

STANDARD PRICING SCHEDULE:

STATE OF OKLAHOMA

RULES AND REGULATIONS

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CHAPTER 1
DEFINITION OF TERMS USED IN THESE RULES AND REGULATIONS

ANSI:

The American National Standards Institute.

Apartment House:

A structure which stands alone, enclosed with exterior walls or which is cut off from adjoining structures by fire walls, built for permanent use, erected, framed of component structural parts and unified in entirety, both physically and in operation for reasonably permanent occupancy as two or more single-family residences.

Applicant:

Any person making application to the Company for service.

Billing Period:

A utility service usage period of approximately one-twelfth of year, except for initial, corrected or final bills.

Code:

The National Electrical Code (NEC), as published and revised by the National Fire Protection Association, and which, with municipal regulations, governs all electric installations and wiring by the Customer; and/or the National Electrical Safety Code (NESC), as published and revised by the Institute of Electrical and Electronic Engineers, Inc., which governs all wiring by the Company;

Class of Service:

Considered to cover, respectively, only one phase, voltage, nature of utilization or customer classification. By nature of utilization is meant: Lighting (and miscellaneous appliance load), Power, Combined Lighting and Power, Controlled Water Heating, etc. Customer classifications include: Residential, Rural, Commercial, Industrial, Public Street and Highway Lighting, Municipal or Governmental, Wholesale for Resale, etc. However, a single class of service may include more than one particular phase or voltage, where rendered in combination by means of a single service connection and meter.

Commission:

Oklahoma Corporation Commission.

Company:

The Empire District Electric Company.

Company Submeter:

A KWH measuring device provided by the Company located on line beyond the Point of Delivery of electrical service providing service to another consumer. Usage from these meters are deducted from the meter at the Point of Delivery.

Company's Service Line:

That part of the Company's wiring which extends from the Company's distribution lines or transformers to the point where connection is made to the customer's service entrance, or to the electrical wiring of a building used for multiple occupancy by individual customer.

Complaint:

An expression of dissatisfaction regarding the Company's billings, service procedures or employee conduct, which requests or requires some corrective action be taken by the Company. Complaints may be made orally, electronically or in writing by the consumer or other interested party, and must be made or received at the Company's offices.

Contract Year:

The term contract year shall refer, unless otherwise designated, to the period of time intervening between the effective date of the service contract and the next succeeding anniversary date, or the period between successive anniversary dates thereafter.

Consumer (customer):

Any person, member of a cooperative, firm, corporation, municipality or agency, other political subdivision of the United States, or the State of Oklahoma receiving service from the Company.

Customer Submeter:

A KWH measuring device provided by the customer and located on line beyond the Point of Delivery of electrical service.

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Cycle Billing:

A system employed by the Company which results in the rendition of bills for utility service to various customers on different days of any billing period.

Delinquent Account:

Charges for utility service and/or other services that remain unpaid by the customer beyond the delinquent date of the bill.

Deposit:

A cash sum paid to the Company by the customer to guarantee payment for utility service rendered.

Disconnection:

Electric service has been discontinued by consumer or the Company.

Discontinuance of Service:

An intentional cessation of service by the Company not requested by a customer.

Due Date of Bill:

The date after which a bill is considered delinquent.

Electric Consuming Facility:

Anything that utilizes electric energy from a central station source.

Electric Plant:

Facilities and equipment owned or operated by the Company, including but not limited to generating stations, substations, transformers, towers, poles, conductors, transportation equipment, conduits, meters, motors, real estate, buildings, and dams.

Electric Service:

The supply of electricity for ultimate consumption.

Electricity:

Electric power and energy produced, transmitted, distributed or furnished by the Company.

Estimated Bill:

A bill for utility service which is not based on an actual reading of the meter or other registering device for the period billed by an authorized Company representative.

Failure to Pay:

Nonpayment or inadequate payment, including payment by check that is dishonored for reasons other than bank error.

FERC:

The Federal Energy Regulatory Commission.

Fuel Adjustment Clause:

The adjustment procedure approved by the Commission to recognize variations in the cost of fuel for electric generation or purchased power.

House:

A single structure roofed and enclosed with exterior walls, built for permanent use, erected, framed of component structural parts and unified in its entirety both physically and in operation for single-family residential occupancy.

In Dispute:

Any matter regarding a customer's utility service which is the subject of a disagreement or complaint by a customer and which the customer pursues under these rules.

Legal Holiday:

Those days declared to be legal holidays by the Chief Executive of the State of Oklahoma.

Location:

The premises, owned or occupied by the customer where service is rendered to the customer by the Company, being one integral parcel of land.

Meter:

Any device or devices used to measure or register electric power and energy.

Meter Shop:

A shop used for the inspection, testing and repair of meters.

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Month:

The term month, as used in rate schedules, regulations and contracts, shall refer, unless otherwise designated, to a period of time equal to one-twelfth of a year usually identified by the calendar month in which a majority of the period of time falls.

Municipality:

An incorporated city or town in the State of Oklahoma.

Person:

An individual, association, corporation, partnership, receiver, firm, trustee, or governmental agency.

Physician:

Any person licensed to practice medicine by the Oklahoma State Medical Board or a comparable licensing authority of another State.

Planned Interruption:

Electric service has been temporarily suspended by the Company.

Point of Delivery:

The point at the customer's building wall where the Company's service lines attach to the customer's service entrance unless otherwise provided by mutual agreement between the Company and the customer.

Premises:

Any piece of land or real estate, or any building or other structure or portion thereof or any facility where electric service is furnished to a consumer.

Records:

Documentation maintained by the Company either in electronic or paper form.

Registered Elderly or Handicapped Customers:

Those customers with physical disabilities or over 65 years of age who notify the Company that they wish to be included in the Commission notification procedures available to them. Registration shall be offered to customers during initial application of service and annually thereafter.

Rendition of Bill:

The date of physical mailing or hand-delivery by the Company of the bill for service.

Residence:

Any dwelling unit containing kitchen appliances, permanent sewer or septic facilities, and water service. A weekend cabin or mobile home are residences when used as such. An individual room in a hotel or motel is not a residence.

Residential Service:

The provision of or use of electricity for household purposes.

RUS:

The Rural Utility Service.

Seasonally Billed Customer:

A customer billed on a seasonal basis in accordance with a utility tariff on file with the Oklahoma Corporation Commission.

Service:

Maintenance by the Company, at the point of delivery, of electrical power and energy in the form and under the provisions specified in the service contract and in these Rules and Regulations, available for the customer's use.

Service Entrance:

That part of the customer's wiring which extends from the point of connection with the Company's service line into customer's building or to the place where connection is made to the various branch circuits of customer's wiring installation. This includes the customer's service entrance conductors, the meter base, the main service switch where mounted separately, and the conduit or cable run on the exterior of the building or other support.

Settlement Agreement:

An agreement between a customer and the Company which purports to resolve any matter in dispute between the parties or provides for the payment of moneys not in dispute over a reasonable period of time.

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Special Contract:

A written agreement between the Company and a consumer providing for furnishing electric service on terms different from those prescribed in approved tariffs.

Standards:

Those instruments which have been calibrated to give exact measurements and are used for comparison with instruments being tested.

Subdivision:

Any land, wherever located, whether improved or unimproved, contiguous or not, which is divided into lots or proposed to be divided for the purpose of disposition pursuant to a common promotional scheme or plan of advertising for disposition.

Sub-Meter:

kWh measuring device located on line beyond the point of delivery to customer of electrical service.

Tariff:

Every rate schedule, or provision thereof, and all terms, conditions, rules and regulations for furnishing electric service.

Temporary Service:

Electric service provided for purposes which by their very nature indicate short duration.

Termination of Service:

A cessation of utility service requested by the customer.

Unplanned or Emergency Interruption:

Service has been suspended due to circumstances beyond the control of the Company.

Utility:

A person, persons, or corporation furnishing electric service to the public in Oklahoma and subject to the regulatory jurisdiction of the Commission.

Utility Service:

Service provided by a public utility, the rates for which are subject to the approval of the Commission. Unless otherwise indicated, the term "service" means utility service.

Utility Charges:

The rates for utility service and other charges authorized by the Commission as an integral part of utility service.

Yard Pole:

A pole furnished, installed and owned by the Company upon a farm customer's premises, for mutual use of the Company and the customer. The Company's service lines and the Company's meter, measuring service to customer, attach to the yard pole. The customer's service entrance also attaches to the yard pole and connects to the Company's service lines.

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CHAPTER II
GENERAL CONDITIONS

A. Application for Service

1. **Service Application:** Applications for service shall be made upon the Company's standard application forms, signed by the applicant. However, the Company will accept applications orally or by electronic transmission from residential customers who provide adequate credit history.
2. **Application in Name of Customer:** Each service application must be made in the true name of customer.
3. **Separate Service Application for Each Location and Each Class of Service:** A separate service application must be made for each location and each class of service.
4. **How Application for Service Should be Made:**
 - a. *Residential or Small Commercial - Service Established to Premises:* Where service is already established at the desired location, customer shall make application for service to the nearest Company Office, Call Center, or collection agency within five (5) days after the date of initial use of service.
 - (1) The Company may elect not to disconnect electric service to a premises when an application or contract for service is terminated, provided the meter is read and the reading recorded when service is terminated and the meter is read and the reading recorded when initiating service to a subsequent consumer. Such election does not constitute consent by the Company for a new occupant of such premises to use the service without making proper application or contract for service.
 - b. *Large Commercial or Industrial, or new locations for Residential or Small Commercial:* An applicant in any of these classifications desiring to receive service from the Company should notify the nearest Company office or Call Center. A representative of the Company will then consult with the customer as to available service, code requirements, location of customer's service entrance, Company facilities necessary for the class of service desired, etc.
 - (1) Company representatives are competent to render valuable advice and assistance to customers in obtaining the proper service and to avoid unnecessary delay or expense to the customer due to improper selection of equipment or of installation or wiring. The Company desires especially to advise and assist the applicant with respect to location of meter and service entrance.
5. **Failure to Make Application:** Any person who uses electric service of the Company, but fails to make application or contract for such service of Company, shall be liable to the Company for payment therefore under the applicable rate schedule. Proper notice as set forth in Chapter IV.C.4.c. must be given prior to the Company making a disconnection. The Company may prorate the charge to this customer, based on the date of occupancy.

B. Denial of Service to a Consumer

1. **Reasons for Refusal of Service:** The Company may refuse to provide service to an applicant for service for one or more of the following reasons:
 - a. Failure to pay a delinquent account for service of a similar character previously supplied to such applicant or consumer at any location in Oklahoma by an electric utility governed by this Chapter. The Company shall not be required to provide electric service to an applicant or consumer if, at the time of application, the applicant, any spouse, any co-inhabitant, or any member of the household who has previously received benefit from electric service, is indebted to the Company for such electric service previously supplied at the same premises or any former premises on Company lines until payment of such indebtedness shall have been made, including payment for any damaged Company-owned property. This provision cannot be avoided by substituting any application for service at the same or at a new location

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signed by some other member of the former customer's household, spouse, member of family, co-inhabitant, landlord, or by any other person acting for or on behalf of such customer, or by customer's use of an alias, trade name, or business name as a device to escape payment of the customer's unpaid obligation. Subject to the above, the Company may not require, as a condition to furnishing utility service, a payment of unpaid utility bills of any other person, except where the previous consumer remains an occupant or user.

- (1) The Company shall not deny service to a customer for failure to pay any obligation to the utility except the amount due for utility service actually furnished.
 - b. Failure to comply with the terms and conditions of a settlement agreement or Commission Order entered with respect to service previously rendered by the Company to the applicant.
 - c. Failure to post a deposit.
 - d. Misrepresentation of identity or facts for the purpose of obtaining the service or failure to provide proper identification upon request by the Company. Misrepresentation includes substituting an application for service by another household member to avoid refusal due to a delinquent account.
 - e. Violation of federal, state or local laws or regulations through previous use of service.
 - f. Violation of the rules and regulations of the Company.
 - g. Inability of the Company, due to inadequate facilities, to provide the service requested.
 - h. Potential adverse effect of the service requested on service to other customers of the Company.
 - i. Hazards associated with the requested installation or equipment of the applicant.
- 2. Reasons Insufficient to Deny Service:** The Company shall not refuse to provide service to an applicant for service for any of the following reasons:
- a. Failure of a previous occupant of the premises to pay a delinquent account, unless previous occupant remains an occupant or user at the premises.
 - b. Failure to pay for non-utility merchandise or non-utility services purchased from or paid through the Company.
 - c. Failure to pay for a different kind of service from that requested.
 - d. Failure to pay a bill correcting a previous underbilling due to misapplication of rates, provided the applicant enters a settlement agreement pursuant to this tariff.
- 3. Written Notification of Refusal to Provide Service:** When the Company refuses to provide service to an applicant for service, the Company shall inform the applicant in writing of:
- a. The reasons for refusal to provide service.
 - b. The conditions, if any, under which service would be provided.
 - c. The right to make complaint to the Commission regarding refusal to provide service.
- 4. Disputed Charge - Provision of Service:** When the Company notifies an applicant for service that service is refused for one or more of the reasons set out in Company's tariff and the applicant disputes the amount due to the Company, the applicant may make a deposit with the Company covering the disputed amount. In such event, the Company shall provide service to the applicant pending final disposition of the dispute by the Company or the Commission. Upon final disposition of the complaint, any portion of the deposit found to be due the applicant shall be promptly repaid to the applicant by check or credit to his account, together with interest thereon from the date of the deposit at the rate of 5/6 of 1 percent per month simple interest. The Company may waive the making of a deposit pending final disposition of a dispute.

C. Service Contract

- 1. Acceptance by Company:** A service application, when accepted by the Company, becomes a binding contract between the customer and the Company, whereby the customer will pay the Company for any service taken by the customer thereunder. The Company will not maintain service to the customer without a service contract. Said contract may be a written contract or an oral contract ratified by the customer's performance in taking and using electricity supplied by the

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Company. The customer may not assign any rights thereunder without written consent of the Company. These Rules and Regulations are, by reference, made a part of such service contract.

2. **Period of Contract:** Unless otherwise specified, all service contracts shall be made effective for a period of one (1) year, except where seasonal service is rendered under applicable Seasonal Service Schedules. When justified by exceptional service requirements, the Company may require a longer contract period commensurate with the customer's service requirements and Company facilities required to meet such requirements.
3. **Contract Self-Contained:** No promises, representations or agreements of anyone shall be binding upon the Company unless the same shall be incorporated in the service contract.

D. **Service Policy**

The Company shall make no charge for initial connection of electric service for a consumer except the charges specified in its approved tariffs and rules of service, provided that for each disconnection and reconnection of service requested for the same consumer at the same location within twelve (12) months after the most recent connection of service, the Company may make a charge prescribed in its approved tariffs.

1. **One Service to a Building:** The code requires that, except for certain special conditions, there be only one set of Company's service lines to a building for each class of service furnished. Where more than one customer occupy the same building, more than one customer's service entrance may be installed, provided all such service entrances are connected to and supplied from the one set of Company's service lines.
2. **Points of Delivery:** In serving a consumer, regardless of classification, the Company shall regard each point of delivery as a separate consumer or contract and shall separately meter and charge accordingly, and shall not combine meter readings for the purpose of giving the consumer a lower rate unless the approved tariffs of the Company provide otherwise. More than one point of delivery to a single consumer at one premise or location will be permitted when the physical or electrical characteristics of the facilities served require more than one point of delivery according to good engineering and operating practices, in which case total usage at multiple points of delivery shall be combined for billing purposes.
3. **Service Measurement:** All electric service rendered by a utility shall be on the basis of meter measurement, except for installations where the load is constant and the consumption may be readily computed, or as provided for in its filed rate schedules, or as otherwise authorized by the Commission.
4. **Number of Meters:**
 - a. *One Meter per Class per Location:* Only one meter shall be installed for each class of service to each consumer at each location, and each meter shall be billed separately under the appropriate rate schedule of the Company. However, in cases where exceptional service conditions require more than one such meter, the Company shall have the right to install more than one such meter under one application for service.
 - b. *Master Metering Limitations:* Master metering will not be installed on residential dwellings, mobile home parks, apartment complexes or multicommercial unit complexes. Each unit will be metered individually. For new and future multiple dwelling unit complexes, apartment complexes or similar residential units, and multicommercial unit complexes, the Commission must approve before the Company will furnish service at one or more points of delivery where individual metering is deemed not to encourage; 1) conservation of energy; 2) optimization of efficiency of use of facilities and resources by the Company; and 3) equitable rates to electric customers.
 - c. *Existing Service to Multiple Dwelling Units:* Multiple dwelling units, apartment complexes or similar residential units, and multicommercial unit complexes being served under and with a single or multiple meters

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- (master metering) and at a commercial rate schedule may be continued, without block billing, or, at the option of the customer, may revert to and have service by individual meters at the applicable rate for the consumer's class of service.
- d. *Room Rentals within Residence:* Where four (4) or less rooms, not intended to constitute separate dwelling units, within a residence are rented to the public, for residence purposes only, by one owning or occupying the residence and where a single meter is installed, a single application of the residential rate shall apply to the entire service.
 - e. *Resale of Electricity Prohibited:* Except as provided in this Chapter, no consumer shall separately meter and separately bill another consumer for electricity. A landlord or innkeeper may include the cost of electricity in rent.
- 5. Service in Multiple-Occupancy Buildings:** Where service by the Company to individual customers located in a structure designed for multiple-occupancy, such as an office or professional building, apartment building, etc., the Company shall not be responsible for adequacy of electrical circuits or facilities not owned by the Company extending between the Company's service conductors to such building and the location of Company's meter for such customer service.
- 6. Service Policy for Convenience of Residential and Small Commercial Applicants:** For the convenience of Residential and Small Commercial customers, service to the premises will not be disconnected (except when the Company considers necessary) upon termination of usage and vacation of premises by the customer. Service will be maintained for the convenience of the next succeeding occupant. However, in order to continue to receive service, the customer must, without delay, make proper application for service.
- 7. Notice by Customer of Change in Conditions:** The customer shall give immediate written notice to the Company of any change in the amount of his load or nature of service required or expected to be required, such as would alter the amount of Company facilities necessary to provide the customer's service. In the event the customer shall fail so to notify the Company, the customer shall be held responsible for any damage to Company's meter and distribution transformer used in customer's service caused by any such increase in customer's load.
- 8. Continuity of Service:** The Company will exercise reasonable diligence and care in providing a regular and uninterrupted supply of service to the customer. Whenever the Company finds it necessary, in order to repair or improve its system facilities, the Company shall have the right temporarily to suspend service to the customer. It is understood and agreed that hazards to continuity of service are recognized by the customer before utilizing service. The Company will not be liable for any interruption, fluctuation, shortage or insufficiency of supply of service, or for any loss or damage occasioned thereby, if same is caused by strike, riot, civil commotion, hostile attack, storm, fire, accident, governmental interference, or any cause beyond its control. The Company shall issue instructions to its employees to the extent practical covering procedures to be followed in the event of an emergency in order to prevent or mitigate the interruption, fluctuation, shortage or insufficiency of supply of service as much as reasonably possible. If, because of such emergency, it appears reasonably necessary to do so, the Company may interrupt, curtail or suspend electric service to all or some of its customers, and the selection by the Company of the customers to whom service is interrupted, curtailed or suspended shall not result in liability of the Company to any such customer if such action is taken by the Company in a good faith effort to prevent the impairment of service or reduce the number of persons affected thereby.
- a. *Non-emergency Interruptions:* Whenever service is interrupted other than under emergency conditions, the interruption shall be made at a time which will cause least reasonable inconvenience to consumers, and where feasible, installations affected (such as hospitals, police, fire, public health and safety facilities) will be notified in advance.
 - b. *Record of Interruptions:* The Company shall keep a record of any condition resulting in an interruption of service affecting its entire system or major division thereof, including the time, duration, and cause of any such interruption, and such record shall be available to the Commission or its representative upon request.

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- c. *Written Restoration of Service Plan:* The Company shall have a written restoration of service plan which shall include a telecommunication plan to be followed during unplanned or emergency interruptions, with a current copy, denoting any newly adopted changes, filed by September 30 of each year with the Director of the Commission's Consumer Services Division. The Plan shall be revised by the Company at least annually, and updated as deemed necessary and appropriate. The Plan shall provide methods and procedures for restoring service as soon as possible, and shall include but not be limited to the following items:
- (1) Procedures for assessing the extent of the service interruption, including geographic area and number of customers affected and what resources (equipment, materials, and labor) will be required to restore service.
 - (2) Determination as to whether or not the service restoration can be accomplished by use of in-house personnel only, or of contractors (personnel obtained from other utilities or third-party entities) will be required.
 - (3) Identification of priorities for service restoration, based upon emergency needs and upon ease of restoration for the greatest number of consumers for the least expenditure of money, time and effort. Priority shall be given to any life-threatening situations known or discovered during restoration of service.
 - (4) Establish communication procedures which will include, 1) notification to high-priority customers of major electric consuming facilities affected by the service outage as soon as possible, 2) use of radio and/or television to notify larger numbers of customers as to the type of service outage, extent of the service outage, and the expected time to restore service, and 3) use of any other means of mass notification so that consumers receive information on an efficient, effective, and timely basis.
 - (5) Commission notification through the Director of the Consumer Service Division, which may be accomplished by facsimile, 24 hours a day, 7 days a week, or by phone during the business hours of 8:00 a.m. through 4:30 p.m. Monday through Friday, and include the following items:
 - (a) Initial contact to notify Staff outages which involve a major substation or facility; or which may have a duration of 4 hours or more and involve 1% or more of the Company's meter count.
 - (b) Intermediate contact to provide status reports, as deemed necessary by the Company, or as may be requested by Staff.
 - (c) A conclusory contact detailing the results and completion of the restoration of service plan implementation.
9. **Change in Service:** When changes in service (including meter relocation) to a customer are required for the convenience or benefit of the Company, the Company shall pay such part of the cost of changing the equipment of the customer affected as determined by mutual agreement or by the Commission in the absence of such agreement. The following factors shall be considered in arriving at a proper settlement:
- a. Cost of the customer's electric utilization equipment which is made obsolete, less proper allowance for depreciation.
 - b. Cost of installing new equipment and removing the old, less the salvage of such equipment as the customer retains.
 - c. Cost of making the necessary change in the customer's wiring.
10. **Advanced Metering Infrastructure ("AMI") Meter Opt-Out:** Customers receiving Residential Service have the option of opting out of AMI meter reading and electing non-standard metering service. In such instances, the two-way communication portion of the AMI meter will be disabled. Customers requesting non-standard metering service after initial AMI installation will be charged a one-time setup charge per meter. For all customers requesting non-standard metering service, a monthly recurring Non-Standard Meter Charge will apply. Such charges are specified in Schedule CA.

For customers that chose to opt-out prior to the AMI meter being set (i.e., there is no additional visit to the premises to disable the two-way communication portion or install a non-AMI meter): the one-time setup fee will not be assessed, but the ongoing monthly fee will still be applicable.

In circumstances where a customer has multiple meters at the same premises, the monthly Non-Standard Meter Charge will apply to the first meter, and the monthly Non-Standard Subsequent Meter Charge will apply to all additional meters

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of that customer located on the same premises.

In the normal course of business, Company replacement of meters may occur. To the extent that a customer denies, either through physical impediments, verbal denial or threats of violence, access to property or metering installation, or fails to establish a suitable time for access, customers will be notified, in writing, that failure to provide access will result in customer being considered an opt-out customer not sooner than 30 days after Company's notice. Company's notification will include information for the customer to understand the financial impact of the opt-out status. Opt-Out customers relocating to a new premises who wish to continue Opt-Out service are required to make a new request for Opt-Out service which will require payment of the necessary charges (including any charges necessary to disable the two-way communication portion of the AMI meter). Customers who cancel Opt-Out service option and then later re-enroll for Opt-Out service at any location, would also be required to pay all required charges specified in Schedule CA.

E. Access for Service

- 1. Right of Way:** Before service is connected, the customer shall, when requested by the Company, at his expense, make or procure conveyance to Company of necessary easements for proper location upon premises owned or occupied by customer of Company's lines and facilities employed in serving the customer; and give or secure permission for necessary tree trimming by Company upon such premises.

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CHARGES RELATED TO CUSTOMER ACTIVITIES
SCHEDULE – CA

AVAILABILITY:

This schedule is available to any customer requiring the special services listed below.

RATE:

Charge for meter test (per Rules and Regulations, Chapter III, Section C1)	\$ 44.00
Customer advance for temporary service line (per Rules and Regulations, Chapter III, Section B2c)	20.00
Charge for insufficient funds check (per Rules and Regulations, Chapter IV, Section A7)	8.00
Customer charge for trip to premises to collect non-payment fee (per Rules and Regulations, Chapter IV, Section C7c)	13.00
Standard Reconnection fee (per Rules and Regulations, Chapter IV, Section C6):	
During normal working hours	25.00
After normal working hours	50.00
Remote Reconnection fee (when Advanced Metering Infrastructure (“AMI”) meters can accommodate remote reconnection) (per Rules and Regulations, Chapter IV, Section C6):	
During normal working hours	\$10.00
Opt-Out Charges (Per Rules and Regulations, Chapter II, Section D10):	
One-Time Set-Up Charge	\$150.00
Non-Standard Meter Charge – per month	\$15.00
Non-Standard Subsequent Meters Charge – per month	\$3.33

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5. **Metering Equipment at a Point other than the Point of Delivery.** The Company may locate metering equipment at a point other than the point of delivery of electrical service. In such cases where the metering equipment is located on the consumer's side of the point of delivery, the Company may establish requirements for conductors and equipment to provide proper operation, accessibility and security.
6. **Proper location of the Point of Delivery.** Either before, or during construction of the consumer's facility, the Company shall, upon request and without charge, advise the consumer as to the proper location of the point of delivery. Whenever the consumer and the Company are unable to agree upon the point of delivery and equipment to be installed, the Company shall advise the consumer of the Commission's regulatory ability to resolve the dispute. The Commission, upon application of either, shall make a determination as to the appropriate location.
7. **Permanent Discontinuance of Delivery of Electric Service.** When the Company permanently discontinues delivery of electric service to any consumer's premises, the Company shall have the right at any reasonable time thereafter to enter upon the premises and remove its meter and any other property the Company has located there.

G. Type of Service and Rate

1. **Choice of Rate Schedule.** Representatives of the Company will gladly assist the customer, at any time, in his selection of the proper applicable rate schedule for his service. In the event any other applicable rate schedule of the Company shall become more advantageous to the customer for his service, he may select the other applicable rate schedule, except that having selected one applicable rate schedule, the customer may not choose another rate schedule within less than twelve (12) months. The Company shall not, at any time, be responsible, or be required to make any retroactive adjustment to bills for customer's service if it shall develop that the rate schedule applied to the customer's service is less advantageous to the customer than another rate schedule, except as determined in individual cases by proper regulatory authority.
2. **Supplementary or Breakdown Service.** The Company's service shall not, at any instant, be used by the customer in multiple with any other source of electricity, without the express written consent of the Company, and shall not be maintained as standby service for use in event of breakdown of an alternative source of electricity or of power, except pursuant to a tariff or special contract filed with and approved by the Commission.
3. **Resale of Electricity, Power or Energy:**
 - a. The Company shall not knowingly furnish electricity under a retail tariff for purposes of resale, except pursuant to a tariff or special contract approved by the Commission.
 - b. The Company shall not knowingly sell power or energy to any consumer for resale under Commission jurisdiction pursuant to a tariff providing for resale unless the Commission has been advised fifteen (15) days prior to commencement of deliveries. No such sale shall be made unless the purchaser from the Company has tariffs on file with and approved by the Commission, rate schedules, rules, and regulations covering such resale, or is exempt by law from such requirements.

H. Termination of Service

The Company may require consumer to give five (5) days written notice of his/her intent to terminate service. Customer will be responsible for payment for all service rendered until such notice is given and final meter readings of meters are made. Notice is deemed given to the Company on the date the customer telephones the utility, or personally or electronically informs an appropriate employee at the Company's legal office, or two (2) days after notice is sent by mail. Customer shall not, by such notice, be relieved of any accrued obligation under service contract and applicable rate schedule.

I. Service to Consumer's Appliances or Electrical Installations

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1. Free Service: In the event the Company offers any free service of consumer's appliances or electrical installations, the same free service shall be offered to all consumers of the same class. The Company shall not discontinue, change, or amend its policy or offer any new free service to any consumer or class of consumers except under order of the Commission, made upon application, notice and hearing.

2. Service or Appliance Repair: The Company shall not, without approval of the Commission, service or repair appliances or electrical installations of its consumers beyond the point of delivery as defined in these rules. The Commission, upon application of the company and after notice and hearing, may grant the company authority to service and repair all types of appliances or specified types of electrical installations or specified types of appliances of consumers in a specified town, city, or locality for the sole reason that service and repair facilities for the type of appliances or electrical installations are otherwise not available. The Commission may revoke the authority as to any city, town, or locality on application of any person, and after notice and hearing, upon a showing that facilities for such service and repair are available.

J. Retention of Records

Unless otherwise specified herein, all records required by this Chapter shall be preserved by the Company in the form and for a period not less than that specified by applicable rules of FERC and RUS; or in the absence thereof, for two years.

1. Record Location: Records shall be kept at the general office of the Company and shall be made available for examination by the Commission or its representatives, and Company shall file with the Commission such reports as the Commission may from time to time require:

- a. The following must be available to consumers in each business office of the Company. An agency for collection of utility bills, not operated by Company employees, shall not be deemed a business office for purposes of this section:
 - (1) A copy of every tariff and rate schedule under which electric service is being furnished to consumers within the area serviced by that business office.
 - (2) A copy of the approved rules and regulations of the Company which govern the furnishing of electric service.
 - (3) A copy of this Chapter and all amendments thereof.

2. Meter Records and Reports: Current records shall be kept, systematically arranged, of the identification number of each watt-hour meter and the location of the meter.

- a. **Test Records:** The Company shall keep the most recent test record of any installed meter for the period installed and for six (6) months after the meter is removed from service. Each record shall contain:
 - (1) Sufficient information to identify the meter.
 - (2) The date of the test.
 - (3) Reading of the meter.
 - (4) Results of the test.
- b. When authorized to utilize a selective testing program for alternating current watt-hour meters, the Company may retain the test date of the groups or lots of the meter selected for test, in lieu of the records required in a. above.
- c. **Submetering Records:** In the event of the use of Company submetering, all submetering records shall be retained for a period of two (2) years and shall be available for inspection by the Commission, the affected consumer and/or duly interested party at a location accessible to the consumer affected by the submeters.

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**CHAPTER III
SERVICE SPECIFICATIONS**

A. General

1. Condition of Customer's Facilities.

- a. The Company shall not be required to connect service until customer's wiring has been approved by local inspection where local municipal wiring regulations are in effect, nor unless in compliance with the Code where no local regulations apply.
- b. The Company shall have the right to disconnect from service any installation which violates local municipal wiring regulations, or which violates the Code where no local regulations apply.
- c. The Company, however, does not inspect customer's wiring, and is not responsible for customer's proper installation in compliance with effective regulations. In the event the customer's use of service shall endanger or become detrimental to service furnished by Company to other customers, or unduly dangerous or detrimental to Company facilities, the Company may discontinue service to customer.

2. Equipment Furnished.

- a. Except as provided in Chapter III E. 8 and 9, the Company shall provide and install at its own expense and shall continue to own, maintain, and operate the company's service line and proper and sufficient equipment for the accurate measurement of electricity delivered to each consumer.
 - (1) Where additional meters are furnished by the Company for the convenience of the consumer, a charge for such additional meters may be made in accordance with a tariff filed with and approved by the Commission.
 - (2) No meter shall be installed which is known to be mechanically or electrically defective, or to have incorrect constants or which has not been tested and adjusted, if necessary, in accordance with these regulations. The Capacity of the meter and the index mechanism shall be consistent with the electric requirements of the consumer.
- b. The Company will not furnish or install meter bases for self-contained meters. Specifications for such meter bases to fit Company self-contained meters for various classes of service will be furnished to the customer or to the customer's wireman upon request at any Company office.
- c. For farm customers, on the initial installation, the Company will furnish and install a yard pole, and run service lines to it from Company's distribution lines or transformers. The various feed wires, however, from the yard pole to the customer's house, to the barn and to the other outbuildings are the customer's property and are to be furnished and installed by the customer. In connection with furnishing and installing the yard pole, the Company requires that the customer arrange his wiring so that the meter is mounted on the yard pole.

B. Electric Distribution Policy

1. Distribution Extensions.

- a. Residential Customers not in a subdivision:
The Company will provide, at no cost, single-phase overhead electric service from its distribution system to serve any and all prospective customers occupying permanent residences who apply for such service, provided, however, that: I.) The company shall collect any estimated costs for that portion in excess of one thousand (1,000) feet in accordance with company policies as a contribution in aid of construction; II.) In the event that more than five hundred (500) feet of the extension is other than along and/or parallel to a public road, the customer shall pay the cost of the extension in excess of five hundred (500) feet which is not along and/or parallel to a public road in accordance with company policies as a contribution in aid of construction. If any portion of the extension is installed underground at the customer's request, the company shall collect any estimated costs of the underground in excess of overhead costs in accordance with company policy. Any contributions in aid of construction will be collected prior to commencement of construction. The Customer shall grant easements and will be responsible for obtaining any additional associated easements or rights-of-way required by the Company in accordance with Company standards. The Company will not be required to obligate funds to secure private right-of-way or vegetation clearing for the purpose of extending distribution pole lines or other facilities to prospective customers.

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October 1, 2019	Interim Rates	17 O.S.152(B)(4)

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2. **Underground.** Where feasible from engineering, operational, and economic considerations, new electric service within subdivisions will be underground construction and residential and commercial customers may be installed underground. In order that customers served from underground facilities may be billed under the standard rates and charges applicable to their particular class, installation of underground facilities shall be made in accordance with the following provisions:
- a. *Underground Primary and Secondary Distribution Facilities:* When application is received from a customer for an extension of electric service to a resident in an area not served by existing facilities, the Company shall determine whether such new facilities may be feasibly installed underground in comparison to normal practices for overhead installations. When determined to be feasible, the Company will be responsible for the total

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installation of the facilities. However, when the cost of underground facilities is excessive, the Company will install the underground system provided the customer arranges to pay for 90% of the excess cost above that for a comparable overhead system. Ten percent of the excessive cost will be allowed in consideration of longer system life and less maintenance expenses which may be expected on the underground system.

- (1) **Service Phase:** As a normal practice, only single-phase service will be provided for residential subdivisions. Three-phase service may be supplied, if available, at the developer's request, but where installed, excess charges will be made to the developer to make such service compensatory to the Company. In all cases, the developer will be responsible for obtaining any easements or rights-of-way required by the Company and will have them indicated on the subdivision plot and filed with the proper authorities for dedication.
 - (2) **Street Lighting Facilities:** Street lighting facilities will be installed only where a developer, agency or municipality contracts with the Company to pay excess costs of the underground installation and guarantees payment for the street lighting service under the Company's applicable rates as filed with the Commission.
- b. **Underground Services – Responsibilities and Limitations:** The Company will furnish and install cable sufficient to provide underground service runs to individual customers from the Company's underground primary distribution system, up to 125 feet in length. Each customer will be responsible for the cost of the service trench and back-trench, in accordance with the Company's specifications. Where a service exceeds 125 feet in length, the customer will pay the excessive cost for that portion in excess of 125 feet. After installation, the Company shall own and maintain the underground service.
- (1) **Company's Existing Distribution System Influences Option:** Where the Company's existing distribution system is installed underground, only underground service conductors to individual customers will be installed. Where the Company's existing facilities are overhead, the customer may elect to have either overhead or underground services on his premises in accordance with the provisions described above in this Chapter.
 - (2) **Option for Customers having Existing Overhead Service:** Customers having existing overhead service conductors from the Company's overhead distribution system may have underground service provided they compensate the Company for the unused life and removal costs less salvage value of the existing overhead service conductors in addition to meeting the requirements listed above.
 - (3) **Rural Customers:** A rural customer whose point of delivery is located at a yard pole shall be responsible for all circuits beyond that point, whether overhead or underground. If the rural customer does not have a yard pole, the Company policy for providing underground service shall be the same as described above for other residential customers.
- c. **Underground Service to Commercial or Industrial Customers:** Each request for underground service to commercial or industrial customers shall be studied upon receipt to determine the feasibility of such installation and to ascertain what compensation will be required from the customer to be consistent with the practices of installing overhead services to such customers. Underground service to apartment buildings and other commercial developments will be installed at a cost to the Company which will enable the Company to serve such developments under standard rates and practices as filed with the Commission.
- d. **Removal of Existing Overhead Facilities:** Where a developer requests that existing overhead facilities be removed and replaced with underground facilities, the Company shall determine the value of the unused life of such property and the cost of removal less salvage value which the developer shall pay in addition to the excessive construction costs incurred for installation of the new underground facilities in comparison with overhead construction.

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e. *Underground Distribution for Mobile Home Parks:* Underground distribution systems will be provided for mobile home parks in accordance with the provisions described in sections (a) and (b) above when the Company is satisfied that the park may be classed as a permanent type for mobile homes, and where the developer guarantees to protect the investment of the Company in the event the park closes or is not utilized. A combination meter pedestal and power outlet box will be located at each mobile home location. The combination pedestal, as well as the necessary meter, will be furnished, owned and maintained by the Company. The mobile home park owner or operator will be expected to furnish the trenching and backfilling for underground services. In addition, the park owner or operator will be responsible for payment of \$85.00 per home location as payment for the cost difference between the combination meter pedestal and a normal underground meter pedestal without a power supply box.

2. **Overhead:**

a. *Electric Distribution Extensions:* The Company will make extensions to its distribution system to supply overhead single-phase electric service as and when necessary to serve any and all prospective customers occupying permanent residences applying for such service. The Company will provide the first three hundred (300) feet of extension from existing facilities, or more than 300 feet if economically justified. The Company will not make any extension of its line to serve any customer unless the customer shall contract to pay the cost of the extension in excess of 300 feet or in excess of the amount economically justified, if over 300 feet, as a contribution in aid of construction. The following formula will be used for economic justification of Company provided extension:

$$EJE = EAR - (CC + ED*DC + EE*EC) / FCR$$

- Given: EJE = Economically justified extension
EAR = Estimated annual revenue
* CC = Customer cost per customer
ED = Estimated demand
* DC = Demand cost per customer
EE = Estimated annual energy
* EC = Energy cost per customer
FCR = Fixed charge rate

* Cost derived from last filed Cost of Service

The EJE will be divided by the estimated cost per foot to derive the total length of extension the Company will provide. In no case will the Company provide less than 300 feet.

(1) Customer Payment: The customer will pay a minimum of five percent (5%) at the time of application for such extension as evidence of good faith, and the remainder on completion of the construction. With proper credit, as determined by the Company, the customer may pay the remainder in no more than sixty (60) equal monthly payments with an interest charge of six percent (6%) on an annual basis on the unpaid portion of the original amount put on monthly payments. For each new customer added to the extension within five (5) years, the Company will pay the customer or credit the customer's unpaid extension cost balance a prorated amount of the original cost of the extension, based on the ratio of 300 feet to the portion of the original extension paid for by the customer.

(2) Company Contract for Extension over 300 Ft: The Company will not make any extension over 300 feet, or the amount economically justified, unless customer executes a contract in writing with suitable guarantee that he/she will use the service for at least two (2) years and that he/she will pay any unpaid extension cost balance in full if service is disconnected at any time during the first five years of service,

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or unless the owner of the property served by such extension, or some other responsible person, guarantees that a) the service will be used for that length of time and b) payment of the unpaid extension cost balance.

- (3) Contributions in Aid of Construction and Guarantees: All applications for service (other than overhead single-phase extension for residential or rural residential service) will be reviewed by the Company giving consideration to the estimated demands, usage, revenues and permanency of anticipated sales to the customers. The Company may require contributions in aid of construction for the portion of the investment in the total extension of the service to the customer that cannot be supported with the estimated revenues. In addition, reasonable, refundable advances for the construction may be required from the customer before the construction is commenced, in combination with minimum monthly or annual guarantees in term contracts to guarantee performance that the sales will develop or that the Company investment will be protected.
- (4) Right-of-Way: The Company will not be required to obligate funds to secure private right-of-way for the purpose of making extension of distribution pole lines or other facilities to premises of prospective customers.

b. Overhead Service Conditions:

- (1) Customer's Service Entrance: Customer's service entrance shall be installed where it can be conveniently reached from Company's supply line without undue interference from trees, buildings and adjoining property, and in a location such that the Company's service lines will have a clearance of not less than thirty-six (36) inches from windows, doors, porches or similar locations, as required by the Code, for safety reasons. Where it appears impractical to provide thirty-six (36) inches clearance, the customer should consult with the Company for assistance in working out the problem.
- (2) Tree Trimming: In order to permit proper operation of the Company's service lines and feeder lines serving the customer, the Company shall have the right, when and as necessary, to trim property and keep trimmed any trees located upon the customer's premises which may interfere with service to the customer or service to any other customer.
- (3) Service Weatherhead: The service weatherhead shall be placed at a point near, and preferably slightly below the point of attachment of the Company's service lines to the building, service pole, or other support. Enough wire (thirty [30] inches is recommended) must extend outside the service weatherhead for proper connection to the Company's service lines.
- (4) Main Service Switch on Exterior: Where the main service switch is placed on the exterior of the building or in any outdoor location, the Code requires that this switch be of an approved weatherproof type. The Company recommends that the customer install a main service switch below the meter on yard pole installations for his/her safety and convenience.
- (5) Customer's Service Entrance Conductors: Customer's service entrance conductors shall be of a size as determined by Code requirements, but in no case smaller than No. 8 American wire gauge. Connection will not be made to any installation consisting of more than two (2) branch circuits with a 2-wire service entrance. The Company strongly recommends 3-wire service for all residential dwellings.
- (6) Service Clearances: All installations shall be required to follow the Code. Complete instructions, specifications, and construction requirements are available from the Company or the Company's website.

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- c. *Temporary Distribution and Service Lines:* The Company shall not be required to provide service to temporary locations, such as for mobile homes, construction sites, etc., even though the line facilities are already in place, unless such customer advances the sum, listed in Schedule CA, as a construction payment for the cost of installation and removal of the meter, service and other necessary facilities. The title to such property shall be and remain in the Company. Should the customer utilize electric service at this location for a period of twelve consecutive months from the date of initial service, the above payment, plus interest as designated by State law or Commission order, will be refunded to the customer by the Company.
 - (1) Consumer Payment for Extension of Company Lines: The Company shall not be required to provide electric service to temporary customers at locations that require the extension of the Company's lines unless the full cost of erection and removal of the extension be contributed by the customer
- d. *Service to Mobile Home Parks:* The Company shall not be required to furnish electrical service to a mobile home park until the Company has been furnished, at no cost to the utility, any necessary easements which may terminate when the property ceases to be used as a mobile home park.
 - (1) Served by Individual Meters: After the effective date of these rules, mobile home spaces shall be served by the Company through individual meters and billed under the residential rate.

C. Meters

Meters necessary to measure the power and energy purchased and delivered under these rules and regulations will be installed, owned and maintained by the Company at its expense. The readings of the Company's meter measuring service to customer (subject to determination of accuracy of the meter, as provided herein) will be taken as prima facie evidence of the customer's use of service.

No regulating or measuring equipment, or other property or equipment owned by the Company, wherever situated, whether upon consumer's premises or elsewhere, shall be tampered with or interfered with, either for the purpose of adjustment or otherwise, except by representatives of the Company. Official responsibility under authority of a municipal government shall not constitute an exception to this Section.

- 1. **Meter Installation:** In general, self-contained meters will be used on installations supplied at 120 volts to ground, and requiring 200 amperes and less for polyphase service, and for installations requiring 320 ampere single phase service or less. Self-contained meters will be placed in the service entrance ahead of the main disconnect. Current transformers in conjunction

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with the meter will be used where the installation requires: 1) more than 200 amperes, 120/208 volts with polyphase service, 2) 277/480 volts with polyphase service, or 3) more than 320 amperes with single phase service. The current transformers, likewise, shall be placed in the service entrance ahead of the main disconnect, and shall be enclosed in a metal cabinet (with indoor metering or underground service) or mounted on a metal frame (with outdoor metering). Outdoor frames will be supplied by the Company and installed by the Customer's electrician. The metal cabinets will be provided by the Customer and installed by the Customer's electrician. For the outdoor frames, the current transformers will be provided by the Company and installed by the Customer's electrician. For the metal cabinets, the current transformers will be provided and installed by the Company.

- a. *Instrument Transformers:* Meters which require both current and potential transformers, commonly called instrument transformers, will be used on installations supplied at potentials in excess of 277 volts to ground. It is necessary that the customer consult with a representative of the Company concerning location and mounting of the instrument transformers and meter before proceeding with plans for the entrance wiring where the supply exceeds 277 volts to ground. On indoor locations of this type, a disconnecting switch must be connected ahead of the Company's metering equipment.
- b. *Location:* Meters shall be placed in a location which is easily accessible to the Company's inspectors and meter readers without inconvenience to the customer. For self-contained meters normally this will be on the exterior of an outer wall of customer's house or other building, or a yard pole, or other outdoor support. An exception would be in business or factory districts where the buildings extend out to the alleys or thoroughfares, thus exposing the meter to damage by trucks or other traffic. In these cases, an interior location shall be provided. In any case, the meter support must be free from excessive vibration, dust, corrosive gases and the like.
- c. *Sealing:* It is the Company's regular practice to seal its meters and enclosures of metering equipment. Only company employees or agents are authorized to remove any such seal.

2. **Meter Location, Testing and Operation:** Current records shall be kept, systematically arranged, of the identification number of each watt-hour meter and the location of the meter.

- a. *Outdoor Meters:*
 - (1) Where a meter is installed outdoors, it shall be placed on the exterior of a building or on a support or pole in a location readily accessible to authorized Company representatives for meter reading, testing and maintenance; and shall not be subject to severe vibration, dust, vapors or corrosive liquids. The meter shall be the temperature compensating type.
 - (2) A meter shall not be placed in a location where it may be accidentally damaged or at a location on a building where it will cause inconvenience, either to the consumer or the company's representative.
 - (3) An outdoor meter, except for unusual circumstances, shall not be more than five and one-half (5 ½) feet or less than two and one-half (2 ½) feet above ground level, measured from the center of the meter cover. A clear space of three (3) inches or more must be left below a meter base for operation of testing equipment.
- b. *Indoor Meters:*
 - (1) No residential meter shall be installed inside a residence after the effective date of this Chapter unless agreed upon by the Company and the consumer.
 - (2) Where a meter is installed indoors, it shall be located where it will be readily accessible to authorized utility representatives for meter reading, testing and maintenance and shall not be subject to severe vibration or excessive dampness.
 - (3) A meter shall not be located in a hazardous location nor in a location where accessibility is difficult. A meter shall not be placed in any location where the visits of the meter reader will cause inconvenience either to the consumer or the Company.

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- (4) An indoor meter shall not be more than five and one-half (5 ½) feet or less than two and one half (2 1/2) feet above floor level, measured from the center of the meter cover. A clear space of three (3) inches or more must be left below a meter base for operation of testing equipment.
- c. *Relocation of Meters:* The Company may, at its option and at its expense, relocate any meter, except that in case of a relocation which is made necessary due to inaccessibility or hazardous location caused by the consumer, dangerous conditions, including bad dogs, or in order to prevent a recurrence of discovered tampering or unauthorized diversion of service, the Company may, at the consumer's expense, relocate the meter loop and service entrance facilities to a location agreeable to the Company and consumer, and if no location can be agreed upon, the Commission will designate the location upon request of either party.
- d. *Meter Testing Facilities and Equipment:*
 - (1) The Company shall own or arrange for equipment and facilities and follow test procedures necessary for testing its meters to limits of accuracy specified in this Chapter. The equipment facilities and procedures shall be available for inspection by the commission or its authorized representative. The Company may contract for testing of its meters by another utility or by a non-utility concern performing meter testing service.
 - (2) Test Standards:
 - (a) The Company shall provide for and have available portable indicating electrical testing instruments or watt-hour meters of suitable range and type for testing service watt-hour meters, demand meters, switchboard instruments, recording voltmeters, and other electrical instruments.
 - (b) For testing the accuracy of portable watt-hour meters, commonly called "rotating standards", and other portable instruments used for testing service meters, the Company shall provide for and have available as reference or check standards suitable indicating electrical instruments, watt-hour meters, watt meters, or any or all of them, hereinafter called reference standards. Service type of watt-hour meters may be used as a check standard, but if so, such watt-hour meters shall be permanently mounted in a meter testing facility and shall be used for no purpose other than for checking working rotating standards.
 - (3) Reference Standards: Reference standards shall be submitted at least once each year to the National Bureau of Standards or to a laboratory approved by the Commission for the purpose of test, adjustment, and certification. Utilities maintaining standardizing laboratories will be permitted to make their own test and certifications of reference standards, provided the instruments and methods in use are acceptable to the Commission.
 - (4) Portable Test Standards: All working rotating standards (portable watt-hour meters) shall be compared with the reference standards at least once every three (3) months, and solid-state watt-hour standards every six (6) months, during the time such working standards are being regularly used. Each rotating standard (portable watt-hour meter) shall at all times be accompanied by a calibrating card, giving the date when it was last calibrated and adjusted. Records of calibration shall be kept on file in the office of the Company, for the life of the instrument.
- e. *Accuracy Requirements for Service Watt-hour Meters:*
 - (1) General: No meter shall be placed in service, or allowed to remain in service, which has an incorrect register multiplier, watt-hour constant, gear ratio, or dial drain; or which is mechanically or electrically defective, incorrectly connected, or applied; or which registers outside the limits specified in (3) of this Section. All tolerances in this Chapter are to be interpreted as maximum permissible variations from conditions of zero error. No meter or associated device shall be adjusted to be in error, even within the tolerances permitted by this Chapter.
 - (2) Test Loads: For self-contained meters, the heavy load test current shall be approximately one hundred percent (100%) of the meter test amperes (TA), and the light load test current shall be approximately

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ten percent (10%) of the meter test amperes (TA). For meters used with current transformers, the current at heavy load shall be approximately one hundred percent (100%) of either the meter test amperes (TA) or the secondary rating of the current transformer, and at light load approximately ten percent (10%) of the rating.

(3) Accuracy Limits:

(a) **Acceptable Performance:** The performance of a watt-hour meter is considered to be acceptable when the average percentage registration is not more than one hundred and two percent (102%), nor less than ninety-eight percent (98%), calculated in accordance with one of the methods described in (4) of this Section

(b) **Adjustment limits:** When the test of a watt-hour meter indicates that the error in registration exceeds one percent (1%) at either light load or heavy load at unity power factor, or exceeds two percent (2%) at heavy load at approximately 0.5 power factor lag, the percentage registration of the meter shall be adjusted to within these limits of error, as closely as practicable to the condition of zero error. Where instrument transformers are used in conjunction with the meter, these limits apply to the meter equipment as a whole. All meters which are tested shall be left without creep.

(c) **Creeping:** No watt-hour meter which creeps shall be placed in service or allowed to remain in service. A meter creeps if, with load wires removed and with test voltage applied to the voltage circuits, the rotor moves continuously. For the practical recognition of creep in a meter in service, it is considered to creep when, with all load wires disconnected, the rotor makes one (1) revolution in ten (10) minutes or less.

(4) Percentage Registration:

Method 1. Weighted average percentage registration is the weighted average of the percentage registration at light load (LL) and at heavy load (HL) registration a weight of four (4). By this method: $Weighted\ Average\ Percentage\ Registration = (LL + 4HL) / 5$.

Method 2. Average percentage registration is the average of the percentage registration at light load (LL) and at heavy load (HL). By this method: $Average\ Percentage\ Registration = (LL + HL) / 2$.

(5) Compliance with ANSI: The consumer who utilizes a consumer submeter or consumer submeters shall not place in service such meters unless said consumer submeters comply with the current version of ANSI-C12-Standard, or equivalent ANSI standard as in the future amended.

f. Adjustment of Bills:

(1) Fast Meters: Whenever any meter tested by the Commission or the Company is found to have an average error of more than two percent (2%) fast (in favor of the Company), the Company shall refund to the consumer the overcharge based upon the previous test but not to exceed six (6) months, unless it can be established that the error was due to some cause, the date of which can be fixed with reasonable certainty, in which case the overcharge shall be computed from that date.

(2) Slow Meters: Whenever a meter tested by the Commission or the utility is found to have an average error of more than two percent (2%) slow (in favor of the consumer), the Company shall charge for the electricity consumed, but not included in bills previously rendered, based upon the corrected meter reading, for a period equal to one-half (1/2) of the time elapsed since the last previous test, but not to exceed six (6) months, unless it can establish that the error was due to some cause, the date of which can be fixed with reasonable certainty, in which case the charge shall be computed from that date.

(3) Nonregistering Meter: If the meter is found not to register or to register intermittently for any period, the Company may charge for an estimated amount of electricity used, which shall be calculated by averaging the amounts registered over corresponding periods in previous years, or in the absence of such information, over similar periods of known accurate measurement preceding or subsequent thereto.

(4) Incorrect Register, Connection of the Meter, or Multiplier on Meters. If a meter is found to have an incorrect register, connection, multiplier, or constant, the error shall be corrected. Where the error is

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adverse to the consumer, the Company shall refund the excess charged for the amount of electricity incorrectly metered for the period of time the meter was use in billing the consumer. Where the error is adverse to the Company, the Company shall charge the consumer the undercharge for the amount of electricity incorrectly metered for the period of time the meter was used in billing the consumer, and if necessary the Company shall receive payment in installments over a reasonable period of time.

(5) Compliance: This Section shall not apply to routine testing and replacement of meters.

(6) Conformity: Consumer submeters shall conform to the adjustments set forth in subsections (a) through (e) of this section.

g. Accuracy Requirements for Demand Meters:

(1) Acceptable Performance. The performance of a demand meter or register shall be acceptable when the error in registration does not exceed four percent (4%) in terms of full scale value when tested at any point between twenty-five percent (25%) and one hundred percent (100%) of full scale.

(2) Adjustment Limits.

(a) When a demand meter or register indicates that the error in registration exceeds + four percent (4%) in terms of full scale value, the demand meter or register shall be adjusted to within + two percent (2%) full scale value.

(b) The timing element when used to keep a record of time of day at which the demand occurs, shall be adjusted to a condition of as near zero as practicable when it is found to be in error by more than + 0.25 percent.

h. Place and Methods for Testing Metering Equipment.

(1) Testing in Place. Tests on watt-hour and demand meters in service may be made either on the consumer's premises or in an approved meter testing facility.

(2) Instrument Transformers.

(a) **Preinstallation Tests**. Prior to installation, all new instrument transformers shall be tested for voltage withstand, ratio correction factor, and phase angle in an approved laboratory, meter shop, or by the manufacturer.

(b) **Transformers Removed From Service**. All instrument transformers removed from service, unless damaged, shall be tested for ratio correction factor and phase angle prior to reinstallation.

(c) **In Service Tests**. When metering installations are tested on periodic schedules, the instrument transformers associated with the installation shall be inspected for correctness. If connections and evidence of any damage. Current transformers shall be tested with a suitable variable burden device to determine if the windings of the secondary circuit have developed an open circuit, short circuit, or unwanted grounds. When the primary voltage is known, potential transformers may be tested by measuring the secondary voltage to reveal defects in the transformers or secondary circuit which affects its accuracy.

(3) Installation Tests.

(a) **New Meters**. New meters shall be inspected and tested in a meter testing facility, or by the manufacturer, either on a one hundred percent (100%) basis or on a statistical sampling basis acceptable to the Commission, and appropriate action shall be taken by the Company to assure that the meters conform to the accuracy requirements outlined in this Chapter.

(b) **Meters Installed with Instrument Transformers**. Meters installed with instrument transformers shall be tested on a one hundred percent (100%) basis and adjusted to conform to the accuracy requirement outlined in this Chapter prior to installation. In addition, a complete inspection shall be made of the wiring after installation to assure proper connections for metering.

(c) **Separate Test of Meters and Transformers**. The watt-hour meters may be tested independently of instrument transformers, provided the transformer ratios and phase angles

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have been determined and are taken into account in the calibration of the meters. The transformer errors may be neglected in the calibration of the meters if instrument transformers are used that conform to the 0.3 accuracy class limits of the ANSI requirements with the actual secondary burden.

i. Schedule for Testing Watt-Hour Meters:

- (1) Selective Testing of Alternating Current Watt-hour Meters. Meters shall be tested in accordance with the provisions of this Section, except that the Company may, upon written request to the Commission, be authorized by the Commission to utilize a selective testing program for alternating current watt-hour meters.
- (2) Period Schedule for Testing Alternating Current Watt-hour Meters with Surge-proof Magnets and without Demand Registers or Pulse Initiators (in lieu of selective testing program). The word "year" in the periodic test schedule stated below means calendar year. The periods stated are required test intervals.
 - (a) Meters used with instrument transformers, whether polyphase or single phase, shall be tested at least once in sixteen (16) years.
 - (b) Self-contained single phase meters shall be tested at least once in sixteen (16) years.
 - (c) Self-contained single phase meters and three-wire network meters shall be tested at least once in sixteen (16) years.
- (3) Varhour Meters. Varhour meters shall be tested in accordance with the schedule for the associated watt-hour meters.
- (4) Other Meters. Self-contained single phase meters and three-wire network meters shall be tested at least once in eight (8) years.

j. Schedule for Testing Demand Meters: The following schedule is required for testing demand meters:

- (1) Block Interval Demand-registers-equipped Watt-hour Meters:
 - (a) Meters with surge-proof magnets shall be tested once in twelve (12) years.
 - (b) Meters without surge-proof magnets shall be tested once in eight (8) years.
- (2) Block Interval Graphic Watt-hour Demand Meters shall be tested once in two (2) years.
- (3) Lagged Demand Meters shall be tested once in eight (8) years.
- (4) Pulse Recorders and Pulse-operated Demand Meters in combination with Pulse-initiated-equipped Watt-hour Meters shall be tested once in two (2) years. If a comparison is made between the meter registration and the recorder registration each billing period, and the recorder registration agrees within one percent (1%) of that registered by the associated meter, the schedule for pulse recorders and pulse-operated demand meters should be as indicated in (1) and (2) of this paragraph. If the meter registration checks do not agree within one percent (1%), the demand metering equipment should be tested.
 - (a) Meters with surge-proof magnets shall be tested once in sixteen (16) years.
 - (b) Meters without surge-proof magnets shall be tested once in eight (8) years.

k. Prepayment Meters: The Company shall not use prepayment meters geared or set as to produce a rate or amount higher than would be paid if a standard type meter was used, except pursuant to a special rate schedule for the particular class of service which has been filed with and approved by the Commission.

l. Records of Testing:

- (1) Selective Test Date: When authorized to utilize a selective testing program for alternating current watt-hour meters, the Company may retain the test date of the groups of lots of the meters selected for test, in lieu of the records required in (2) of this section.
- (2) Test Records. The Company shall keep the most recent test record of any installed meter for the period installed and for six (6) months after the meter is removed from service. Each record shall contain:
 - (a) Sufficient information to identify the meter;
 - (b) The date of the test;

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- (c) Reading of the meter;
- (d) Results of the test.
- m. *Meter Testing on Request of Consumer:*
 - (1) Written Request from Consumer. Upon receipt of a written request of a consumer at an office of the Company, the Company shall, within twenty (20) days, test the accuracy of the meter through which the consumer is being served.
 - (a) A request from a consumer for replacement of the service meter on his/her premises because of alleged inaccuracy of the meter shall be deemed a request for the test of the meter, pursuant to this chapter.
 - (2) Determining Charge. No charge shall be made for a meter test requested by the consumer unless the meter is found to test within limits of accuracy prescribed by this Chapter, in which case the Company may make the charge prescribed in its approved tariffs.
 - (3) Test in Presence of Consumer. A consumer may make written request to be present when the Company conducts the test on his/her meter and have an expert or other representative present at the time; in which case, the Company shall conduct the test in the presence of the consumer or the customer's representative, but during regular working hours of the Company.
 - (4) Written Report to Consumer. A written report stating the name of the consumer requesting the test, the date of the request, the location of the premise where the meter has been installed, type, make, size, and serial number of the meter, the date of removal, the date tested, and the result of the test shall be supplied to such consumer within ten (10) days after the completion of the test.
 - (5) Consumer Submeter Test Provisions. Each party affected by a consumer submeter may make demand of the consumer to test the consumer submeter, and the testing requirements and the time for such testing shall be as set forth in (1) through (5) of this Section.
- n. Referee Meter Tests by Commission.
 - (1) Test by Commission. Upon written request to the Commission by a consumer, a test may be made of the consumer's meter by a representative of the Commission. The test shall be made as soon as reasonably possible after the receipt of the request.
 - (2) In the Presence of Consumer. The consumer may make a written request to be present or have a representative present to witness the testing of the meter by the representative of the Commission. Upon receipt of such request, the Commission shall notify the Company to remove and seal the meter in the presence of the consumer and to keep the meter in the same condition, with the seal unbroken, until the test can be made in the presence of the consumer and/or his/her representative. The Company may also have a representative present at the Commission's test. Where, upon testing, the meter is found to be within limits of accuracy specified in this Chapter and has been tested within the last sixteen (16) years, the Company may charge the consumer its costs as filed in its tariffs in connection with the test.

D. Meter Reading, Meter Reading Records, Cards and Charts

- 1. **Meter Reading Records.** The meter records shall show:
 - a. Consumer's name, address, and rate schedule symbol;
 - b. Identifying number or description of the meter;
 - c. Meter readings and dates thereof;
 - d. If the reading has been estimated;
 - e. Any applicable multiplier or constant.
- 2. **Meter Charts.** All charts taken from recording meters shall be marked with the date of record, the meter number, consumer's name and location, and the chart multiplier.

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3. **Meter Constants or Multipliers.** Each service meter shall clearly indicate the reading from which the charge is made to the consumer. In any case where the dial reading of a meter must be multiplied by a constant to obtain the units consumed, the proper constant to be applied shall be clearly marked on the face or dial of the meter.
4. **Meter Reading Information.** Each service meter shall be read by the Company, or a consumer may be allowed to read his own meter as indicated in Chapter IV.A.2.a.(3) of these rules.
 - a. *Meters Read by the Company:* The Company shall read each service meter at monthly intervals on approximately the same day of each meter reading period. The Company may delegate the reading of the meter to the consumer; however, the reading must be verified by the Company every six (6) months. Whenever it is not possible, with reasonable diligence, to read a meter for a billing period, the Company may submit an estimated bill based upon previous usage and other available information, the amount of such estimated bill to be adjusted as necessary when the next actual meter reading is obtained. No more than two (2) consecutive estimated bills shall be rendered without the Company reading the meter.
 - b. *Meters Read by the Consumer:* In the event the customer reads his own meter by mutual consent of the Company and the customer, the procedure for meter reading by the consumer shall provide for meter reading at approximately monthly intervals. When the consumer fails to furnish meter readings the Company may submit an estimated bill based on the consumers previous usage and other available information, the amount of such estimated bill to be adjusted, as necessary, when the next actual reading is obtained. No more than two (2) consecutive bills shall be rendered without the Company reading the meter.
 - c. *Access to Meters and other Company-owned Facilities:* The Company shall at all reasonable times have access to meters, service connections, and other property owned by it on a consumer's premises. Refusal on the part of the consumer to provide reasonable access for the above purposes shall be deemed to be sufficient cause for discontinuance of service on the part of the Company, after the notice provided in Chapter IV for discontinuance of service for nonpayment of bills. The company shall provide its employees with a means of identification in order to claim the right of access.
 - d. *Special Meter Reading Request:* Whenever a special meter reading is required following a request by a consumer, the Company shall not make a charge for the special meter reading, whether or not its applicable tariff authorizes a charge for a special meter reading, unless the consumer has requested and received special meter reading within the previous (12) months.
5. **Consumer Submeter Record Information.** Consumer submeter records shall contain the information set forth in D.1. and D.3. of this Section and such meters shall be read within three (3) days of the applicable Company meter being read by the Company.

E. Power Supply

1. **Standard Frequency:** The standard frequency for alternating current distribution systems shall be 60 hertz.
2. **Voltage Limits:**
 - a. *Secondary Voltages:* The voltage at the Company's point of delivery, as installed for each consumer, shall be maintained within the limits specified in (1) through (4) of this subsection. Commission approval must be granted before the Company may adopt any standard voltage not included in this table in (4) of this subsection. Where three-phase service is provided, the Company shall exercise reasonable care to assure that the phase voltages are balanced. The preferred and tolerable ranges conform to the current version of ANSI Standard C84.1, or equivalent ANSI standard as later amended.
 - (1) Preferred Secondary Voltages. The secondary voltage described above shall normally be maintained within the preferred range specified in the table (4) of this subsection.

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- (2) Tolerable Secondary Voltage. The secondary voltage described above will be permitted in the tolerable range specified in the table in (4) of this subsection under abnormal conditions if it is limited in frequency of occurrence and duration, providing that measures are initiated within a reasonable period of time to bring the voltage within the preferred range.
- (3) Emergency Secondary Voltages: Voltages outside the limits specified in (4) of this subsection may infrequently occur due to:
 - (a) Addition of significant loads without proper notice to the Company;
 - (b) Adverse action of the elements;
 - (c) Failure of principal supply line or equipment necessitating use of alternate routes;
 - (d) Temporary separation of part of the system from the main system;
 - (e) Causes beyond the control of the Company.
- (4) Table:

Normal Voltage	Preferred Voltage Range		Tolerable Voltage Range	
	Minimum	Maximum	Minimum	Maximum
120	114	126	110	
208Y/120	197Y/114	218Y/126	191Y/110	220Y/127
240/120	228/114	252/126	220/110	254/127
208	197	218	191	220
416Y/240	395Y/228	436Y/252	381Y/220	440Y/254
480/240	456/228	504/252	440/220	508/254
460Y/265	437Y/252	483Y/279	422Y/244	487Y/281
480Y/277	456Y/263	504Y/291	440Y/254	508Y/293
440	418	462	403	466
480	456	504	440	508
832Y/480	790Y/456	873Y/504	762Y/440	880Y/508
600	570	630	550	655

- b. Primary Voltages: The following limits shall apply where the Company supplies service at primary voltage.
 - (1) Industrial Consumers. For services rendered principally for industrial or power purposes, the voltage shall not exceed ten percent (10%) above or ten percent (10%) below the nominal voltage of the low side of the transformer.
 - (2) Special Contract Extension. The limitations in (1) of this subsection do not apply to special contracts in which the consumer specifically agrees to accept service with a different voltage regulation.
- 3. **Servicing Utilization Control Equipment.** The Company shall service and maintain any equipment it installs, owns, and uses on consumer's premises and shall correctly set and keep in proper adjustment any thermostats, clocks, relays, time switches, or other devices which control the consumer's service.
- 4. **Supply to Motors.**
 - a. Fractional horsepower motors, ¾ h.p. and smaller, may be connected on 120 volts supply and used anywhere on the company's lines, providing the starting or locked rotor current is not excessive, as explained under Paragraph 5, Motor Starting Currents.
 - a. Motors larger than ¾ h.p. up to 6.5 h.p., inclusive, shall normally be supplied at 240 volts single phase, or 208 volts single phase, whichever is available. Such motors, however, may be three phase, providing the customer already has three phase supply, or has arranged with the Company to obtain three phase supply.

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- c. Motors larger than 6.5 h.p. shall be three phase in all locations where the Company can supply three phase service.
- d. In locations where customer's requirements call for motors larger than 6.5 h.p., and three phase supply is not available, it is necessary that customer consult with a representative of the Company before proceeding with plans to operate single phase motors larger than 6.5 h.p.
- e. The standard form of electricity, as to phase, in residential or in rural areas, shall be single phase (except in locations where polyphase is already available), and customers or applicants for residential or rural service in such areas should arrange to utilize single phase electricity. In the event polyphase service is requested in such areas, the feasibility of the extension of facilities for polyphase service shall be determined by the Company, in the same manner as for any other service extension, upon the basis of the prospective annual revenue which may be necessary to justify such an extension.
- f. At the Company's option, service at primary voltage may be provided where advantageous to the customer.
- g. In any and all cases, the voltage, phase, and frequency of the supply shall be as approved by the Company.

5. Motor Starting Currents:

- a. Total motor starting current is defined as the steady state current taken from the supply line with motor rotor or rotors locked, with all other power consuming components including a current reducing starter, if used, connected in the starting position, and with rated voltage and frequency applied.
- b. The following tables furnish motor starting currents permitted by the Company on its supply system. These starting currents apply to combined light and power secondary systems and are based on not more than four starts per hour with long periods of continuous operation under maximum load conditions, except that domestic laundry equipment with operating cycles and electrical characteristics as presently available is acceptable. The Company must be consulted where these conditions cannot be met, or where equipment rating and/or starting characteristics exceed the values in the following tables.

(1) Equipment With Motors Rated in Horsepower:

<u>Equipment Rated At:</u>	<u>Total Motor Starting Current Not to Exceed</u>
115 volts, single-phase.....	50 amp
230 volts, single-phase	
2 hp or less.....	60 amp
2 hp to 6.5 hp	60 amp plus 20 amp per hp in excess of 2 hp
Over 6.5 hp.....	Consult the Company
220-208 volts, three phase*	
2 hp or less.....	50 amp
2 hp to 19.9 hp.....	50 amps plus 14 amp per hp in excess of 2 hp
Over 19.9 hp.....	Consult the Company

(2) Room and Unitary Air Conditioning or Heat Pump Equipment Rated in BTU per Hour:

<u>Equipment Rated At:</u>	<u>Total Motor Starting Current Not to Exceed</u>
115 volts, single-phase.....	50 amp
230 volts, single-phase	
20,000 BTUH or less.....	60 amp

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20,000 BTUH to 50,000 BTUH.....	60 amp plus 3 amp per 1,000 BTUH in excess of 20,000 BTUH
Over 50,000 BTUH.....	Consult the Company
220-208 volts, three phase*	
20,000 BTUH or less.....	50 amp
20,000 BTUH to 50,000 BTUH	50 amps plus 2.5 amp per 1,000 BTUH in excess of 20,000 BTUH
50,000 BTUH to 225,000 BTUH.....	125 amp plus 1 amp per 1,000 BTUH in excess of 50,000 BTUH
Over 225,000 BTUH.....	Consult the Company

*Normally three phase supply is not available for residential service for units rated below 70,000 BTUH.

- (a) Where the equipment contains more than one motor and some motors are arranged for sequence starting, Table (1) applies to that combination of power consuming components simultaneously started that produces a higher draft of starting current than any other combination. The interval between successive steps shall not be less than one-half second.
- (b) Where the design of the equipment is such that unequal currents appear in the supply wires (i.e., 115 volt auxiliary motors on 230 volt single phase equipment or single phase auxiliary motors on three phase equipment), Table (1) applies to the supply wire carrying the largest current.
- (c) For motors and equipment rates at voltages other than 220 volts, the locked rotor currents specified in Table (1) shall be multiplied by the inverse ratio of the voltages.

6. Electric Welders.

- a. A transformer arc welder whose rated primary current input does not exceed 15 amperes may be operated anywhere on 120 volt single phase service.
- b. A transformer arc welder whose requirements exceed 15 amperes at 120 volts, must be supplied at 240 or 208 volts, or higher.
- c. Electric welders may be connected for service only where the Company's local facilities for power supply are sufficient to permit the operation of the welder without interference with the quality of service to other customers, or where the customer has already made satisfactory arrangements with the Company for such operation. Applications for supply in such cases should include sufficient information as to nameplate data and operating characteristics to permit the determination of the power requirements of the welder.

7. Grounding. Customer's wiring installation shall be effectively grounded as required by the Code by means and methods specified therein. In particular, this includes grounding of the neutral or "identified" wire in customer's service entrance, the meter base and all metal enclosures containing metering equipment, main service switch boxes, and entrance conduit run.

8. Fluctuating Loads. For installations having equipment requiring intermittent operation, such as elevators, furnaces, large welders and the like, the Company may require that means be employed to limit such fluctuations by the use of corrective equipment such as flywheel motor generator sets, or by other means.

9. Quality of Service. In the event that any consumer operates or connects any electrical device to his/her electric system which causes an interference, noise, distortion of the 60 Hz sine wave, or other disturbance on the system of the company which results in a disruption, disturbance, or interference to the Company, its consumers, or a communication company or its consumers, the Company shall:

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- a. Require the consumer causing the problem to take corrective measures by installing suitable or special equipment necessary to eliminate or reasonably to eliminate or reasonably limit such adverse effect , or;
- b. Install, at the consumer's expense, equipment specifically designed to reasonably limit such adverse effect. The consumer causing the problem shall bear all expenses necessary to eliminate the adverse conditions or be subject to a discontinuance of service after written notice so that other consumers are not deprived of the quality of service provided prior to the existence of the problem. Where the Company believes the condition creates a hazard to the public, the Company shall notify the consumer as soon as practical after the disconnection.

10. Load Balance. Customer's wiring installation shall have a sufficient number of branch circuits and be so connected that the load on each side of the supply neutral is as nearly equal as possible.

F. Other

1. Aerials.

Radio or television receiving or transmitting aerials shall not be attached to Company's poles, nor be installed in such manner that they cross over or under Company's lines, nor be placed within six (6) feet thereof.

2. House Moving.

Whenever a house, derrick, building or other obstruction is to be moved over a route traversed or crossed by the Company's overhead wires or guys, advance written notification must be given at the Company's district office and arrangements made for the proper handling of any wires or guys which must be raised or moved. In no case shall anyone except the Company's employees attempt to cut, raise, lift or move any of the Company's wires, guys, poles or other facilities. Payment for such arrangements may be requested to be made in advance.

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CHAPTER IV
BILLING PRACTICES

A. Billing and Payment Standards

1. **Bill Rendered.** The Company will normally render a bill for each billing period to every customer in accordance with its applicable rate schedule. Failure of a customer to receive a bill shall not relieve him of his obligation for payment thereof. A bill rendered by mail shall not be mailed later than the mailing date on the bill.
2. **Usage.** Each billing statement rendered by the Company will be computed on actual usage during the billing period except as follows:
 - a. The Company may render a bill based on estimated usage:
 - (1) To seasonally billed customers.
 - (2) When extreme weather conditions, emergencies, labor agreements, or work stoppages prevent actual meter readings.
 - (3) When the Company is unable to obtain access to the customer's premises for the purpose of reading the meter, or in situations where the customer makes reading the meter unnecessarily difficult. If the Company is unable to obtain an actual meter reading for these reasons, where practicable, it will undertake reasonable alternatives to obtain a customer reading of the meter, such as mailing or leaving postpaid, preaddressed postcards upon which the customer may note the reading, unless the customer requests otherwise.
 - b. The Company will not render a bill based on estimated usage for more than two consecutive billing periods, except under conditions described in Paragraph A2a(1) and A2a(2) of this rule.
 - c. When the Company renders an estimated bill in accordance with these rules, it will:
 - (1) Clearly and conspicuously note on the bill that it is based on estimated usage.
 - (2) Use customer supplied readings, whenever possible, to determine usage.
 - d. When the Company underestimates a customer's usage, the customer will be given the opportunity, if requested, to make payment in installments.
3. **Estimated Usage.** If the Company is unable to obtain an actual meter reading for two consecutive billing periods, the Company will advise the customer by first class mail or personal delivery that the bills being rendered are estimated, that the estimation may not reflect the actual usage and that the customer may read and report electric usage to the Company on a regular basis. The procedure by which such reading and reporting may be initiated will be explained.
4. **Access to Meter.** If a customer fails to report usage to the Company, the Company shall obtain a meter reading at least semiannually. The Company will notify the customer that if usage is not reported regularly by the customer and if the customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to Section C following.
5. **Average Payment Plan.** Notwithstanding Section A2 of this rule, Company may bill its customers in accordance with an Average Payment Plan at the election of the customer.
6. **Meter Reading Cycle.** The Company will bill its customers on a cyclical basis so each individual customer receives each billing on or about the same day of each billing period. If Company changes a meter reading route or schedule which results in a significant alteration of a billing cycle, notice will be given the affected customer.
7. **Payment Date.** The Company will permit each residential customer at least twenty (20) calendar days from the date of rendition of each bill for payment in full. All other customers will be permitted the number of calendar days specified on the applicable rate schedule, but not less than fourteen (14) days.

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- a. *Penalty:* Bills remaining unpaid past the due date will be assessed a one-time late payment charge of one and one-half percent (1 1/2%) on any unpaid balance due at each monthly billing period. If the last calendar day for remittance falls upon a Sunday, legal holiday, or any other day when the offices of the Company regularly used for the payment of customer bills are not open to the general public, the final payment date will be extended through the next business day. The date of payment for remittance by mail is the date on which the Company receives the remittance. All bills not paid by the last calendar day for remittance are delinquent.
- b. *Dishonored Checks:* The Company shall not refuse to accept payment by check from any consumer unless the Company has, within the preceding twelve (12) months, received as tendered payment of the consumer's account two (2) or more negotiable instruments which were dishonored by the financial institution on which they were drawn. The Company will charge an amount listed in Schedule CA for each dishonored check received from a customer.

8. Every bill for utility service will clearly state:

- a. The name under which service is billed;
- b. The applicable rate schedule;
- c. The beginning and ending meter readings of the billing period and the dates thereof;
- d. The quantity and kind of units used for billing;
- e. The date by which the consumer must pay the bill in order to avoid addition of a penalty;
- f. Any previous balance;
- g. The amount due for electric usage;
- h. The amount due for other authorized charges;
- i. The total amount due;
- j. The name, address and telephone number of the Company;
- k. License, occupation, gross receipts, franchise, and sales tax;
- l. The fuel adjustment or purchased power adjustment factor as a cents per unit basis;
- m. The total amount due after any late payment charges have been added;
- n. A distinct marking to identify an estimated bill;
- o. The amount of any late payment penalty.

If there is a conversion from meter reading units to billing units, or any calculation to determine billing units from recording or other devices, or any other factors used in determining the bill, full information shall be furnished to the consumer upon request.

An electric bill submitted by the Company furnishing electric service to the consumer shall be allocated to the party(ies) affected by such consumer submeters in a manner approved by and on file with the Commissioner's Director of the Public Utility Division.

9. Separate Metering and Billing. Separate customer premises shall be metered and billed separately even if under common ownership, and combined metering or billing shall not be permitted. Such premises shall be considered separate when not on the same tract or contiguous tracts of land, or when each is a complete unit not physically integrated with, or essentially a part of, the other or others, and each renders a complete service or produces a finished product. Tracts of land separated by public streets, roads, or alleys shall be considered non-contiguous tracts.

10. Application of Partial Payments. If non-utility merchandise or non-utility services are purchased from or through the Company, the Company shall apply payments for less than the total amount of the bill to utility service unless the customer otherwise directs.

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11. **Service Not Disconnected.** At locations where, as provided under Chapter II, Section A.4.a.(1) hereof, service is not to be disconnected upon vacation of premises, a customer desiring to terminate service shall notify the nearest Company office, and receive, either in person at the office, or by mail, a regular card form for final meter reading by customer. Upon return of the final meter reading to the Company office, either by mail or in person, settlement of the customer's account may be completed, either directly or by mail.
12. **Fraudulent Use.** If the Company determines that a customer has engaged in unlawful or fraudulent use or procurement of service, the Company may, in addition to the remedies provided in Chapter IV, Section B2 and Section C1, require a reasonable payment for estimated service rendered. The amount of the payment required may be based on average consumption during a period when the customer did not engage in unlawful or fraudulent use or procurement of service, or on average consumption for a customer with comparable consumption patterns.

B. Guarantee of Payment

1. **Deposit Requirements for New Customers.** The Company may require a security deposit or other guarantee as a condition of new service. The deposit made by the consumer with the Company at the time of application for electricity shall not constitute an advance payment to cover service bills, but for all purpose it is to be considered as security for the payment of monthly bills and/or other proper charges. The Company may require any customer to provide credit information to the Company before service is made available.
 - a. *Residential Customers:* A deposit will not be required of a residential customer who meets the following requirements:
 - (1) Provides sufficient prior credit history upon which a credit may be based;
 - (2) Has no unpaid, undisputed service account with the Company or a prior utility furnishing similar service accrued within the last five years;
 - (3) Within the customer's last twelve consecutive months of service with the Company or a utility furnishing similar service, the customer has not been disconnected for nonpayment, paid late more than twice, nor rendered a bad check for payment. The twelve month service period shall have been within eighteen months prior to the application for new service;
 - (4) Has not, in an unauthorized manner, interfered with, diverted or used the service of a utility within the last five years.

Residential deposits may not exceed one-sixth the estimated annual bill. Required deposits may be paid by the residential applicant one-half prior to the commencement of service and one-half over the first billing period. If the deposit is not paid by the due date, the amount of the deposit charge will become a part of the past due amount owed, and monies paid shall be applied to the oldest past due amount.

- b. *Nonresidential Deposits* The Company may require an advance deposit as a condition of service for nonresidential customers. The Company may request credit information for nonresidential customers, that may include but not be limited to the following:
 - (1) References from a previous utility;
 - (2) Banking references;
 - (3) Financial statements;
 - (4) Reports from commercial credit sources.

The amount of non-residential deposits shall be one-sixth the estimated annual bill. Payment may be required before commencement of service. If not paid in full prior to the commencement of service, the deposit charge will become part of the past due amount owed and monies paid shall be applied to the oldest past due amount.

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- 2. Deposit Requirements for Existing Customers.** The Company may require a security deposit or other guarantee as a condition of continued service due to any of the following:
- a. The service of the customer has been discontinued by the Company for non-payment of a delinquent account not in dispute;
 - b. The customer has, in an unauthorized manner, interfered with or diverted the service of the Company on or about or delivered to the customer's premises, or tampered with any Company equipment; or customer has benefited from such action or actions by any person or persons;
 - c. The customer has rendered an insufficient funds check to the Company in the preceding twelve (12) months;
 - d. The customer has failed to pay undisputed charges by the due date twice in the preceding twelve (12) months;
 - e. The customer has misrepresented his identity for the purpose of obtaining service;
 - f. When a deposit is found to be inadequate to cover one-sixth the estimated annual bill for electric service and one or more of the above conditions also apply.

Required deposits for continued service may be paid by the existing residential customer over a four-month period unless the Company can show a likelihood that the customer does not intend to pay for continued service. If deposit installments are not paid by the due date, the amount of the deposit charge will become a part of the past due amount owed and monies paid shall be applied to the oldest past due amount.

3. Standards.

- a. No deposit shall be required by the Company because of a customer's income, geographical location of service, family relationship, race, color, creed, religion, sex, marital status, age, public assistance status, or other arbitrary criteria. Nothing herein shall prohibit the Company from ensuring that agreements with persons who are legally incompetent to enter agreements are legally binding.
- b. The Company will apply deposit standards uniformly as a condition of electric service to all customers.

4. Interest. Interest on cash deposits shall be paid at the rate established annually by the Director of the Public Utility Division of the Oklahoma Corporation Commission. The rate shall be calculated as follows:

- a. For all deposits returned within one (1) year or less, the interest rate shall be established the 1st day of January each year as the average of the weekly percent annual yields of one (1) year U.S. Treasury Securities for September, October and November of the preceding year. The interest rate shall be rounded to the nearest basis point.
- b. For deposits held longer than one (1) year, the interest rate shall be established the 1st day of January of each year as the average of the weekly percent annual yields of 10 year U.S. Treasury Securities for September, October and November of the preceding year. The interest rate shall be rounded to the nearest basis point.
- c. The interest rates shall not change unless the application of the formulas in the above paragraphs result in a change in interest rate(s) that is/are greater than two hundred (200) basis points.

Interest at the rate established by the Commission will be paid on all deposits held more than thirty (30) days retroactive to the date of deposit. Interest will either be credited to the service account of the customer on an annual basis or paid upon the return of the deposit. The deposit shall cease to draw interest on the date it is returned or credited to the consumer's account. Interest shall not accrue on any cash deposit after the date the Company has made a reasonable effort to return such deposit to the customer. The Company will keep in its records evidence of its efforts to return such deposit. This rule shall not preclude the Company from crediting interest upon each service account during one monthly billing cycle annually.

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5. Refund of Deposits.

- a. Upon termination of service, the deposit, with accrued interest, will be credited to any unpaid charges that are part of the final bill and the balance, if any, will be returned promptly to the customer.
- b. The credit of a residential customer shall be established and the deposit and accrued interest shall be refunded promptly by the Company upon satisfactory payment by the customer of all undisputed charges for utility service for a period not to exceed twelve (12) successive months, where payment was not late more than twice, provided, however that service has not been discontinued within the twelve (12) month period. For purposes of this rule, payment is satisfactory if made prior to the date upon which the bill becomes delinquent, but payment shall be deemed not satisfactory if made prior to the date upon which the bill becomes delinquent but payment shall be deemed not satisfactory if made by a check subsequently dishonored. The deposit refund payment shall be made by credit against current billing, or, if requested by the customer, paid by check, providing the customer's bill is not delinquent. The company may withhold refund of the deposit funds pending the resolution of a matter in dispute involving discontinuance for non-payment or unauthorized interference by the customer.
- c. The Company will provide means whereby a person entitled to a return of a deposit is not deprived of the deposit refund even though he may be unable to produce the original receipt for the deposit, provided he can produce adequate identification to insure that he is the customer entitled to refund of the deposit.

The Company may apply all deposits subject to refund against existing undisputed utility charges, provided the amount of the refund is identified and disclosed on the bill. Deposits otherwise subject to refund may be withheld pending the outcome of any dispute.

6. Deposit Records.

- a. The Company will maintain a record of all deposits, received from customers, showing the name, account number, and address of each depositor, and the amount of the deposit and date received, and each transaction concerning the deposit. These records shall be retained for two (2) years after the deposit and/or interest is refunded or applied.
- b. Each customer posting a security deposit shall receive in writing a non-assignable receipt. The receipt shall contain the following minimum information:
 - (1) Name of customer;
 - (2) Date of payment;
 - (3) Amount of payment;
 - (4) Identifiable name, signature, and title of the Company employee receiving payment.

7. Guarantor.

- a. In lieu of a security deposit required by these rules, the Company may accept the written guarantee of a responsible third party to secure payment in an amount equal to that required for a deposit. The liability shall be limited to such amount, and the guarantor shall be discharged under the same conditions as would result in the refund of a deposit posted by the customer. If the third party guarantor is a customer of the Company, the Company may transfer the liability of the guarantor to the guarantor's account and collect such liability as if the liability were a charge for service rendered the guarantor.
- b. For purposes of this rule, payment is satisfactory if, as to undisputed bills, it is made prior to the date upon which the bill becomes delinquent. Payment of a disputed bill will be satisfactory if made within ten days of resolution or withdrawal of the dispute. The Company may withhold the release of the guarantor pending the resolution of a matter in dispute involving discontinuance for nonpayment or unauthorized interference by the customer.

- 8. Change in Location or Name of Customer.** Service will be considered continuous in regard to deposit requirements, and the customer will not be required to make an additional deposit provided the requirements of Section B2 are satisfied, under the following conditions:

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- a. When the time between the customer's request for discontinuance of service at one location and the customer's request for connection at another location is less than ninety (90) days.
- b. When the customer's name is changed as a result of marriage, divorce, adoption, or other reason, provided the conditions of Section B8a above are satisfied.

9. Sale or Transfer of Company or Operating Units Thereof. Upon the sale or transfer of the company or operating units thereof, the Company shall file, with the application of transfer, a verified list of all consumers from whom a deposit is being held, the date such deposit was made, the amount thereof, and the unpaid interest thereon. The information provided shall be treated a confidential and shall not be available for public inspection unless ordered by the Commission after notice and hearing.

C. Disconnection of Service by Company (165.35-21-2).

1. Sufficient Reasons for Disconnection of Service: Company may disconnect service to a consumer for any of the following reasons:

- a. Nonpayment of all or any portion of undisputed bills for utility service;
- b. Failure to comply with the terms and conditions of a settlement agreement or any type of deferred payment agreement or with a Commission order;
- c. Failure to post a deposit as prescribed in Section IV.B of these rules (OAC 165:35-19-10);
- d. Failure to make application for service;
- e. Misrepresentation of identity or facts for the purpose of obtaining service or use of an alias, trade name, business name, relative's name, or another person's name as a device to escape payment of an unpaid obligation for utility service provided to the consumer;
- f. Violation of any rule or regulation of the Commission or Commission approved rule of the Company;
- g. Unauthorized use of electricity accomplished through bypassing of the Company's measuring equipment or tampering with wires, pipes, meters, or other Company equipment;
- h. whenever the company has reason to believe that continued service will create a condition on the Consumer's premises that is dangerous to persons or property;
- i. Refusal to grant access at reasonable times for the purpose of installation, inspection, maintenance, replacement or reading of Company's equipment installed upon the premises of the consumer, or maintaining any obstruction that would deny access for these purposes;
- j. Potential adverse effect of the service required by the consumer on the service of other consumers of Company service, provided the consumer has been notified and given a reasonable opportunity to correct the adverse effect;
- k. Abandonment of the premises served;
- l. Upon request of the consumer pursuant to Section II.H of these rules (OAC 165:35-21-1);
- m. Causing injury or threatening to cause injury to an employee of the Company or the family of an employee of the Company or the property of the Company for the purpose of preventing a Company employee from engaging in activities authorized by law, or in retaliation for such activities;
- n. Violation of Company's rules regarding the operation of nonstandard equipment or unauthorized attachments, if the consumer was notified first and given a reasonable opportunity to comply with the rules;
- o. Violation of federal, state, or local laws or regulations through use of the service;
- p. Causing damage to Company property;
- q. A condition exists which poses a health or safety hazard.

2. Insufficient Reasons. Company shall not disconnect service to a consumer for any of the following reasons:

- a. Failure to pay for a different kind or classification for service from that requested;
- b. Failure to pay a bill correcting a previous underbilling due to misapplication of rates, unless Company has offered and consumer enters into a deferred payment agreement as provided elsewhere in this Chapter;

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- c. Failure of a previous owner or occupant at the premises or user of the service to pay an unpaid or delinquent account, except where the previous occupant remains an occupant or user of the utility service;
- d. Failure of a consumer to pay any portion of an estimated billing which consumer disputes, except where consumer fails to allow a Company representative access to the meter, or if the consumer that regularly reads the consumer's own meter fails to supply a current meter reading;
- e. If a current consumer in good standing accepts an additional household member who owes a previous bill to the Company, unless that additional household member is listed on the lease arrangements or another utility service as a responsible party, or unless the additional household member shared service with the subscriber at a different or same location.
- f. If a consumer or potential consumer owes a previously unpaid account from a different utility beyond the boundaries of the Company's service territory;
- g. Pending verification, service cannot be withheld or disconnected from a consumer whose name was used to obtain service at another location without the consumer's permission or knowledge;
- h. Nonpayment of an amount past due for more than three (3) years if the Company cannot substantiate the charges with a copy of the consumer's complete billing history reflecting usage, consumption and relevant charges;
- i. Failure to pay a past due amount to another utility.

3. Limitations and Special Provisions regarding Residential Disconnection.

- a. *Limitations on disconnections:* After notice and hearing, the Commission may issue an order that may include limitations on disconnection of residential utility service used or needed for the primary heating or cooling source.
- b. *Temporary ban on Disconnections:* The Commission shall have the authority to order a temporary ban on any or all disconnections during periods of extremely severe weather or when circumstances exist such that disconnection could create a situation dangerous to the life or health of consumers or to property.
- c. *Severe Weather Moratoriums:* If the high temperature is actually, or predicted to be 32 degrees Fahrenheit or below on the proposed day of disconnection, or the nighttime low is predicted to be 20 degrees Fahrenheit or less, the Company shall suspend its disconnection of service if the electric service is used for heating purposes.

If the service is used for cooling and the temperature is actually or predicted to be 103 degrees heat index or higher on the proposed day of disconnection, the Company shall suspend its disconnection activity. Nothing in this Section shall prohibit the Company from establishing a higher temperature threshold for residential heating purposes below which it will not disconnect utility service, or from establishing a lower temperature threshold for residential cooling purposes above which it will not disconnect utility service.

service when a residential customer is unable to pay an account in full. The Company shall not disconnect service for nonpayment of a bill if the consumer enters into a deferred payment agreement with the Company. The Company may continue to disconnect utility service for unauthorized use of the Company's measuring equipment or tampering with wires, pipes, meters, or any other utility equipment or obtain service without contract.

- d. *Financial Assistance Delay:* When a residential consumer has applied for and is awaiting financial assistance, including social security income, from a federal, state, or local social service agency, and the Company has initiated written notice of disconnection, it shall delay disconnection of service for a period of at least twenty (20) days from the date when such notice was either delivered or mailed to the premises where service is rendered, provided;
 - (1) The reason for disconnection is nonpayment of the utility bill;
 - (2) The consumer has notified the Company that the consumer has applied for and is awaiting financial assistance;
 - (3) Verification from the involved agency has been provided in a form prescribed by the Company upon its request;

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- (4) The consumer has entered into a deferred payment agreement as prescribed pursuant to subsection (e) of this Section if the expected financial assistance is less than the amount owed for services.
- (5) Under no condition is the Company required to furnish or continue service to the consumer unless there is a reasonable expectation of payment for such service, except where other rules of the Oklahoma Corporation Commission apply.
- e. *Deferred Payment Agreement:* The Company shall offer a deferred payment agreement before disconnecting. The Company may mail a confirmation of the terms of the deferred payment agreement if it is made orally. A deferred payment agreement may be entered into by the consumer up to, but not including, the day of disconnection. The Company may require a reasonable partial payment at the time the deferred payment agreement is made.
 - (1) Deferred payment agreement means a just and reasonable agreement offered by the Company and agreed to by the consumer which provides for the payment of all future bills during the period of agreement by the due date and the payment of the balance of any outstanding bills in reasonable installments based upon;
 - (a) Consumer's verified gross income less employer deductions;
 - (b) Size of the delinquent account;
 - (c) Consumer's ability to pay;
 - (d) Consumer's payment history with the Company;
 - (e) Length of time over which the debt has accumulated and reasons why debt has not been paid;
 - (f) Other extraordinary expenses of the consumer;
 - (g) Loss of income through unemployment or illness;
 - (h) Any other relevant factors concerning the circumstances of the consumer.
 - (2) The payments under such an agreement need not be equal in amount.
 - (3) The consumer shall initiate renegotiation prior to breach of the deferred payment agreement. The deferred payment agreement shall be renegotiated if financial circumstances, such as loss of income through unemployment or illness, or any other relevant factors concerning the circumstances of the consumer change during the payment period.
 - (4) If the consumer fails to comply with the terms of the deferred payment agreement, the consumer will be subject to disconnection without further notice if the disconnection date on the first and second notice has not passed. If the disconnection date has passed, the Company shall provide at least twenty-four (24) hours notice of disconnection to the consumer.
 - (5) Under no condition is the Company required to furnish service to the consumer unless there is a reasonable expectation of payment for such service except where other rules of the Commission apply.
- f. *Life-threatening situation:* For purposes of this Section, a life-threatening situation is defined as one where the consumer or other permanent resident of the household is dependent upon equipment that is prescribed by a physician, operates on electricity, and is needed to sustain the person's life. Examples of life-sustaining equipment are: kidney dialysis machine, iron lung, oxygen concentrators and certain other oxygen machines, cardiac monitor, heating and air conditioning equipment, or any other equipment that is prescribed by a licensed medical doctor. If battery back-up is normally available for the life-sustaining equipment, then disconnection of service is not considered a life-threatening situation. The following are not considered to be life-sustaining equipment: hot water heater, refrigerator, range/stove, nebulizers that are battery-driven or hand-driven or self-contained, battery-driven sleep apnea monitors, battery-driven cardiac monitors.
 - (1) When a consumer to whom service is provided is unable to pay the account in full, the Company shall suspend disconnection of service, or reconnect if disconnected, if the consumer notifies the Company that disconnection of service will give rise to a life-threatening condition for the consumer or other permanent resident of the household should electric service be terminated and within thirty (30)

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- calendar days of the initial notification the consumer returns the Medical Certificate described in (2) and (3) of this subsection.
- (2) The consumer shall use a Medical Certificate form, as set forth in (3) of this subsection, to verify the existence of a life-threatening situation. The form shall be provided by the Company at no cost to the consumer. The consumer shall choose the appropriate licensed medical doctor or osteopath to certify the existence of a life-threatening condition and the certification shall be at no cost to the Company.
 - (3) The service account name holder shall sign the Medical Certificate form provided by the Company at the appropriate space, indicating knowledge that a permanent resident of the household is applying for the life-threatening situation certificate, and further acknowledging responsibility for payment of bills rendered for electric service. The Medical Certificate Form shall be in substantially the following form:

**THE EMPIRE DISTRICT ELECTRIC COMPANY
To Verifiers of Utility Consumers Having Life-Threatening Conditions**

The Oklahoma Corporation Commission requires electric and gas utilities under its jurisdiction to honor certificates which attest to the fact that a utility consumer or a permanent member of the household has a medical condition such that discontinuance of service will give rise to a substantial risk of death or a grave impairment of the health of the utility consumer or other permanent resident of the premises where service is rendered. The respective consumer may initially certify the condition, but further verification of the condition is required if it persists beyond a 30-day period. Verification must be by medical personnel licensed by the state and/or county. These include medical doctors, doctors of osteopathy, and county medical directors. You are being asked to provide verification that the stated condition still exists and will continue to exist for a specified period of time.

Please be advised that your actions in this matter may result in this person being permitted to use utility services without immediate payment if their financial condition so warrants. However, full restitution is required when the "life-threatening" condition ceases to exist.

We appreciate your willingness to participate as a verifier and trust you will do so advisedly, considering the fact that energy consumed during this period must eventually be paid for by the utility consumer.

We want to assure that those utility consumers having a genuine life-threatening condition in their homes are not mistaken for those who would abuse this privilege at the expense of other ratepayers.

CONSUMER INFORMATION

Name of Consumer: _____ Account Number: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Home Phone: () _____ Place of Employment: _____
Name of impaired individual if other than consumer: _____
Relationship if other than consumer: _____

HEALTH CONDITION VERIFICATION

Name of Patient: _____ Nature of medical problem: _____

Is this situation considered life-threatening without electric service? Yes No
What is the estimated duration of the life-threatening condition? _____

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Specify the effect service discontinuance will have upon the health of the impaired individual:

Specify any electrical equipment which is necessitated by the medical problem _____

Name: _____
Agency: _____
Address: _____
City: _____ State: _____ Zip-Code: _____
Home Phone: _____

CUSTOMER REQUEST FOR DELAY OF DISCONNECTION BECAUSE OF LIFE THREATENING CONDITION

I, _____, the electric service account holder at _____, hereby notify The Empire District Electric Company (hereinafter referred to as the Company) that I am unable to pay the past due amount shown on the disconnect notice that is due _____, and that having electric service disconnected would create a life-threatening situation for _____, who is a permanent resident of these premises.

I understand that to avoid disconnection I must secure certification from a licensed medical doctor or osteopath that disconnection would give rise to a substantial risk of death or a grave impairment to the health of the occupant specified above. I understand that it is my responsibility to secure this certification from a medical practitioner of my choice, at no cost to the Company, and that this certified form must be returned to the Company within thirty (30) days from the date of request entered below. I understand that if the life-threatening condition continues to exist, the disconnection suspension may be extended for an additional thirty (30) days beyond this date if the extension is requested prior to the expiration of the first thirty (30) day period.

I further understand that this certification does not relieve my responsibility for payment of utility service bills now due or those incurred during the suspension period and that the Company is not required to furnish service beyond a total of sixty (60) days for the life-threatening condition without full payment of the account or acceptable payment arrangements on any unpaid balance.

Date of customer request: _____

Customer signature: _____

Customer Phone Number: _____

PHYSICIAN'S CERTIFICATION OF LIFE-THREATENING CONDITION

I, _____, a medical doctor or osteopath licensed by the state of _____, do hereby certify that disconnection of electric service to the premises where the above named person resides would give rise to substantial risk of death or grave impairment to their health due to the following medical condition

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_____ which requires operation
of the following electrical equipment for the well being of said patient:

This certification is valid from the signature date through _____

Physician's Signature: _____
Signature Date: _____

- (4) Completion of (1), (2) and (3) of this subsection will suspend disconnection of electrical service to the specified residence for a period of thirty (30) days from the initial notification. This 30-day period allows the consumer to pay the account in full or enter into a deferred payment agreement with the Company and/or make alternative arrangements for the person(s) named on the certified form as having the life-threatening condition. After thirty (30) days, normal collection action will resume. The 30-day period may be extended by the Company at the request of the service account name holder for one (1) additional contiguous 30-day period, but only if necessitated by the life-threatening condition (as indicated on the Medical Certificate form). The request for the additional 30-day extension must be made before the end of the initial 30-day period. The Company is not required to furnish service to the consumer beyond a total of sixty (60) days for the life-threatening condition without full payment of the account or acceptable payment arrangements on any unpaid balance.
- (5) Verification of the medical condition of the consumer or other permanent resident in the household by the Company may include the following:
 - (a) Company personnel may visit the consumer's residence with the consumer's permission to verify that life-sustaining equipment is being used.
 - (b) Company personnel may verify the doctor's signature and clarify the medical terms of the diagnosis which is the reason for the life-threatening certificate.
- (6) This disconnection and collection abeyance in no way absolves the consumer from full responsibility for payment in full of the utility service bills rendered, and is intended for the purpose of providing the consumer an opportunity to maintain service during the life-threatening situation within the prescribed time frames.
- (7) Failure of the service account name holder to fully comply with this subsection may result in denial of life-threatening status and the Company may renew collection activities, including termination of service to said residence.
- (8) Any consumer who uses this subsection to avoid disconnection or for reconnection of service and does not complete the required documentation will be subject to disconnection.
- g. *Commission Notification Procedure for Elderly and/or Handicapped Consumers:* Elderly and/or handicapped consumers are those consumers who have notified the Company in writing that they wish to be included in the Commission notification procedure available to them and who have a permanent impairment which substantially limits their ability to pay for utility service or who are over sixty-five (65) years of age. The Company shall notify the consumer during the initial application for service and annually thereafter of this additional notification procedure. The Company may require verification of the consumer's qualifications for this notification procedure.
 - (1) At any time prior to disconnection of service, the Commission notification procedure shall be available to those elderly and/or handicapped consumers who have notified the Company in writing that they wish to be included in the following Commission notification procedure:
 - (a) Company shall notify the Commission's Consumer Services Division by telephone at least five (5) days prior to disconnection.

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- (b) Such notification shall be confirmed in writing by the Company and mailed to the Commission's Consumer Services Division the same day as the telephone notification. Written confirmation shall contain at a minimum:
 - (i.) The name, address, telephone number, and account number of the involved parties;
 - (ii) The words "NOTICE", "SERVICE SUBJECT TO CUTOFF", and "SENIOR CITIZEN/HANDICAPPED CONSUMER" should be conspicuously placed on the notice in bold, capitalized letters;
 - (iii) The scheduled date for disconnection;
 - (iv) The unpaid balance amount;
 - (v.) The name and telephone number of a contact person at the Company.
- (c) The Company shall delay disconnection of the elderly and/or handicapped consumer's service for five (5) additional days upon request of the Commission's Consumer Services Division.
- (d) The Commission notification procedure is in addition to the other requirements set forth in this Subchapter which the Company shall meet prior to disconnection of service.
- h. *False Information:* If a consumer provides false or misleading information to the Company in order to avail the consumer of the provisions applicable to the financial assistance delay, deferred payment agreement, life-threatening situation, or Commission notification procedure for elderly and/or handicapped consumers, the false information shall be grounds for disconnection of service by the Company.
- i. *Consumer Liability:* Reconnection or continuance of service under this Section shall not in any way relieve the consumer of the consumer's liability incurred for utility service.
- j. *Service Limiters:*
 - (1) If the Company has met all of the conditions delineated in this Subchapter and the consumer is now subject to disconnection of service, the Company may place a service limiter on the consumer's meter to restrict usage in lieu of disconnecting the consumer's service.
 - (a) If a limiter is placed on the consumer's meter, the Company will leave proper notification that a limiter has been placed on the electric meter and provide information on how to reset the limiter if an overload should occur.
 - (b) Any costs incurred by the Company in placing or removing this limiter shall not be passed on directly to that consumer, unless specifically outlined in the Company's terms and conditions of service. (Per Order No. 326294, issued May 23, 1988)

4. Notice of Disconnection of Service.

Company shall not disconnect service to a consumer without first having diligently tried to induce the consumer to eliminate the reason for disconnection of service. Service shall be disconnected only after proper notification has been given.

- a. *Effective Period of Disconnect Notice:* The Company may disconnect service on the date specified in the notice or within thirty (30) days thereafter, during regular business hours, so long as the disconnection does not occur within the last two (2) hours of the business day; nor shall service be disconnected on a holiday, nor after noon (12:00 p.m.) on Fridays until Monday morning.
- b. *Documentation of reason(s):* The Company shall provide documentation to the consumer indicating the reason(s) that service is being withheld or disconnected.
- c. *Twenty-four Hour Notice:*

Except as provided in subsections d. e. and h. of this Section (OAC 165:35-21-30), service shall be disconnected only after at least twenty-four (24) hours written notice has been given to the consumer by leaving a copy of such notice with the consumer or by leaving a copy of such notice in a conspicuous place at the premises where service is provided. This notice shall be in writing and shall state the reason for the action, the amount due, if applicable, the Company contact telephone number, and the telephone number of the Commission's Consumer Service Division. If the customer has an AMI meter, service shall be disconnected only after the customer has received a telephone message 48 hours prior to disconnection that directs the customer to call the Company and the customer has been advised that a 24-hour notice will not be left at the customer's premises because service is being remotely disconnected. This policy constitutes a variance from OAC 165: 35-21-20(a) and was approved by Order No. 716577 in Cause No. PUD 202000100. Customers will receive notice as directed in Order No. 716577.

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- d. *First Residential Notice:* When service to a residential consumer is to be disconnected for nonpayment of a bill for utility service or failure to make a security deposit after a reasonable time, the Company shall give at least ten (10) days written notice from the date of mailing to the consumer. (When the deposit is required as a condition of service, the ten (10) day notice is not required. See 165:35-21-30(4)) Said written notice shall be mailed by the Company to the consumer's billing address, unless the mail is returned from that address as undeliverable, in which case the notice may be delivered to the premises at which the service was rendered.
- (1) Notice will be deemed delivered to the consumer three (3) business days after mailing by the Company which shall not extend the ten (10) days written notice from the date of mailing to the consumer requirement above.
 - (2) A notice of disconnection shall contain the following information:
 - (a) The words "SHUT-OFF NOTICE" in print no smaller than one-half inch (1/2") tall;
 - (b) The name and address of the consumer;
 - (c) A statement of the reason for the proposed disconnection of service;
 - (d) The date on or after which service will be disconnected unless appropriate action is taken;
 - (e) The telephone number of the Company where the consumer may make an inquiries, enter into a deferred payment agreement, pay the bill or notify the Company of a life-threatening situation.
 - (f) The approved charges for collection or reconnection;
 - (g) A statement that the consumer must contact the Company regarding the disconnection prior to contacting the Commission's Consumer Services Division;
 - (h) The address and telephone number of the Commission's Consumer Services Division;
 - (i) A statement that advises the consumer of the availability of a deferred payment agreement;
 - (j) A statement that advises the consumer of the elderly/handicapped notification provisions;
 - (k) A statement that advises the consumer of the life-threatening certificate provisions;
 - (l) A statement that advises the consumer of the availability of the 20-day financial aid assistance delay;
 - (m) A statement that advises the consumer that there are agencies providing assistance to consumers for their utility bills and that information regarding these agencies is available upon request.
 - (3) The Company shall provide consumers, upon request, the name and address of the authorized payment agencies other than the Company's business offices, where consumers may make payments.
- e. *Second Residential Notice required during Cold Weather Period:* During the time period of November 15 through April 15, the Company shall give a minimum of forty-eight (48) hours notice (at least two (2) business days) prior to disconnection of residential service that service will be disconnected unless the consumer enters into a deferred payment agreement as prescribed in IV.C.3.e of these rules {OAC 165:35-21-10(e)} or unless disconnection of service would create a life-threatening situation for the consumer or other permanent resident of the premises where the utility service is rendered. The second notice may be in writing (door tag or mailed notice), in person or by telephone. If the Company elects to give oral notice, it shall only be after it has complied with the 10-day written notice requirement of subsection d. of this section.
- (1) Written notice: If the second residential notice is in writing, it shall contain, in non-technical language, the following information:
 - (a) The words "SHUT-OFF NOTICE" in print no smaller than one-half inch (1/2") tall;
 - (b) The name and address of the consumer;
 - (c) The reason for the proposed disconnection and the amount of the unpaid bills, if any;
 - (d) The date on or after which service will be disconnected unless the consumer takes appropriate action;

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- (e) The telephone number of the Company business office where the consumer may call for assistance, make inquiries, enter into a deferred payment agreement, pay the bill or notify the Company of a life-threatening situation;
- (f) The telephone number of the Commission's Consumer Services Division.
- (2) **Oral notice:** The Company shall keep a written log of all oral communication relative to disconnect activity with at least the following information when contact has been made:
 - (a) The date and time of telephone call or personal visit and identity of Company representative;
 - (b) The name of the individual contacted and relationship to the account. If the contact is with a designated representative for the consumer, a statement of that person's authority to represent the account should be included;
 - (c) The nature of the call and telephone number called;
 - (d) A narrative of the communication between the consumer or the consumer's representative and the Company representative. The following must be included in the oral information communicated to the customer:
 - (i) A statement that the consumer must notify the Company on the day of payment as to the place and method of such payment when the payment is paid at a place other than a business office of the Company.
 - (ii) A statement giving the telephone number of the Commission's Consumer Services Division.
- (3) The oral communications log shall be maintained and retained in accordance with the record keeping requirements contained in this Chapter.
- (4) A copy of the oral communications log shall be provided to the Commission or to the consumer and/or their designated representative upon oral or written request.
- (5) Oral communications with the consumer shall not begin before 8:00 a.m. or continue beyond 9:00 p.m. during normal business days.
- (6) Oral communications shall be deemed as not to have occurred, including but not limited to the following circumstances:
 - (a) When there is no answer, the telephone line is busy or no one is home;
 - (b) When a message is left on an answering device or made on a recording device;
 - (c) When the message or attempted message is left with an individual having a physical and/or mental impairment that impedes communication or mutual understanding;
 - (d) When the communication is with a minor under the age of eighteen (18), unless the minor is the consumer or the spouse of the consumer;
 - (e) When the communication is with an individual who is not either the consumer or the designated representative of the consumer;
 - (f) When the communication is with a consumer or consumer's designated representative whose primary language is other than English and the consumer or consumer's designated representative has a language barrier, unless the communication is made in the primary language of the consumer or the consumer's designated representative;
- f. **Third party notice:** The Company shall permit residential consumers to designate a consenting individual or agency to receive the applicable notice of disconnection.
- g. **Tenant notice:** Where a master metered apartment complex, building, or trailer court is subject to disconnection, the written notice to the consumer shall also be posted in a common area of the premises at least ten (10) days prior to disconnection of service. The Company may contract with tenants for residential service.
- h. **Commercial or business notice:** Nonresidential service shall be disconnected for nonpayment of all or any portion of an undisputed utility bill only after at least five (5) business days written notice has been mailed to the consumer by the Company or after the notice is left in a conspicuous place at the premises where service is provided.

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- i. *Notice Deemed Delivered:* Notice will be deemed delivered to the consumer three (3) business days after mailing by the Company, which shall not extend the ten (10) days written notice from the date of mailing of the first residential notice, the two (2) days written notice from the date of mailing of the second residential notice, or the five (5) days written notice from the date of mailing of a non-residential notice.

5. Manner of Disconnection of Service.

When physical disconnection of service is imminent, the Company employee designated to perform such function shall proceed in the following manner:

- a. *Payment to cancel disconnection order:* The Company employee who is scheduled to perform the disconnection may receive payment of past due bills; and upon the receipt thereof, cancel the disconnection order. If payment is offered by negotiable instrument, the Company employee may contact the financial institution involved for verification of sufficient funds in the account to cover the negotiable instrument. If the account does not contain sufficient funds for payment, then the Company employee may reject the offered negotiable instrument for payment of past due bills;
- b. *Dishonored negotiable instrument:* Receipt of a subsequently dishonored negotiable instrument in response to a notice of disconnection shall not constitute payment of the consumer's account, and after the consumer is notified of such, the Company shall allow one (1) business day for the consumer to make payment at a Company business office or its authorized agent in cash, cashier's check, money order, or a check from a social service agency.
- c. *Written notice that disconnection has occurred:* The Company employee shall leave a written statement at the premises that service has been disconnected, the reason for the disconnection, and the telephone number and address where the consumer may arrange to have the service reconnected. If the customer has an AMI meter, no written statement shall be required to be left at the customer's premises. This policy constitutes a variance from OAC 165: 35-21-21(3) and was approved by Order No. 716577 in Cause No. PUD 202000100. Customers will receive notice as directed in Order No. 716577.

6. Exceptions and Reconnection Procedures.

- a. *Disconnection of service without notice:* Notwithstanding any other Section regarding disconnection of service, the Company may at any time disconnect service without notice and without delaying disconnection of service as prescribed in other Sections of this rule, if:
 - (1) Company reasonably believes that such action is necessary to correct a condition that poses a health or safety hazard to the consumer, the general public, or the equipment of the Company. Prior to or immediately upon disconnection of service, the Company shall make a good faith effort to notify the consumer of the reason for disconnection either by telephone, by personal contact, or by notice left at the premises;
 - (2) For the purpose of essential repair, maintenance, or testing of Company's equipment. The Company shall make such efforts as are reasonable under the circumstances to minimize the adverse effects of disconnection of service and to inform affected consumers prior to disconnection of service;
 - (3) Unauthorized use of electricity has been accomplished through bypassing of the Company's measuring equipment or with wires, pipes, meters, or any other Company equipment or obtaining service without a contract. Prior to or immediately upon disconnection of service, the Company shall make a good faith effort to notify the consumer of the reason for disconnection either by telephone, by personal contact, or by notice left at the premises. If service is disconnected under this paragraph, the Company may require the consumer to pay the following applicable charges before service is restored:
 - (a) The applicable charges for reconnecting service prescribed in the Company's approved tariffs;
 - (b) The amount due for usage that can be determined exactly; or, if the usage can not be determined exactly, the Company may compute an estimated usage based on historical usage from the previous two (2) years billing period; and charge the consumer for such estimated usage for a period up to six (6) months prior to discovery of consumer's unauthorized use, and/or;
 - (c) The cost associated with the testing, repair, or replacement of any damaged equipment.
 - (4) The Company may disconnect for failure by consumer to post deposit, when the deposit was required as a condition of service. Prior to or immediately upon disconnection of service, the Company shall make

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a good faith effort to notify the consumer of the reason for disconnection either by telephone, by personal contact, or by notice left at the premises. If service is disconnected under this paragraph, the Company may require the consumer to pay applicable charges before service is restored.

b. *Reconnection of service:*

- (1) The Company shall reconnect service upon the consumer's request as soon as the reason for disconnection of service has been eliminated. The Company shall give precedence to reconnection of service when disconnection was the fault of the Company. The Company shall reconnect service in the normal course of its reconnection workload as soon as possible but no later than twenty-four (24) hours after the consumer eliminates the reason for disconnection and requests reconnection when disconnection of service was the fault of the consumer. If the reason for disconnection is unauthorized use of electricity accomplished through bypassing the Company's measuring equipment or tampering with wires, pipes, meters, or other Company equipment, the Company may, prior to reconnecting service, require a reasonable payment for estimated service rendered or may refuse to reconnect service until ordered by the Commission. The Company may require payment of a reconnection charge as provided in Company tariffs when disconnection of service was the fault of the consumer.
- (2) When disconnection of service was for nonpayment of service and disconnection took place on a Friday morning, service shall be restored as soon as possible, but no later than twenty-four (24) hours after the consumer eliminates the reason for disconnection and requests reconnection, subject to an intervening Act of God.
- (3) When a disconnection for nonpayment of service has occurred immediately preceding periods of severe weather as described in Section C.3.c. of this chapter, the Company shall reconnect service as soon as possible but no later than twenty-four (24) hours from the time the consumer eliminates the reason for disconnection, subject to an intervening Act of God, upon receipt of one of the following:
 - (a) Payment of the past due bill for which service was disconnected;
 - (b) A life-threatening certificate from the consumer pursuant to Section C.3 f. of these rules;
 - (c) Guarantee by a federal, state, or local social service agency that payment will be made directly to the Company.
- (4) Reconnection or continuance of service under this Section shall not in any way relieve the consumer of the consumer's liability incurred for utility service.
- (5) Residential and small commercial customers that are taking service where Advanced Metering Infrastructure ("AMI") and supporting technology and infrastructure are available, will be provided with an AMI meter that will, among other things, allow for remote reconnection/disconnection of service. Such customers will be subject to reduced reconnect fees specified in Schedule CA.

7. **Mediation and Commission Review.**

- a. *Mediation:* Whenever there is a dispute between the Company and the consumer as to the following, the matter may be brought by either party to the Commission's Consumer Services Division:
 - (1) The existence of or seriousness of a life-threatening situation;
 - (2) The existence of elderly or handicapped status;
 - (3) The question of financial assistance or guarantee of payment by a federal, state, or local social service agency;
 - (4) The provisions of a deferred payment agreement
 - (5) The terms and conditions of payment of any part of a bill rendered;
 - (6) The proper interpretation of this Section.
- b. *Commission Review:* The Commission's Consumer Services Division shall review the matter and issue an informal review decision in writing, setting forth the terms and conditions for continued service, disconnection of service, or deferred payment agreement (DPA). If it is the desire of the consumer, the consumer may be represented by a third party, if the consumer is available for verification. If the dispute can be resolved by telephone with the party seeking review, the review decision need not be in writing unless requested by either party. During any period of time when a disconnection dispute is before the Commission or in mediation, the Company shall suspend disconnection procedures.
- c. *Filing of Complaint:* If the Commission's Consumer Services Division is unable to resolve the dispute to the mutual satisfaction of the parties, either party may file a Complaint with the Commission for final determination.

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- d. *Disputed Charge:* Whenever the consumer informs the Company that the consumer disputes a charge for service, the Company shall investigate the dispute promptly and thoroughly, and make a diligent effort to reach a mutually satisfactory settlement. If the consumer is dissatisfied with the decision of the Company, the consumer may report the dispute to the Commission's Consumer Services Division. Upon written complaint by the consumer to the Commission, disconnection of service shall be held in abeyance, provided the consumer pays the portion of the bill which is not in dispute.
- e. *No Contact during Commission Complaint Process:* Unless otherwise directed by the Consumer Services Division, the Company shall not contact the consumer regarding the consumer's account after the Commission has notified the Company of a complaint or inquiry from the consumer. The Commission shall be the intermediary between the Company and the consumer until the resolution of the problem has been completed.

D. Customer Information.

The Company shall maintain or make available to its customers the following information.

- 1. **System Maps:** Maintain maps, plans, or records of its transmission and distribution systems, with such other information as may be necessary to enable the utility to advise prospective customers as to the facilities available for serving in any locality.
- 2. **Meter Reading Information:** Provide information to each new consumer at the time of application as to the method of reading watt hour meters, and upon request, inform any customer as to the correct method of reading their meters.
- 3. **Rate Selection:** Assist the customer or prospective customer in selecting the most economical rate schedule.
- 4. **Annual Rate Summaries:** Transmit to each of its customers not less frequently than once each year:
 - a. A clear and concise summary of the existing rate schedules available to each of the major classes of its electric customers for which there is a separate rate, and
 - b. An identification of any classes whose rates are not summarized.
- 5. **Disconnection Information:** No less than once a year the Company shall include in its consumer mailings disconnection information which states all the rights listed in the general "Shut-Off Notice". For residential customers, the mailing shall also include a list of all social and government agencies which have requested their name, address, and telephone be given to customers with regard to supplying financial aid.
- 6. **Consumption Summary:** Upon request of the customer, but not more frequently than once each calendar year, provide a clear and concise statement of the actual consumption of electric energy by such customer for each billing period during the prior year.
- 7. **Phone Numbers:** The Company shall provide in the telephone directory of each municipality in which it serves, a listing of the telephone numbers by which the Company can be notified at any time during a twenty-four hour day of any utility service deficiency or emergency.

E. Customer Complaints:

- 1. **Complaints:** The Company will make a full and prompt investigation of all complaints made by a customer either directly or through the Commission. It will keep an up-to-date written record of all complaints made showing the name and address of the complainant, the date and character of the complaint, the disposition of the complaint, and the date of such disposition. Records shall be kept of all complaints as defined by this Chapter and shall be retained for two (2) years.

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2. **Metering Dispute:** In the event of a dispute between the consumer and the Company as to the accuracy of a metering device, the Company shall make such investigation as shall be required by the particular case and report the result thereof to the Consumer. In the event that the complaint is not reconciled, the Company or the consumer may make application to the Commission for review of the complaint.
3. **Meter Accuracy:** When the Company has been notified that a complaint regarding meter accuracy has been referred to the Commission, the questioned metering equipment shall not be changed in any manner without prior authorization of the Commission. Violation of this provision will be considered as a substantiation of the complainant's contentions.
4. **Other Complaints:** Complaints include an objection to the charge, facilities, services or other regulated activity of the Company that may necessitate remedial action by the Company. Mediation will be conducted by designated Commission employees when the Company and the customer are unable to reach agreement regarding the matter under contention. Mediation may be conducted either in person or by telephone conference with the involved parties. If it is so desired, the customer may be represented by a third party, so long as the customer is available for verification. If either party so requests, results of the mediation and decision of the mediator shall be provided in written form along with information regarding the right to petition the Commission for a formal hearing.

Note: Any conditions in these rules that are in violation of the Oklahoma Corporation Commission Rules and Regulations are superseded by the Commission rule.

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October 23, 2020 713414 PUD-202000066

Public Utility Division Stamp:

APPROVED
November 9, 2020
DIRECTOR
of
PUBLIC UTILITY DIVISION