during regular business hours. In the event a customer requests a connect or reconnect outside of regular business hours, a charge for overtime labor may be billed. No mileage will be billed.

Once a service has been disconnected for nonpayment and the customer has made payment in full or otherwise made a payment arrangement and requests the service to be reconnected, a $60.00 reconnection fee will be added to the account and payable before the service is reconnected. If after 24 hours the service remains disconnected and the customer requests that the service be reconnected outside of normal business hours, the reconnection fee will be $200.00. Pre-Pay Program accounts will be connected, with no additional fees, once the account credit balance is greater than the minimum requirement.

For all accounts, if PCRPPD personnel have been dispatched to collect a delinquent account or have made any other extraordinary effort to collect the past due amount, a collection fee of $60.00 will be added to the account over and above any other penalties or fees and must be paid prior to reconnection.

NON-SUFFICENT FUNDS

Returned payments will incur a $35 non-sufficient funds fee per item and per occurrence.

BILLING ADJUSTMENTS

Errors in billing can result in both over and under collections of amounts owed by customers. PCRPPD desires to give refunds when appropriate and make full collections in the event money is owed by customers as follows.

Billing adjustments due to reasons other than tampering, diversion, or fraud:

Overcharge or undercharge adjustments shall be calculated without interest for the most recent 36-month period or the period of billing inaccuracy, whichever is less. In the event the customer owes PCRPPD, the customer will be offered a reasonable payment plan, not to exceed 18 months. If the customer was overcharged, PCRPPD will issue a refund.

In the event adjustments exceed $10,000, a separate repayment agreement will be negotiated and approved by the Board.

Billing adjustments due to tampering, diversion, or fraud:

If a customer has been undercharged because of tampering, diversion, or fraud, the undercharge shall be billed with interest to the customer for the entire period of inaccuracy or for the period permitted under Nebraska law, whichever is less. The total amount billed undercharge will be due upon receipt and delinquent if not paid within 30 days.

PCRPPD reserves the right to press civil or criminal charges in the event of customer tampering, diversion, or fraud.

RESPONSIBILITY

PCRPPD shall be solely responsible for the interpretation of this policy. The general manager is responsible for the administration of this policy.

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PRE-PAY PROGRAM

PCRPPD will offer customers the option of prepaying for eligible monthly billed electric services. Pre-Pay is an optional "pay as you go" plan offered to PCRPPD customers which eliminates the need for a deposit, monthly bills, and late fees. Eligible customers may voluntarily choose to take service under this alternative billing and, in doing so, agree to abide by the terms and conditions of this policy. Pre-Pay customers also agree to be notified of service credit balances via electronic means and to be disconnected anytime their service credit balance falls below the amount stated in this policy. All other requirements and charges under the appropriate rate will apply except those superseded in this policy.

ELIGIBILITY

The Pre-Pay Program is available to services where electric service is delivered through a standard 200-amp AMI meter and the customer has a text enabled cell phone and email. Customers with budget billing or automatic bank draft are not eligible for the Pre-Pay Program. PCRPPD reserves the sole authority to determine service eligibility.

ENROLLMENT AGREEMENT

A customer desiring to enroll in Pre-Pay billing must have a current service agreement with PCRPPD and complete a Pre-Pay Program agreement.

INITIAL CREDIT BALANCE AND DEPOSIT TRANSFER

1. To start a Pre-Pay account, a customer must begin with a $50.00 credit balance.
2. Existing customers with billed and/or unbilled account balances shall pay the existing balance in full upon enrollment in the Pre-Pay Program. Payment arrangements may be made on an outstanding balance, requiring 50% of future payments applied to outstanding balance and 50% applied to credit balance, until paid in full. The initial Pre-Pay $50 minimum credit balance still applies.
3. Deposits that have been paid on the account will be applied initially to any existing balance, and secondly, will be credited to the customer's Pre-Pay account credit balance.

PRE-PAY ACCOUNT BALANCE CALCULATION

1. Electricity usage (kWh) and prorated fixed charges (customer charge, demand charge, security light charge, taxes, etc.) will be billed and posted against the service credit balance daily.
2. If a daily meter reading is not available, an estimated meter reading will be used and trued-up in a subsequent billing. Fixed charges are billable even if the electric service is interrupted.

PAYMENTS AND FEES

1. The customer must pay all applicable fees and taxes as a traditionally billed customer according to the current rate for their service.
2. Customers on Pre-Pay will not be subject to late payment fees or reconnect fees if they maintain a service credit balance.

3. If a payment on the account does not approve to usable funds for any reason, the payment will be immediately reversed, and the applicable fee will be charged to the account, which may result in immediate disconnection.
4. A reconnection fee will be charged to Pre-Pay customers for reporting a situation that results in a serviceman being dispatched to the location unnecessarily, such as reporting an outage at the account location that has been disconnected for falling below the minimum balance or requesting a reconnection of service.

MEMBER NOTIFICATION & ACCOUNT BALANCE MONITORING

1. Pre-Pay accounts require the customer to receive notifications/alerts of service credit balance via text messaging and email and require waiver of any notice of disconnection by first class mail.
2. Pre-Pay customers are always responsible for monitoring account credit balances by maintaining a viable means of communication and must inform PCRPPD of any changes that may prevent a notice. **The customer acknowledges that notifications may not be received for a variety of reasons and that failure to receive notifications shall not release customers from payment obligations.**
3. Pre-Pay customers will receive notifications when the service credit balance falls below their preset notification level or PCRPPD's default notification level of fifty dollars ($50).

SERVICE DISCONNECTION

1. The customer is responsible for maintaining a minimum credit balance of twenty dollars ($20) to maintain electric service.
2. In the event a service credit balance falls below the minimum credit balance a remote command will be sent to the meter and the service will be disconnected.
3. Disconnections are not dependent upon weather conditions, holidays or medical conditions.
4. Once a service is disconnected, daily billing will continue for the incremental fixed charges, (customer and demand charges, security light, taxes, etc.) for up to 10 days or until the customer requests to close the account.
5. In the event a service is disconnected for more than 10 days, it will be moved to an inactive status and final billed for any remaining charges through the date of disconnect. Final bills will accrue the same late fees as a traditionally billed account.

SERVICE RECONNECT

1. In the event a service is disconnected because a minimum credit balance is not maintained the service may be reconnected by making a payment via SmartHub™, IVR or at the PCRPPD office during normal business hours.
2. When the service credit balance is returned to an amount greater than twenty-five dollars ($25) a reconnect command will be sent to the meter and the customer will be responsible for resettling the meter. An auto connection option is available.

TIME EXTENSION / PAYMENT ARRANGEMENTS

1. Payment arrangements are generally not available for Pre-Pay accounts but may be offered with similar terms to accounts emerging from LIHEAP or medical emergency protection.
2. Any energy assistance, regardless of assisting agency will not serve as a means of maintaining electric service until the agency has confirmed the amount to be paid.
3. Assistance arrangements will only be applied to accounts during normal business hours.

IMMEDIATE SERVICE DISCONNECTION

PCRPPD may disconnect any Pre-Pay service immediately and without notice for the following reasons:

1. Meter tampering or diversion of current.
2. Use of power for unlawful, unauthorized, or fraudulent reasons.
3. Discovery of an electrical condition determined by PCRPPD to be potentially dangerous and eminently hazardous to life or property of PCRPPD or the public.

AUTHORITIES

PCRPPD shall maintain a file of executed and completed Pre-Pay Program agreements and will be responsible for implementing this policy according to the procedures herein set forth.

RESPONSIBILITY

PCRPPD shall be solely responsible for the interpretation of this policy. The general manager is responsible for the administration of this policy.

APPROVED BY THE BOARD OF DIRECTORS **DATE APPROVED:** 5/8/2024
DATE REVISED: 5/8/2025

DATE REVISED: 2/9/2026 **ATTEST:** _____

NET METERING PROGRAM

PCRPPD recognizes its obligation, consistent with Nebraska Revised Statutes, to provide an interconnection to qualifying facilities that are eligible for net metering and will comply with all applicable laws and rules governing net metering and distributed generation. Customers will be required to abide by all the requirements set forth in the PCRPPD Distributed Generation Policies and Procedures Manual.

DEFINITIONS

Avoided cost: The incremental costs to PCRPPD of electric supply which, but for the purchase from the qualifying facility, PCRPPD would purchase from another source.

Customer-generator: The party that is in control of the qualified facility that is located on premises owned, leased, or otherwise controlled by the party.

Interconnection Application: Form to be used by the customer generator to submit its formal request for interconnection to the distribution system. Application must be received at least 60 days prior to interconnection.

Interconnection Agreement: The written agreement between the customer-generator and PCRPPD that outlines the requirements and obligations of both the customer-generator and PCRPPD.

Net metering: The measured difference between the electricity supplied to a customer-generator by PCRPPD and the electricity generated by the customer-generator and delivered to the PCRPPD at the same point of interconnection.

Rated generating capacity: The maximum continuous kW generation capacity at the generation source as described by the manufacturer. If a maximum continuous kW generation capacity is not provided, a peak value will be used.

Qualified Facility: Is as defined in Nebraska Statute §70-2002 (7).

ELIGIBILITY

1. The customer-generator must be a customer in good standing with PCRPPD.
2. The customer-generator must complete, sign, and return to PCRPPD an Interconnection Application no less than 60 days prior to interconnection with the distribution system operated by PCRPPD and shall meet with an individual designated by PCRPPD for the purpose of discussing the proposed generator characteristics and allowing PCRPPD's input in sizing the load for the proposed customer-generator.
3. The customer-generator shall enter into a written interconnection agreement with PCRPPD.

4. The customer-generator shall pay PCRPPD for all costs incurred by PCRPPD for equipment or services required for interconnection of the qualified facility unless otherwise provided for in statute.
5. The qualified facility must meet the requirements of Nebraska's net metering law §70-2002 (7):
    a. Has a total aggregate rated generating capacity, from single or multiple generators of twenty-five kilowatts (25kW) or less and shall always operate at a measured capacity of less than at or below 25 kW at one location behind a single meter.
        i. *Qualified generation above 25 kW may be considered on a case-by-case basis by the PCRPPD Board of Directors.*
    b. Uses as its energy source: methane, geothermal, solar, wind, biomass, or hydropower resources.
    c. Is located on premises that are owned, operated, leased, or otherwise controlled by the customer-generator.
    d. Operates in parallel with the PCRPPD's electric distribution system.
    e. Is intended primarily to offset part of or all of the customer-generator's requirements for electric energy at the same location and not at another location.
    f. Meets all safety and performance requirements of PCRPPD and all applicable regulations, interconnection, and reliability standards established by the National Electrical Code, the National Electrical Safety Code, the Institute of Electrical and Electronics Engineers, and the Underwriters Laboratories. These requirements include being equipped to automatically isolate the qualified facility from the electric system in the event of an electrical power outage or other conditions where the line is de-energized.

OPERATION

1. A metering system shall be employed to read the flow of energy in two directions. If the customer's meter is not capable of measuring the flow of electricity in two directions, PCRPPD will provide such a metering system. PCRPPD, at their cost, shall have the right to install metering on the qualified facility for information and reporting purposes.
2. In months when the customer-generator generates more electricity than is consumed, all such excess energy will be expressed as a monetary credit equal to the avoided cost per kW-hour for PCRPPD for the month of generation. Monetary credits shall be applied to subsequent bills of the customer-generator and shall offset the cost of energy owed by the customer-generator.
3. A customer-generator receiving service under this policy will be subject to the same retail rate as those who are not generators. Customer-generators served under this rate remain responsible for all charges from their normal rate schedule including monthly minimum charges, customer charges, horsepower charges, meter charges, facilities charges, demand charges and surcharges.

4. At the end of the billing year, any excess monetary credits shall be paid out to the customer-generator to coincide with the final bill of each annual cycle. Credits will not be carried over from one billing year to another.
5. At a time when the total generating capacity of all customer-generators using net metering is equal to or more than one percent of the rated capacity necessary to meet PCRPPD's average aggregate customer monthly peak demand forecast for the calendar year, PCRPPD is not required to offer net metering service to additional customer-generators but may provide other billing options.
6. In the event the qualified facility or customer-generator fails to meet the requirements of this policy, the customer-generator will become ineligible for net metering.
7. The customer-generator will be asked to annually submit generation data for their qualified facility to assist PCRPPD in complying with state net metering reporting requirements.
8. PCRPPD will submit data to the Nebraska Power Review Board and will publish the same data on the PCRPPD website. Such data will include total number of qualified facilities, total estimated rated generating capacity of qualified facilities, total estimated net kilowatt-hours received from customer-generators, and total estimated amount of energy produced by the customer-generator.

RESPONSIBILITY

PCRPPD shall be solely responsible for the interpretation of this policy. The general manager is responsible for the administration of this policy.

APPROVED BY THE BOARD OF DIRECTORS **DATE APPROVED:** 5/8/2024
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DISCONNECTION OF SERVICE

PCRPPD shall comply with all applicable Nebraska law regarding the disconnection of electric service for non-payment. Electric service may be refused or disconnected by PCRPPD for any of the following reasons:

CUSTOMER REQUEST FOR DISCONNECT

When a customer requests a disconnection of service, PCRPPD may disconnect the meter or retire the service. A final bill will be rendered to the customer on the next month's billing date and will be prorated for the actual number of days of service since the last reading date.

In the event an account is not paid within 30 days, the account may be turned over to a collection agency.

Disconnected customer accounts with a credit balance will be processed as follows:

The remaining credit balance greater than $5.00 may be transferred to another active account.

The remaining credit balance may be returned to the customer with a check on the next scheduled billing date. Any portion of the credit balance that is due to a payment from an energy assistance provider may be refunded to the energy assistance provider.

PCRPPD DISCONNECT

Service may be refused or disconnected **without** notice by PCRPPD for any of the following reasons:

1) Any condition determined to be hazardous to property or person
2) The use of customer equipment adversely affects PCRPPD equipment or service to others
3) Tampering with PCRPPD equipment
4) Use of the service in an unauthorized or illegal manner
5) Failure of a Prepaid account to maintain the minimum credit balance as required by Pre-Pay Program Policy.
6) Non-payment of required deposit or failure to provide a completed application for service.
7) Breach of agreed-upon payment arrangements.

Service may be refused or disconnected **with** notice by PCRPPD for nonpayment of any non pre-pay program accounts in compliance with applicable Nebraska law.

1) PCRPPD will notify the customer of the scheduled service disconnect for nonpayment of a past due amount. Notice shall be given in person, by first-class mail, or by electronic delivery if the customer has elected to receive electronic

communications.

2) The disconnect notice shall be conspicuously marked as to its importance and will include the reason for the proposed disconnection, the date upon which service will be disconnected if the customer does not take the appropriate action, and PCRPPD contact information.

3) Service will not be discontinued for seven days after the notice is sent or given. Holidays and weekends will be excluded from the seven days.

4) The customer has a right, prior to the disconnection date, to request a conference regarding a dispute over the proposed disconnection by providing PCRPPD a written statement which sets forth reasons for the dispute and relief requested by the disconnect date. A conference will be held by PCRPPD and the customer within 14 days of receipt of the request. Failure of a customer to attend a scheduled conference will result in immediate discontinuance of electrical service. PCRPPD will not disconnect service pending the conclusion of the conference.

5) Disconnection shall be postponed or prevented for at least thirty days upon presentation of a duly licensed physician's, physician assistants, or advanced practice registered nurse's certificate that certifies that a resident within the customer's household would suffer an immediate and serious health hazard by the disconnection of electric service. Only one postponement of disconnection shall be required for each incidence of nonpayment of any past due account. Such a certificate shall be filed with PCRPPD within five days, not including weekends or holidays, of receiving notice and will prevent the disconnection of service for a period of at least thirty days.

6) Prior to reconnection of service, the customer must pay the past due balance on the account disconnected, plus the disconnect and reconnect fees and provide a deposit, in accordance with the PCRPPD Meter Deposits Policy.

7) Installment payments for past due accounts may be arranged for no more than two installments within 30 days of the delinquent billing date. Such installment payments will be in addition to any current electric charges due. Failure to meet the full installment payment will result in immediate disconnection.

8) Customers qualifying for assistance in payment of electric bills should contact their caseworker in that regard.

9) Disconnection will be made at the service interconnection location for the account being disconnected notwithstanding the fact that a customer may have more than one account for service at such location.

10) PCRPPD may install a disconnect meter that will enable remote disconnection.

In the event of a disconnection of a non-pre-pay program service, the customer shall be charged a service fee as set forth within Policy BP-CR-05 Billing and Payment. PCRPPD will not accept payment by check for reconnection on accounts with an insufficient funds charge within the last 12 months.

1) Reconnects during regular PCRPPD office hours are available Monday through Friday, except for observed holidays by one of the following:
    a) In person payment by cash, money order, cashier's check or credit/debit card
    b) Credit/debit card payment via PCRPPD secure website, SmartHub App, or through the Interactive Voice Response (IVR) System
    c) Contacting the office to authorize payment on credit/debit card currently on file with customer account or authorize bank account payment
2) Reconnects outside of regular PCRPPD office hours and within 24 hours of the disconnect, are available to customers any day and time of the week including holidays.

    Reconnects outside of regular office hours and more than 24 hours after the disconnect will be billed according to the PCRPPD Billing and Payment Policy and will only be made after outstanding balance and charges have been paid.

IDLE SERVICE

Services that have been disconnected for an extended period may be considered idle after 12 months.

RESPONSIBILITY

PCRPPD shall be solely responsible for the interpretation of this policy. The general manager is responsible for the administration of this policy.

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ECONOMIC DEVELOPMENT RIDER

Polk County RPPD has a vested interest in the economic vitality and growth of our communities. Economic development can benefit Polk County RPPD through job retention and creation, and by building load which in turn reduces the average cost of utility service to all customers. To that end, PCRPPD is committed to providing consistent, reliable service to its customers along with innovative ways to support economic development initiatives.

To encourage new and expanding businesses within its service territory, Polk County RPPD will offer an Economic Development Rider (EDR) to qualified businesses which need assistance. EDR participants may receive an electric declining credit applied to each bill over a five (5) year period. PCRPPD reserves the sole right to evaluate applications and determine a need for the EDR rate relief.

ELIGIBILITY

The EDR is available for new or increased electric loads of 300 kW or less during the five-year term of service. The EDR assumes that PCRPPD did not make an extra capital investment in the construction to serve the additional load requiring extra contracted years for allowable investment.

To qualify, a new or expanding business must meet the following minimum criteria:

1. A new business must be new to PCRPPDs service territory or a business that has been closed for more than two (2) years. The new business must, for the full term of the EDR, employ at least one full-time employee and operate out of a building not connected to a residential service.
2. An expanding service is one that is currently a customer in good standing of PCRPPD and has not previously used PCRPPDs economic development rider. Expanding customers must, for the full term of the EDR, increase their demand by 30% or more and increase their FTEs by a minimum of one employee or 10%, whichever is greater.
3. Applicant must not have discontinued a service within PCRPPDs service territory within the last five (5) years due to business closure.
4. The EDR is not available to new customers resulting from the change of ownership of an existing firm or facility. However, if a change of ownership occurs after a customer contract for service under the EDR, the successor customer may be allowed to fulfill the remaining term of service under the EDR and receive billing credits or rebates as outlined below during such remaining term.
5. The EDR is not available for renewal of service following interruptions such as equipment failure, temporary plant shutdown, strike, or economic conditions. The EDR is also not available for load shifted from one facility or delivery point on PCRPPDs electric transmission and distribution system to another location on the system.
6. The EDR is only available to customers who are not receiving other electrical economic development rate incentives.
7. Customers desiring to take advantage of the EDR must complete a contract for service with a term of no less than five (5) years and complete an EDR application accompanied by a business plan showing reasonable and attainable success with the assistance of an EDR prior to commencement of service.

8. EDR customers shall provide PCRPPD with information concerning their projected new or increased electric load and the basis for determining that the projected new or increased electric load will meet the EDR eligibility requirements.
9. The customer must demonstrate to PCRPPD that, absent the availability of the EDR, the qualifying new or increased demand would be located outside of PCRPPD's service territory or would not be placed in service due to poor operating economics.
10. Applications for the EDR must be approved by the PCRPPD Board of Directors.

ECONOMIC DEVELOPMENT RATE

The EDR is available to new or expanding loads being served under PCRPPD Commercial Rates General Service (38/39), General Service Demand (66/67), Rural Commercial (14/24) or Rural Commercial Demand (44). All terms and conditions of the commercial power Rate Schedules (including Power Supply Cost Adjustment and kilowatt-hour tax) apply to service provided to participating customers except as modified by Schedule EDR.

Customers participating in Schedule EDR will receive a declining credit to their bill based on the percentages listed in the following table.

YEAR	RATE 14/24	RATE 38/39	RATE 66/67	RATE 44
1	16%	18%	10%	10%
2	12%	14%	8%	8%
3	9%	10%	6%	6%
4	7%	6%	4%	4%
5	4%	4%	2%	2%

All the components of the electric bill will be calculated using the current electric service rates to determine the gross electric bill. The EDR discount rate is then applied to the gross electric bill and will show as a credit on the customer's utility bill. Each year on the anniversary of the customer service start date the EDR discount rate will decrease and at the end of 5 years the EDR discount rate will cease.

In the event an EDR customer does not fulfill its contracted term of service, PCRPPD may require repayment of previous years credits.

RESPONSIBILITY

PCRPPD shall be solely responsible for the interpretation of this policy. The general manager is responsible for the administration of this policy.

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MISCELLANEOUS SERVICES & FEES

WORK PERFORMED ON CUSTOMER PROPERTY

PCRPPD's responsibility stops at the meter and any wires poles, towers or fixtures beyond the meter are the responsibility of the customer. This does not apply to surge protection and other equipment owned and or maintained by PCRPPD. Occasionally it may be necessary to provide work beyond the meter to assist a customer in restoring service after equipment has been damaged or destroyed.

In cases where employees of PCRPPD are engaged in work on consumer-owned wires or equipment, the customer will be charged according to current labor, fleet and equipment rates. Such rates will be calculated annually, or more frequently as needed, and attached as an addendum to this policy. All charges will be a minimum of one hour.

Qualified servicemen may, if they are working on customer property, inspect major electrical equipment if the customer requests and make simple adjustments. Repairs other than simple adjustments will need to be done by a qualified electrician at the customer's expense.

It shall be the policy of PCRPPD to require complete repair on customer owned equipment when the equipment has caused or may cause damage or loss to PCRPPD or poses a danger to the public. Complete repair shall be according to any applicable code and may involve rewiring, tree cutting or trimming, or the addition or repair of equipment. Failure to promptly repair dangerous situations called to the customer's attention may result in disconnection of the service until repairs to code are complete.

RELOCATION OF ELECTRIC FACILITIES AT CUSTOMER REQUEST

PCRPPD may relocate electric poles, towers, or fixtures after the request of relocation by a customer or a landowner based upon the following:

1. If such a request is reasonable and possible the relocation of PCRPPD property will be done providing the requesting party will agree to stand the entire cost of such relocation based upon costs to PCRPPDs.
2. The costs for relocation will be based on the current labor and mileage rates established by PCRPPD.
3. If PCRPPD determines its facilities need rebuilding, relocation may be done on any reasonable division of expense between the requesting party and PCRPPD. PCRPPD may stand the entire cost of relocation in cases where the line needs to be rebuilt, providing relocation as requested does not substantially add to the cost of such work.
4. When a customer requests the replacement of existing overhead primary line with secondary underground, PCRPPD will remove the overhead primary line at its expense, and the customer will be responsible for the entire cost of the replacement secondary underground, fuse boxes, and switches. However, if it becomes necessary to move or alter existing overhead lines to comply with the customer request all costs will be at the customer's expense.
5. It is not the policy of PCRPPD to relocate electric facilities at a cost to PCRPPD in cases where there is no apparent benefit to the public or to the operation or maintenance of such lines by PCRPPD personnel.

HOUSE OR BUILDING MOVES

All parties moving houses, buildings, or large objects along routes of PCRPPD lines, which require the assistance of PCRPPD personnel, shall be required to notify PCRPPD in advance of such moves.

The person requesting assistance must make a deposit to cover the estimated cost of this service. Any advance deposit over time, material and transportation cost may be refunded after the move and actual costs are calculated.

These costs shall include all travel time to and from the job site and they shall be charged time and one-half if work is required outside normal working hours.

PCRPPD FACILITY DAMAGES

PCRPPD property is described as all meters, poles, transformers, wires, and any other equipment installed by PCRPPD at the expense of PCRPPD.

The customer will be held responsible for all damages to or loss of PCRPPD property, including those located on the customer's premises except when the damage or loss is due to reasons beyond the customer's control or due to negligence or acts of omission on the part of PCRPPD. Costs to repair intentional, accidental, or negligent damage to PCRPPD owned property shall be the total cost of repairs necessary to respond to an outage, assess damage, switch line and repair damages to return the property to normal conditions, including all material cost plus all current labor, and equipment cost. The amount shall be due within ten (10) days of the date the responsible party receives the statement from PCRPPD.

Intentional burning of roadside ditches causing damage to PCRPPD facilities shall be considered an intentional act and PCRPPD may seek criminal prosecution of those responsible in addition to assessing damages as provided herein.

RESPONSIBILITY

PCRPPD shall be solely responsible for the interpretation of this policy. The general manager is responsible for the administration of this policy.

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Polk County Rural Public Power District

Addendum to Policy BP-CR-10

LABOR & EQUIPMENT COSTS FOR RESALE CHARGES

effective 2/1/2026

LABOR	RATE	QTY
Regular Hourly Labor	$ 85.00	hour
Overtime Hourly Labor	$ 95.00	hour

EQUIPMENT	RATE	QTY
Pickup/Service Truck Mileage	$ 1.50	mile
Flatbed/Medium Duty Truck Mileage	$ 3.00	mile
Bucket Truck Hourly	$ 70.00	hour
Digger Derrick Hourly	$ 90.00	hour
Pulled/Off-road Hourly	$ 30.00	hour
Skidsteer Hourly	$ 85.00	hour
Kubota Mileage	$ 7.00	mile

IRRIGATION SERVICE & LOAD MANAGEMENT

PCRPPD offers reduced rates for any irrigation service that is available to be interrupted during peak system load hours or for irrigation services that remain disconnected for the entire season.

INTERRUPTIBLE AGREEMENTS

All interruptible irrigation service agreements shall be considered in force from January-1 to December-31 and shall be considered ongoing until the customer gives PCRPPD notification of any changes.

CONTROL RATE SELECTION

Irrigation customers are encouraged to select the control rate option that is compatible with their operating procedures. Customers should notify PCRPPD of their control option by March 15th of each year.

A customer may request to change to a lesser control any time during a pumping season but must pay the new rate charges for the entire year along with an administrative fee of $60.00. The irrigation service may return to any rate at the first of the following year with notice given before the March 15th deadline.

LOAD MANAGEMENT TAMPERING

Any tampering or bypassing of PCRPPD load management equipment or otherwise manipulating pumping equipment to allow a controlled irrigation system to operate during control periods without prior approval from PCRPPD personnel, will void the current 'Interruptible Service Agreement' and incur a $250.00 penalty.

The tampered service will be disconnected until a 'No Control' agreement is signed and all billing adjustments, including penalties, are paid to PCRPPD. PCRPPD reserves the right to further recoup any loss due to added or unexpected demand to the system or damage to PCRPPD equipment.

SEASONAL DISCONNECTION

If a crop cannot be planted or grown due to weather or any other conditions, a customer may contact PCRPPD by May 1st and request that the service be disconnected for the entire pumping season. The Board reserves the right to consider additional requests. Annual charges for the disconnected irrigation service will be the current disconnected horsepower charge, based on the last tested horsepower.

If the disconnected irrigation service needs to be energized after the pumping season but prior to the next pumping season, a connection fee of $60.00 will be required in addition to the customer charge and energy charge.

If the disconnected irrigation service is to be energized during the pumping season, a connection fee of $250.00 will be required in addition to all annual horsepower charges for the control rate selected at the time of reconnect. Applicable customer charges and energy charges will also be charged.

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POWER QUALITY

Power quality is a set of electrical boundaries that allows a piece of equipment to function in its intended manner without significant loss of performance or life expectancy. All services must follow current versions of applicable standards including:

- ANSI C84.1 Electric Power Systems and Equipment ANSI MG-1 Motors and Generators
- ANSI C62.92.4 IEEE Guide for the Application of Neutral Grounding in Electrical Utility Systems, Part IV-Distribution
- IEEE 141 IEEE Recommended Practices for Electric Power Distribution for Industrial Plant Systems
- IEEE 519 IEEE Recommended Practices and Requirements for Harmonic Control in Electrical Power Systems
- IEEE 1159 IEEE Recommended Practice for Monitoring Electric Power Quality
- IEEE 1547 Interconnection for Distributed Energy Resources

VOLTAGE

1. Regardless of the frequency of occurrence, customer loads shall not result in a voltage step change greater than 5% on the PCRPPD distribution system or 2.5% on the transmission system (34.5 kV and above). The customer is responsible for installing reduced voltage starting or other equipment to meet these restrictions.
2. Full voltage, across-the-line, or direct-on-line starting of motors with a nameplate rating of one hundred horsepower or more (100 HP) shall not be permitted.
3. Motor starting by use of a Solid-State Reduced Voltage (SSRV) or a Variable Frequency Drive (VFD) controller shall be required on individual motor applications of 100 HP or larger, or a combination of motors starting simultaneously totaling 100 HP or more.
4. The use of a star-delta, wye-delta, part-winding-start or auto-transformer shall not be permitted on any motor that makes up more than 50% of a service's load.
5. All new installations with a nameplate rating of 100 HP or larger, and existing installations being uprated to 100 HP or larger, shall comply with the provisions of this policy. The replacement of existing motor control equipment will be considered in compliance with this policy.
6. PCRPPD may require reduced voltage starting of motors of 75 HP or less where limited line capacity or abnormal motor starting characteristics necessitate the use of reduced voltage controllers.
7. The proper installation and operation of the required motor controller equipment shall be the responsibility of the customer.

LOAD BALANCE

Where secondary electric service is used, the customer's equipment shall be connected to balance the customer's electric loads as follows:

1. With single-phase 3-wire service, the current carried by the neutral should be no more than 15% of the current in either of the other wires.
2. With three-phase service, the customer's load in any phase should not be greater than 15% of the load in either of the other two phases.

POWER FACTOR CORRECTION

1. The customer shall maintain a power factor as near unity as practicable and never lower than 90% lagging.
2. Capacitors will be required on all motors installed on irrigation installations with a nameplate rating greater than ten (10) horsepower. VFD motors excluded.
3. Power factor correction capacitors must be installed in conjunction with Solid-State Reduced Voltage (SSRV) starters where they are required.
4. Power factor correction capacitors should be engaged once the motor is running at full speed.

HARMONICS AND FLICKER

Known causes for harmonic distortion include but are not limited to power rectifiers, adjustable speed or variable frequency drives (both AC and DC), constant flow water pressure systems, switch-mode power supplies, uninterruptible power supplies and other devices that convert AC to DC, DC to DC, DC to AC or AC to AC.

When the customer use of such electrical devices causes harmonics detrimental to the service supplied to other customers, PCRPPD reserves the right to require the customer to furnish, install, and maintain, at the customer's expense, suitable corrective equipment which will limit such fluctuations or disturbances in a reasonable manner.

Whereas the IEEE Standard 519-2014 provides recommended limits for total harmonic voltage and current distortion, if no interference between electrical equipment exists in an installation, then the scope of IEEE-519 has been met.

LOSS OF PHASE

PCRPPD is not responsible for property damage due to loss-of-phase. Loss-of-phase protection is encouraged for 3-phase loads. Fusing and overload protection may not adequately protect a 3-phase motor from potential damage from loss-of-phase operation.

ELECTRICAL NOISE

Electrical noise is unwanted electrical signals with broadband spectral content lower than 200 kHz superimposed upon the phase or neutral conductors or signal lines. It is the customer's responsibility to employ proper grounding techniques and to install filters, isolation transformers, and line conditioners to mitigate the impact of electrical noise. Additionally, the customer should ensure that proper separation of data and power lines are maintained, shielded twisted pair instrumentation and data cables are used, and suitable distances are maintained between sensitive electronic equipment and sources of large electromagnetic interference.

OTHER

Transient disturbances, magnetic field interference, flicker, stray current/voltage, and other electrical disturbances caused by any customer shall be the responsibility of the customer to take corrective action to comply with all applicable standards or pay the costs incurred by PCRPPD to take appropriate corrective action because of the electrical disturbance or problem.

An exception to this may be granted provided an engineering analysis has determined there will be no adverse effects to other customers or to the PCRPPD electrical system. Exceptions will be considered on a case-by-case basis with the final determination made by PCRPPD's engineer. Engineering costs incurred to determine a potential exception will be the responsibility of the customer making the request.

Corrective action for any objectionable voltage and/or other electrical disturbances or irregularities caused by any customer shall be the responsibility of the offending customer.

Any costs incurred by PCRPPD to take appropriate corrective action because of an electrical disturbance caused by a customer shall be the responsibility of that customer.

Installations found to be not in compliance with this policy may be subject to disconnection until corrected.

RESPONSIBILITY

The General Manager and Operations/Engineering staff are responsible for the administration of this policy.

APPROVED BY THE BOARD OF DIRECTORS **DATE APPROVED:** 5/8/2024
DATE REVIEWED: 5/8/2025

DATE AMENDED: 3/9/2026 **ATTEST:** _____

CUSTOMER PRIVACY & COMMUNICATIONS

PRIVACY

Polk County Rural Public Power District shall take all reasonable steps to identify, detect, and prevent theft of customer personal information as provided by PCRPPD Internal Governance Board Policy BP-IG-06.

PCRPPD shall only use customer personal information in a manner required to provide electric service and will never sell customer personal information to third parties for any purpose. Customer account or transaction information will only be disclosed to third parties when necessary for completing a transaction (including collection), to comply with government agency or statutory requirements or court orders, or upon customer written authorization.

PCRPPD may aggregate information on the entire customer base for analysis purposes.

In visiting our website, we may automatically collect and store the name of the domain from which you access the internet, the type of browser and operating system used to access our site, the date and time accessed, and the internet address from which our site was linked.

COMMUNICATIONS

PCRPPD shall foster continual, transparent communication with customers regarding PCRPPD strategic direction, operations, financial condition, and activities.

AUTO DIALED AND ROBOCALLS

PCRPPD shall comply with the Telephone Consumer Protection Act (TCPA) and applicable Federal Communications Commission (FCC) Rules. Except for emergency communications, PCRPPD shall not initiate auto dialed or robocalls unless the recipient has given express prior consent.

Under TCPA, customers who provide wireless numbers are giving express consent to receive messages closely related to the electric service which shall include messages regarding planned or unplanned service outages, service restoration, requests for confirmation of outage or restoration, notices for meter upgrades or tree trimming, and warnings about potential brown-outs due to heavy energy usage.

PCRPPD shall obtain written consent from all new customers and periodically request updated customer contact information. Customers must notify PCRPPD of any change in wireless numbers or if the number is no longer in use. Customers may withdraw their consent or opt-out at any time and in any reasonable manner.

RESPONSIBILITY

The General Manager is responsible for the administration of this policy.

APPROVED BY THE BOARD OF DIRECTORS **DATE APPROVED:** 5/8/2024
DATE REVIEWED: 5/8/2025

DATE REVIWED: 2/9/2026 **ATTEST:** _____