CUSTOMER SERVICE POLICIES

1. INTRODUCTION 1
1.1 PREAMBLE 1
1.2 DEFINITION OF TERMS 2
2. GENERAL POLICIES 7
2.1 RATE APPLICABILITY 7
2.2 RATE SCHEDULES 7
2.3 NEW LOADS 8
2.4 EXCLUSIVE SOURCE AND RESALE 8
2.5 GRANT PUD'S OBLIGATIONS 8
2.6 CUSTOMER'S OBLIGATIONS 9
2.7 APPLICATION FOR SERVICE 10
2.8 DISCONNECTING SERVICES 11
2.9 LIFE SUPPORT SYSTEMS 12
2.10 DAMAGE TO GRANT PUD FACILITIES 12
2.11 DISCLOSURE OF PUBLIC RECORDS 12
2.12 SERVICE OUTSIDE GRANT COUNTY 12
2.13 UNDERGROUND FACILITIES 12
2.14 REVENUE PROTECTION AND POWER DIVERSION 13
2.15 INFORMAL CONFERENCE 14
3. ENERGY SERVICES 14
3.1 CONSERVATION 14
3.2 DEMAND RESPONSE 14
3.3 RESIDENTIAL, COMMERCIAL, INDUSTRIAL AND IRRIGATION ASSISTANCE 14
3.4 PAY IT FORWARD PROGRAM 15
4. LINE EXTENSION POLICY FOR CUSTOMER SERVICES UP TO 500 KW AND IRRIGATION SERVICES UP TO 2,500 KW 15
4.1 OVERHEAD LINE EXTENSIONS 15
4.2 UNDERGROUND LINE EXTENSIONS 15
4.3 TYPES OF SERVICE 16
4.4 SERVICE REQUIREMENTS BY RATE CLASS 17
4.5 CALCULATION OF CHARGES 19
4.6 MODIFICATION OF FACILITIES 20
4.7 REBUILDING EXISTING LINES 21
4.8 TRANSMISSION FACILITIES 21
4.9 SUBSTATIONS 21
4.10 DISTRIBUTION POWER LINES 21
4.11 EXTENSIONS TO RESIDENTIAL/COMMERCIAL SUBDIVISIONS AND MULTI-BUILDING COMPLEX 22
4.12 MANUFACTURED HOME / MOBILE HOME PARKS 23
4.13 UNUSED IRRIGATION SERVICE FACILITIES 23

5. SERVICE AND METER REGULATIONS 23
5.1 AVAILABILITY AND CONDITIONS OF SERVICE 23
5.2 SERVICE LATERAL AND POINT OF CONNECTION 25
5.3 SERVICE ENTRANCE INSTALLATION AND EQUIPMENT 26
5.4 METER LOCATIONS 27
5.5 METERING EQUIPMENT 29
5.6 INTERCONNECTION OF CUSTOMER-OWNED NET METERING SYSTEMS 30
6. METER READING, BILLING AND COLLECTING 31
6.1 METER READING 31
6.2 ADJUSTMENT OF BILLING ERRORS 31
6.3 BILLING PERIODS 32
6.4 NON-METERED SERVICE 32
6.5 DETERMINATION OF DEMAND 32
6.6 PAYMENT 32
6.7 RETURN CHECK FEE 32
6.8 PAYMENT OPTIONS 32
6.9 BUDGETPAY 32
6.10 LATE PAYMENT CHARGES 34
6.11 ACCOUNT SERVICE CHARGE 34
6.12 AFTER-HOURS FEE 34
6.13 DEPOSITS 34
6.14 NEW OR ADDITIONAL DEPOSIT REQUIREMENTS 35
6.15 TERMINATION OF SERVICE 35
6.16 DELINQUENCY-DISCONTINUANCE OF SERVICE 35
6.17 DISCONNECT FOR NON-PAYMENT 36
6.18 LANDLORD/TENANT ARRANGEMENTS 36
6.19 BILL ASSISTANCE PROGRAMS AND ELIGIBILITY 37
6.20 NET METERING BILLING 38
6.21 RENEWABLE ENERGY SYSTEM COST RECOVERY 39
7. STREET LIGHTING SERVICE 39
7.1 AVAILABILITY 39
7.2 SPECIFICATIONS 39
7.3 LINE EXTENSION POLICY - STREET LIGHTS 39
7.4 TERMINATION OF SERVICE 40
7.5 CONTINUITY OF SERVICE 40
8. LARGE POWER CUSTOMER ELECTRIC SERVICE (500 KW/KVA+) 40
8.1 NEW LARGE ELECTRIC SERVICE 40
8.2 CUSTOMER RESPONSIBILITIES 41
8.3 FACILITIES 41
8.4 REQUIRED FACILITIES AND CUSTOMER CONTRIBUTION FOR CONNECTION 42
8.5 REDUNDANT FACILITIES 43

8.6 CAPACITY RESERVATION 44
9. EVOLVING INDUSTRY 44
9.1 RISK CONSIDERATIONS FOR INCLUSION 44
9.2 PERIODIC REVIEW BY ASSESSMENT TEAM 44
9.3 INCLUSION IN THE EVOLVING INDUSTRY RATE CLASS 45
9.4 RATE 17 DESIGN 45
9.5 COMMISSION REPORTING 45
9.6 APPLICATION AND QUEUE 46
9.7 ATTESTATIONS 46
9.8 LOAD SPLITTING AND METERING 46
9.9 DETECTION AND ENFORCEMENT 46
9.10 PENALTIES 47
9.11 INFORMAL CONFERENCE 47
10. CURRENT REVISIONS 48

1. INTRODUCTION

1.1 PREAMBLE

These Customer Service Policies (“CSP”s) have been adopted by Public Utility District No. 2 of Grant County, Washington (“District” or “Grant PUD”) in accordance with Grant PUD’s mission, vision and values. Pursuant to Resolution 9132, dated September 22, 2026, the Commission has delegated authority to the General Manager/Chief Executive Officer to approve future updates and revisions to the CSP as necessary to meet these objectives. These policies are to serve as a guide to the employees of Grant PUD to provide the best possible service to our Customers using uniform and equitable consideration. Construction details and specifications will conform to current state and national regulations governing such matters and are intended to comply with any state, regional, and local statues. The CSP shall be considered to be amended whenever a law, regulation, statue, ordinance or equivalent changes so as to comply with such change until the CSP is updated.

Grant PUD reserves the right to disconnect the supply of electric energy, capacity, and ancillary services in the event the Customer fails to comply with any policies, provisions or any agreement the Customer has with Grant PUD. Service may be disconnected by Grant PUD at any time to prevent fraudulent use or to protect its property.

Grant PUD encourages and invites public input regarding Grant PUD Rate Schedules and policies. Grant PUD will make reasonable efforts to notify the public of changes to the CSP. Such notification may include press releases, public announcements, notices with Customer billings, or posts on Grant PUD’s website. Agenda information and Commission meeting schedules can be found at grantpud.org.

1.2 DEFINITION OF TERMS

The following terms shall have the meanings as defined below:

Term	Definition
Account	The physical premises and Meter or Metering Point record plus the measurement, billing and payment information and other data associated with the Electric Service provided to the Customer at the Premises.
Area Feeder	A primary distribution circuit constructed to provide for general area load growth and system reliability, the cost of which is borne entirely by Grant PUD and included in Grant PUD's rate base. (Refer to Section 4.10.1) **General electric load growth does not include industrial loads. (Refer to Section 8)**
Backbone Facilities	Those facilities within a subdivision required to provide Electric Power to the property line of each lot or tract. Said facilities include transformers when multiple lots or tracts are to be served from a single transformer and the location of transformers can be established at the time Backbone Facilities are installed.
Billing Demand	The billing determinant for capacity that uses the highest kW demand after adjusting for Power Factors below 95%. Can be based on the metered kWh, computed, or fixed monthly amount.
Billing Determinant	The unit used to calculate a bill such as kilowatt-hours.
BudgetPay	BudgetPay is a billing option designed to level monthly payments based on estimated and historical average usage rather than actual monthly consumption for eligible Residential Customers. (Refer to Section 6.9)
Connection Point	The designated point on the Customer's property where their secondary service is connected to Grant PUD's facilities. This would be at the weatherhead for an overhead service and at a secondary termination point (moped/pedestal/vault/transformer) for an underground service.
Construction Temporary Service	A temporary service providing power to a construction site for a limited period of time.
Construction Temporary Service Fee	The fee paid for a Construction Temporary Service for a limited period of time.
Customer	Any individual, group, partnership, corporation, firm or government agency who has applied for or is accepting Electric and Fiber services from Grant PUD.
Customer Contribution	An amount paid by a Customer that is adding incremental load to Grant PUD's Electric System which reduces or eliminates the shifting of long-term costs to other Customers or Customer classes for the provision of Electric Power to the new load.
Customer Deposit Schedule	Customer deposit requirements are set forth in the *Customer Deposit Schedule (CSS-CBC-PRO-122), Determining, Waiving, Options or Refunding Deposits*, available at https://www.grantpud.org/rates-fees**.**
Customer Fee Schedule	Certain applicable Customer charges are set forth in the *Customer Fee Schedule* available at https://www.grantpud.org/rates-fees**.**
Demarcation Point	A designated point on the Customer's property, at which Grant PUD's Facilities end and the Customer's Facilities begin. This can be for either an overhead or underground primary metered service.
Distribution System	That part of Grant PUD's Facilities operated nominally at 13.2 kV and 12.47 kV voltage levels and used to distribute and deliver Electric Power to the Demarcation Point.

Term	Definition
Effective Electric Service Date	The date upon which a Customer accepts delivery of Electric Power under a Rate Schedule at the Account Premises by having the power turned on (made available) and the service placed in or transferred to their name.
Electric Power	The physical electric energy and capacity provided by Grant PUD, including all ancillary services, independent of the Rate Schedule under which the Customer is receiving Electric Service.
Electric Service	Electric Power delivered to a Customer under a Rate Schedule.
Electric Service Connection Application	An application for Grant PUD service which must be signed by the Customer when applying for a Line Extension.
Electric Service Suspension Notice	A reminder letter, sent separately from the billing statement, to inform Customers of past due amounts and provide instructions to prevent their service from being disconnected for non-payment.
Electric System	Grant PUD's infrastructure used to generate, transmit, and deliver Electric Power to its Customers.
Estimated Extension Cost	The estimated cost, based on current Grant PUD standard unit values, for a line extension. The estimate includes all material, labor, transportation, and applicable overheads with credit for any salvage.
Evolving Industry	Evolving Industry (or EI) is the class covered by Rate Schedule 17.
Facility Contribution Agreement	A written agreement between Grant PUD and a Customer that documents the Facilities Plan and establishes the Customer's financial contribution toward facilities required to provide electric service. The agreement remains in effect until the identified facilities have been constructed. Execution of a Facilities Contribution Agreement does not constitute a power sales agreement, capacity reservation agreement, or guarantee of electric service. The Customer does not acquire any right to electric service through this agreement.
Facility Study	Study performed that will determine facilities required to serve the large load application. Facility study will define the scope, cost and schedule of the project.
Facilities Plan	The document that contains detailed information about the electric Facilities Grant PUD is constructing intended to deliver Electric Power to a Customer.
Facility or Facilities	The physical land, equipment, wire, cable and appurtenances in a location or a group of locations.
False Call Fee	A charge paid by a Customer that requests Grant PUD service and is not prepared when Grant PUD arrives on site at the requested timeframe.
Fiber Subscriber	A person or entity that is receiving access to Telecommunication Services from a Service Provider.
Grant PUD Construction Standards	A set of rules, drawings, guidelines, and specifications for construction of Electric Power Facilities, established by the Grant PUD Standards group. These standards secure uniform construction methods, optimize safety, serviceability, appearance, and economy and comply with or exceed local, state and federal regulations.
Identified Uses	The industry, functions, applications or uses included in Rate Schedule 17 as determined by the Rate Schedule 17 review process.
Income-Qualified	Household incomes that do not exceed the higher of eighty percent of area median income or two hundred percent of federal poverty level, adjusted for household size.
Industry	Grant PUD classifies industries based on activities that represent a means of production, target a market, produce a product and/or provide a service. Activities are grouped together such that the risk characteristics of the grouped activities are similar and can be analyzed as a single industry. It is possible for a Customer to participate in multiple Industries.

Term	Definition
Irrigation Electric Service	Electric Service used specifically for irrigation, orchard temperature control or soil drainage loads only not exceeding 2,500 horsepower. Electric Power delivered under the Irrigation Rate Schedule(s) may only be used as described in the Rate Schedule including any supporting ancillary equipment needed.
Large Electric Service	Electric Service provided to Large Power Customers.
Large Electric Service Application	Application form for Large Power Customers (available at grantpud.org) used to request new or additional Electric Service from the Grant PUD. While all Customers are required to inform Grant PUD of all material load changes, Large Power Customers must use this form to inform Grant PUD.
Large Electric Service Application Fee	The Large Electric Service Application Fee is the required payment that is paid by the Customer to Grant PUD in advance of processing a new application for service of 0.5 MW or greater. The fee is intended to recover project costs such as application processing, administration engineering and other related costs. (Refer to Section 8.1 and Customer Fee Schedule)
Large Electric Service Application Fee Refund	Large Electric Service Application Fees may be eligible for refunds under certain circumstances. (Refer to Section 8.1 and Customer Fee Schedule)
Large Power Customer	Customers with electric loads exceeding 500 kW/kVA who accept Electric Power under a Rate Schedule 7, 14, 15, 16, 17, 85, 94 or a written agreement for Electric Power deliveries with Grant PUD that is not delivered under a current Rate Schedule.
Line Extension	Any Customer projects requiring the outlay of materials and labor in excess of the limitations of a Simple Service shall be considered a Line Extension. These extensions require an electrical design prior to construction and may involve right-of-way requirements in excess of those provided for by the Service Connection Application. Facilities that are designated as part of an Area Feeder are not included in the definition of Line Extension.
Line Extension Fee	The applicable Customer paid fees for a Line Extension. (Refer to Section 4.5.1)
Meter Fee	A Customer paid fee that is dependent on the type of meter being installed. The meter will be determined by the size and type of electric service that will be connected. The Meter Fee will not be charged for single-phase 120/240V Construction Temporary Service (Refer to Section 4.3.3) that is 200A or smaller. (Refer to Section 4.3.3 and Customer Fee Schedule)
Multi-Building Complex	A development consisting of multiple buildings—residential (such as apartment buildings or duplexes) and/or commercial (such as offices or commercial parks)—that are currently located or planned within a single or contiguous site location.
Net Metering Application	The application provided by the Customer to Grant PUD, on Grant PUD's form, which provides the design of the Net Metering system and initiates the interconnection process.
Net Metering Interconnection Agreement	An agreement provided by Grant PUD to the Customer setting forth the terms and conditions for allowing a Customer to interconnect an energy producing Customer-owned resource. Customers may not connect a Net Metering System without written approval by Grant PUD and execution of a Net Metering Interconnection Agreement.

Term	Definition
Net Metering System	As defined in RCW 80.60.010, means a fuel cell, a facility that produces electricity and used and useful thermal energy from a common fuel source, or a facility for the production of electrical energy that generates renewable energy, and that: (a) Has an electrical generating capacity of not more than one hundred (100) kilowatts; (b) Is located on the customer-generator's premises; (c) Operates in parallel with the electric utility's transmission and distribution facilities; and Is intended primarily to offset part or all of the customer-generator's requirements for electricity.
New Large Load	An increase of any load(s) over 10 average MW of a Customer's annual average load (average MW) above the Customer's highest annual average load since 2010.
Orchard Temperature Control	Frost control fans or pumps used in the heating or cooling of orchards.
Ownership Costs	A monthly charge required to be paid by the Customer for Non-Permanent service. The charge reflects costs associated with Grant PUD owning, operating and maintaining the Non-Permanent facilities. This charge is for use of the facilities only and does not include Electric Service. The charge is calculated using standard Grant PUD accounting practices.
Premises	The building and land that constitutes the location where a Customer will be accepting Electric Power under a Rate Schedule and this Customer Service Policy. Premises is both singular and plural.
Rate Schedule	Any Commission approved method to calculate a Customer's bill for Electric Service for a given time frame, determined by service dates. The methods describe the billing components such as minimum fees, basic charges, cost of the various billing determinants such as energy use and billing demand. Rate Schedules can be found at grantpud.org.
Renewable Energy	As defined in RCW 80.60.010, means "energy generated by a facility that uses water, wind, solar energy, or biogas from animal waste as a fuel".
Residential Electric Service or Residential Service	Single phase electric connection to Grant PUDs Distribution System for deliveries of Electric Power under a Rate Schedule exclusively to single family dwellings, individual apartments, condominiums and farms to serve domestic power needs.
Secondary Service	The wire providing service from Grant PUD's facilities to a Customer's meter.
Service Modification Fee	The minimum charge that a Customer will pay anytime a Customer modifies their secondary electrical service. This could be due to a Customer increasing their secondary wire size, adding an additional run of secondary wire to their existing service, and potentially other examples not listed here.
Simple Service	Any Customer project that only requires a Customer's secondary service wire to be connected to Grant PUD's existing facilities. This would include any inspections needed as well as making the final connection and setting the meter.
Simple Service Fee	A Customer paid charge that is collected for a Simple Service.
Start of Electric Service	The date and time when a Customer starts accepting deliveries of Electric Power under an approved Rate Schedule.
System Impact Study	A study that evaluates the impact of the load application to the reliability of the electric grid.

Term	Definition
Termination Charge	A Customer paid amount to reflect the Grant PUD's costs to remove Line Extension Facilities no longer being used by the Customer. The amount to be paid by the Customer shall reflect the cost of labor to remove the Line Extension plus a pro-rated portion of any unsalvageable equipment and materials.
Up and Down Charge	Customer paid amount for Grant PUD to providing install or construct non-permanent Facilities for the delivery of Electric Service on short-term, interim or provisional basis. The charge shall be based on all reasonable costs estimated to be incurred by Grant PUD for the provision of such Facilities.
VAR **kVAR** **MVAR**	A technical term that refers to the component of the Electric Power that is not used to perform work such as rotating the shaft of an electric motor but provides the component that maintains voltage and provides the magnetic field required to turn an Electric motor's shaft. Sometimes this term is also referred to as 'reactive power'. The prefix k and M stand for one thousand (1,000) and one million (1,000,000) respectively. kVAR means kilovolt-ampere reactive and MVAR means megavolt- ampere reactive.
VARh **kVARh** **MVARh**	The amount of reactive power, measured in VAR delivered in one hour. The prefix k and M stand for one thousand (1,000) and one million (1,000,000) respectively. kVARh means kilovolt-ampere reactive hour and is often used to calculate Billing Determinants by Grant PUD and MVARh means megavolt-ampere reactive hour, more commonly used in wholesale electric markets.
Volt-ampere (VA) **(kVA, MVA)**	The product of the current and voltage of a load. Represents the total burden the load places on the Electric System. Often referred to as 'apparent power' it is generally the limiting characteristic of Facilities. The prefix k and M stand for one thousand (1,000) and one million (1,000,000) respectively. kVA means kilovolt-ampere and MVA means megavolt-ampere.
Watt **kW** **MW**	The measurement of power in the International System of Units (SI) the equivalent of horsepower in the English measurement system. Watts are the component of volt-amperes that perform work such as rotate the shaft of an electric motor or produce light from a light bulb. The prefix k and M stand for one thousand (1,000) and one million (1,000,000) respectively. kW means kilowatt and MW means megawatt.
kWh	Kilowatt-hour and is the most common billing determinant used by Grant PUD representing the amount of Electric Power, measured in thousands of watts delivered in one hour. The prefix k stands for one thousand (1,000).

2. GENERAL POLICIES

2.1 RATE APPLICABILITY

2.1.1 Metering Point

The rates of Grant PUD are based upon the supply of service to the entire premises through a single metering point. Separate metering points will be billed individually unless aggregated for Large Power Customer Electric Service Above 500 kW/kVa. Refer to Section 8.0.

2.1.2 Determination of Applicability

Grant PUD staff will make their best efforts to place each Customer in the most advantageous rate schedule they qualify for at the time retail service is established or at the Customers' request. Grant PUD shall determine the applicable rate schedule to be applied for each Customer load based on energy load activities and load characteristics. If a Customer qualifies for multiple rate schedules, any changes between rate schedules for billing purposes will be made on a prospective basis only. Assessment tools and time periods for evaluation are procedural and governed by the Senior Manager of Customer Solutions.

In the case of multiple Customer meters or facilities, Grant PUD reserves the right to aggregate Customer loads and meter reads for purposes of determining the applicable rate schedule. If over time a Customer's electrical usage or load characteristics change in a way that would qualify the Customer to be on a different rate schedule, it shall be the obligation of the Customer to notify Grant PUD of such changes. Changes in applicable rate schedules will be made on a prospective basis only.

If a Customer exceeds the billing demand limit of their current rate schedule they may be moved to the appropriate schedule for future billings. If the Customer has been below the billing demand limit of their current rate schedule for a period of at least (12) consecutive calendar months they may request Grant PUD move them to the rate schedule appropriate for their current billing demand.

A Customer may appeal determinations made in this section via Section 2.15, Informal Conference.

2.2 RATE SCHEDULES

The rates of Grant PUD are based upon a balance between electric service requirements, environmental considerations, and cost. Rate schedules have been adopted by Grant PUD's Commission to establish charges for service according to classification of Customers. Copies of the rate schedules are available upon request.

Schedule No. 1	Residential Service
Schedule No. 2	General Service
Schedule No. 3 and 3B	Irrigation and Agricultural Services
Schedule No. 6	Street Lighting Service
Schedule No. 7	Large General Service

Schedule No. 13	Alternative Energy Resources
Schedule No. 13SS	Specified Source Purchase
Schedule No. 13REC	Renewable Energy Certificate Purchase
Schedule No. 14	Industrial Service
Schedule No. 15	Large Industrial Service
Schedule No. 16	Agricultural Food Processing Service
Schedule No. 17	Evolving Industry Service
Schedule No. 18	Estimated Unmet District Load Cost Recovery Adjustment Clause "EUDL CRAC" Rider
Schedule No. 19	Fast Charging Electric Vehicle Service
Schedule No. 85	Agricultural Food Processing Boiler Service
Schedule No. 94	New Large Load Service

2.2.1 Rate Schedule Exceptions

Service may be supplied to Customers not coming within the scope of the regular rate schedules of Grant PUD; provided that such service shall be covered by separate contract and shall be approved by the Commissioners of Grant PUD.

2.3 NEW LOADS

Service to New Large Loads will only be made pursuant to Rate Schedule No. 94, New Large Load Service.

2.4 EXCLUSIVE SOURCE AND RESALE

Unless otherwise provided by special contract, service will be rendered only to those loads which secure their source of electric power exclusively from Grant PUD. Unless otherwise provided in the contract, the Customer shall not resell the electric energy purchased from Grant PUD.

2.5 GRANT PUD'S OBLIGATIONS

Grant PUD will attempt to provide, but does not guarantee, a regular and uninterrupted supply of service. Grant PUD may suspend the delivery of electric service for the purpose of making repairs or improvements to its system. Grant PUD will attempt to provide reasonable advance notice of such suspension to the Customer. Repairs or improvements that can be scheduled will be scheduled, when feasible, at such time as to minimize impact to Grant PUD Customers. In making repairs and improvements to Grant PUD's electrical system, Grant PUD will do so with diligence and complete them as soon as reasonably practicable in accordance with prudent utility practice. Electric Service is inherently subject to interruption, suspension, curtailment, and fluctuation. In no event, however, shall Grant PUD be liable to its Customers or any other persons for any damages to person or property arising out of, or related to, any interruption, suspension, curtailment, or fluctuation in service if such interruption, suspension, curtailment, or fluctuation results in whole or part from any of the following:

A. Causes beyond Grant PUD's reasonable control including, but not limited to, accident or casualty, fire, flood, drought, wind, acts of the elements, court orders, insurrections or riots,

generation failures, lack of sufficient generating capacity, breakdowns of or damage to equipment/facilities of Grant PUD or of third parties, acts of God or public enemy, strikes or other labor disputes, civil, military or governmental authority, electrical disturbances originating on or transmitted through electrical systems with which Grant PUD's system is interconnected and acts or omissions of third parties.

B. Repair, maintenance, improvement, renewal, or replacement work on Grant PUD's electrical system, which work, in the sole judgment of Grant PUD, is necessary or prudent.

C. Automatic or manual actions taken by Grant PUD, which in its sole judgment are necessary or prudent to protect the performance, integrity, reliability or stability of Grant PUD's electrical system or any electrical system with which it is interconnected. Such actions shall include, but shall not be limited to, the operation of automatic or manual protection equipment installed in Company's electrical system, including, without limitation, such equipment as automatic relays, generator controls, circuit breakers, and switches. Automatic equipment is preset to operate under certain prescribed conditions, which in the sole judgment of Grant PUD, threaten system performance, integrity, reliability, and stability.

D. Actions taken to conserve energy.

The limitation of liability provisions set forth above and in Section 2.5.1 shall apply notwithstanding any negligence of Grant PUD unless the actions of Grant PUD are determined to be intentional or shall constitute gross negligence.

2.5.1 Limitations of Damages

In no event shall Grant PUD have any obligation or liability for any lost profits, consequential, incidental, indirect, special, or punitive damages of any type arising out of, or in any way connected to, Grant PUD's supply electricity or any interruption, suspension, curtailment, or fluctuation thereof regardless of the causes thereof.

2.6 CUSTOMER'S OBLIGATIONS

2.6.1 Increased Load

In the event the Customer desires to increase load, the Customer shall request new service from Grant PUD. Customers desiring to apply for new or increased service shall apply as described in Section 2.7 and Section 8.1 of this Customer Service Policy. If the Customer fails to notify Grant PUD and Grant PUD's equipment is damaged as a result of such increase in load, the Customer shall reimburse for all repair and replacement costs to Grant PUD.

2.6.2 Balancing of Load

Except in the case of three-phase four-wire delta services, the current unbalance in three-phase services shall not exceed 10 percent of the current, which would be required at maximum load under balanced conditions.

2.6.3 Total Harmonic Distortion (THD)

1. The application of any nonlinear load by the Customer (e.g., static power converters, arc furnaces, adjustable speed drive systems, etc.) shall not cause

voltage and/or current Total Harmonic Distortion (THD) levels greater than the levels as recommended by IEEE standard 519-1992, or subsequent revision, on Grant PUD's electric system at the point of power delivery to the Customer's facility. Grant PUD will determine the appropriate SCR (short circuit ratio) at the Customer's facility for the purpose of applying IEEE 519.

2. The Customer shall disclose to Grant PUD all nonlinear loads prior to connection. Grant PUD may test the Customer's load to determine the THD levels.

3. It shall be the responsibility of the Customer to assure that the THD requirements are met, including the purchase of necessary filtering equipment. Any load found not in compliance with this policy shall be corrected immediately by the Customer at the Customer's expense. If not corrected, Grant PUD may terminate service to the Customer's facility.

4. The Customer shall be liable for all damages, losses, claims, costs, expenses and liabilities of any kind or nature arising out of, caused by, or in any way connected with the application by the Customer of any nonlinear load operating with maximum THD levels in excess of the values stated in paragraph 1. The Customer shall hold harmless and indemnify Grant PUD from and against any claims, losses, costs of investigation, expenses, reasonable attorneys' fees, damages and liabilities of any kind or nature arising out of, caused by, or in any way connected with the application by the Customer of any nonlinear load operating with maximum THD levels in excess of the values stated in paragraph 1.

2.6.4 Surge Protection

The Customer shall be responsible to provide surge protection for all voltage sensitive equipment such as electronic appliances or devices.

2.7 APPLICATION FOR SERVICE

Grant PUD will accept application for electric service under the following terms:

A. All applicants for electric service shall provide Grant PUD with service and billing information as required and agree to Grant PUD's terms and conditions for service.

B. Acceptance of service shall subject the Customer to compliance with the terms of the applicable rate schedule, Grant PUD's Customer Service Policies, Grant PUD Workbooks and Initiatives. The Customer is responsible for all electricity used until notification of the change in occupancy has been received by Grant PUD.

C. All applicants shall provide the following information or documentation:

1. A full name, mailing address and service address where services are to be delivered.

2. Full name of any occupants over 18 years of age living where services are to be delivered who are authorized to conduct transactions on the account.

3. Proof of identity, such as a valid social security number and/or government-issue picture identification. Other identification may be accepted at Grant PUD's discretion provided it convincingly proves the identity of the prospective Customer.

4. At least one active primary telephone number and email address (if available) where the Customer can be contacted.

5. Whether service termination would create a danger to the health of any occupant(s) residing therein.

2.8 DISCONNECTING SERVICES

Customers requesting service disconnects must contact Grant PUD by telephone or in person. Grant PUD will execute service disconnects according to the following:

A. At the time a Customer requests service disconnect Grant PUD will attempt to verify (1) the individual's identity by personal recognition, social security number, driver's license or other identification, (2) the authority of the individual to request the disconnect when there is reason to question the identity of the requesting party, (3) the name and mailing address of the occupant of the residence where electric service is to be terminated, and (4) whether any occupant would be endangered by the termination of service. If Grant PUD obtains information that the residence is being occupied by someone other than the person making the termination request, Grant PUD will inform such person that services may not be discontinued until the occupant is given a minimum period of five days to put service in his/her own name.

B. If Grant PUD has no reason to believe that the premises are occupied by a person other than the one making the request, or that any occupant's health will be endangered, Grant PUD may proceed to terminate electric service. However, before service is terminated, the employee executing the non-remote disconnect will make a reasonable effort to inspect the property for which termination has been requested in order to ascertain whether the property is occupied by persons other than the one making the termination request or to determine whether extenuating circumstances, such as conditions endangering life or property, may result from the disconnect. If such circumstances appear to exist, or if Grant PUD has actual notice or reason to believe that someone other than the person requesting the termination is residing at the premises, then a five-day notice will be left at the premises and the disconnect will be held in abeyance until an investigation can be made by the Local Office.

C. Where Grant PUD does not have reasonable belief after inspection that someone other than the person requesting termination occupies the premises, or that extenuating circumstances exist, such as life or property-endangering conditions, Grant PUD may terminate service. However, in the event Grant PUD fulfills the request to terminate utility service, it may post on the door of the property a notice which will inform any occupants of the premises that they may request immediate restoration of the utility service.

D. For single-family units or individually metered multi-family units, if the premises are occupied by a person other than the Customer of record, Grant PUD will upon request transfer electric service into the occupant's name. With respect to such transfer of service: the occupant will not be responsible for any charges accrued prior to the date notice of opportunity to place service in the user's name is provided (except where occupant has agreed by lease to pay for electrical service, in which case charges will begin on the date the tenancy began).

E. For residential buildings containing more than one dwelling unit in which service is not individually provided, a five-day notice will be provided giving the occupants an opportunity to put service in their own name(s).

F. Refer to Section 6.17 of these policies for disconnects for nonpayment.

2.9 LIFE SUPPORT SYSTEMS

Grant PUD is unable to guarantee constant or continuous electric service. Grant PUD will make reasonable effort to notify all known electrically supplied life support system Customers of planned power outages, in advance, giving the date, time and estimated length of planned power outages.

2.9.1 Customer Obligations

It shall be the responsibility of the Customer to furnish Grant PUD by phone or in writing a telephone number and/or email address which will enable timely contact by Grant PUD 24 hours per day, 365 days per year and to notify Grant PUD of any change in telephone number and/or email address; and of any change in the medical situation of the person on life support services. If a Customer no longer has life support, it shall be the responsibility of the Customer to notify Grant PUD.

2.10 DAMAGE TO GRANT PUD FACILITIES

Each individual, group, or organization shall pay Grant PUD for all damages to, or destruction of, property of Grant PUD where such is caused by the individual, group, or organization. Customer shall be responsible to reimburse Grant PUD for any damage to Grant PUD transformers or other Grant PUD facilities, caused by Customer overloading said facilities.

2.11 DISCLOSURE OF PUBLIC RECORDS

Public records of Grant PUD are available for inspection and copying. Policies and procedures related to disclosure of public records are available on Grant PUD's Web site or can be requested by contacting our offices.

2.12 SERVICE OUTSIDE GRANT COUNTY

Grant PUD will only serve loads outside of Grant County in areas that are covered under Agreements with the serving utility for the area. Service shall be in accordance with the terms of the Agreement. Requests for service outside of Grant County in areas not covered under an Agreement will be considered on an individual basis by Grant PUD's Commissioners. Refer to Section 4.5, Calculation of Charges, for Customer cost obligations for service outside Grant County.

2.13 UNDERGROUND FACILITIES

Grant PUD will install electrical facilities underground at Grant PUD expense in the following situations:

A. Substation underground feeder get-a-ways.

B. When determined by Grant PUD that applicable electrical codes or public safety considerations require placement of electrical facilities underground.

C. Transmission lines and Area Feeders where it is more economically beneficial to Grant PUD to place electrical facilities underground. In making this determination, Grant PUD will consider capital investment costs, projected operations and maintenance costs, and public

safety consideration.

D. Except as otherwise specifically provided above or in Section 4.2 of these Customer Service Policies, all costs incurred by Grant PUD in connection with placement of electrical facilities underground shall be the responsibility and paid by the Customer or municipality requesting or requiring underground service.

2.14 REVENUE PROTECTION AND POWER DIVERSION

The purpose of Grant PUD's Revenue Protection Policy is to reduce or eliminate revenue loss due to metering defects and power diversion. The policy establishes a program for the prevention, detection and responsive action to be taken with regard to power diversion on Grant PUD's system.

The significant elements of this policy include the following:

A. Meter Seals. All Grant PUD meters and associated equipment utilized for billing purposes will be sealed. Included will be meters utilized for measuring KWH, KW, KVARH, potential and current transformer enclosures and test switches.

B. Meter Sealing Fee. If a service has been reconnected which has been previously disconnected or a meter seal has been cut on an active service WITHOUT PRIOR AUTHORIZATION from Grant PUD, a fee will be charged to the Customer, owner, or person in control of the premises. Refer to Customer Fee Schedule. Prior authorization may be obtained from Grant PUD. Additional fees shall be assessed if power diversion has occurred.

C. Meter Testing. Grant County PUD will inspect and test its meters as necessary to maintain a high standard of accuracy. If a meter is found to register more than two percent (2%) fast or slow, Grant County PUD a new meter will be installed. Customers may request additional meter tests; however, if the meter is determined to be within the acceptable accuracy range of ±2%, Grant County PUD may assess a Meter Resealing Fee. Refer to Customer Fee Schedule.

D. Power Diversion/Theft of Power. Diversion of power, as defined in RCW 80.28.240, is strictly prohibited. The Customer, owner, or person in control of the premises will be presumed liable for all losses, damages and costs related to such actions.

E. Violations. Grant PUD may seek prosecution for any power diversion, destruction of Grant PUD property and other violations of law affecting delivery of its services, and will pursue collection for any losses, damages and costs related to such actions to the full extent provided by law.

F. Investigations. Grant PUD personnel will determine if power diversion has occurred. A preliminary investigation shall include an evaluation of the Customer's account history, examination of on-site conditions by appropriate personnel and other pertinent information.

G. Notice. After the investigation is complete and Grant PUD determines that power diversion has occurred, the Customer shall be notified that power diversion has occurred and:

1. The Customer has been assessed all of the damages, if any, plus the costs incurred on account of the bypassing, tampering, or unauthorized reconnection, including, but not limited to, costs and expenses for investigation, disconnection, reconnection and service calls;

2. The Customer may be billed up to triple the amount of actual damages as provided by RCW 80.28.240; and

3. That all sums due must be paid within 30 days unless other arrangements acceptable to Grant PUD are made;

4. If a civil action becomes necessary, Grant PUD shall seek to recover its costs of suit, reasonable attorneys' fees and expert witness fees; and

H. Connection and Disconnection. Grant PUD may refuse to connect or may disconnect service to a Customer for unlawful current diversion, theft of power or other violation of Grant PUD's Customer Service Policy, until all charges, losses and damages have been paid in full or other arrangements acceptable to Grant PUD have been made. Grant PUD will attempt to give the Customer reasonable advance notice of the disconnection including the reasons for the disconnection and the time of the disconnection.

2.15 INFORMAL CONFERENCE

Customers having questions about or disputing the application of these policies, billings or Rate Schedules may request an informal conference with a Grant PUD representative by calling a Grant PUD Customer Solutions Supervisor or Manager. The informal conference may be conducted by telephone or in person at the Customer's request. The Customer may present any information which the Customer deems relevant to the matter.

3. ENERGY SERVICES

3.1 CONSERVATION

Grant PUD recognizes the value of conservation and retail energy services. Therefore, the Energy Services Department shall pursue cost-effective energy conservation resources. A current list of all available programs is available from Grant PUD's Energy Services Department. Any use of Grant PUD funds for conservation purposes shall be in accordance with applicable laws.

3.2 DEMAND RESPONSE

Grant PUD recognizes that wholesale electric prices and various operational constraints can materially impact its overall cost to serve its Customers. The ability to work with Customers to schedule or manage when electric power is consumed (Demand Response) provides value to all Customers, not just the participants. Grant PUD staff may develop rate schedules to capture seasonal, monthly, weekly, daily, or hourly value. In addition, Grant PUD may work with certain Customers or groups of Customers to develop Demand Response arrangements such as avoiding placing incremental load on or reducing loads on Grant PUD's electric system for safety improvement, economic benefit, operational flexibility, or reliability purposes provided the arrangement is designed to reduce Grant PUD's power costs or generates incremental value for all its Customers. Customers who are able to participate in Demand Response will typically receive the benefit in the form of a billing credit unless specific arrangements are made prior to entering into the activity.

3.3 RESIDENTIAL, COMMERCIAL, INDUSTRIAL AND IRRIGATION ASSISTANCE

Any Customer of Grant PUD, in these sectors, is eligible for conservation assistance to the extent Grant PUD has the necessary equipment and expertise to provide it. Rebates and/or cost sharing

will be offered as provided by Washington State Law and to the extent funding is available and cost effective to Grant PUD.

3.4 PAY IT FORWARD PROGRAM

Grant PUD's Pay It Forward Program allows Customers to voluntarily forgo or redirect all or a portion of an energy conservation incentive payment from Grant PUD and instead contribute those funds to Grant PUD's Share the Light Program (refer to Section 6.19.2) and/or to a nonprofit organization located within Grant County, as selected by the Customer.

4. LINE EXTENSION POLICY FOR CUSTOMER SERVICES UP TO 500 KW AND IRRIGATION SERVICES UP TO 2,500 KW

A Line Extension is an addition or modification of electrical equipment and/or an increase in the size or length of Grant PUD's existing electrical facilities to serve new customer electric load within Grant PUD's service area. Line Extensions are categorized as consisting of either Overhead or Underground electrical facilities or a combination of both.

Grant PUD will extend or modify its facilities through Simple Service or Line Extensions to Permanent, Non-Permanent or Construction Temporary Services. Facilities will be extended to provide service under applicable Rate Schedules in accordance with Grant PUD Construction Standards. All Customers requesting electric service with Grant PUD shall also supply the orange fiber conduit between the fiber handhole/vault and the fiber gateway, which will typically be installed near the Customer's metering equipment or service entrance equipment. This Customer-supplied fiber optic conduit is for Grant PUD fiber optic cable only. Each line extension will be subject to evaluation as to feasibility, permanence, and compatibility with Grant PUD's system. Final determination as to specific conditions applicable to the extension, type of construction, route and design shall be made solely by Grant PUD.

Customer compliance with Grant PUD Policies and Construction Standards are a condition of service. The Customer is required to sign a Service Connection Application for any proposed Line Extension and pay any applicable Line Extension Fees and Meter Fee.

4.1 OVERHEAD LINE EXTENSIONS

When Grant PUD determines overhead facilities should be installed to serve a Customer, at the Customer's expense, Grant PUD will provide and install all materials and equipment necessary to provide said service from its existing facilities to the Connection Point in accordance with current Grant PUD Construction Standards. Grant PUD will own and maintain all overhead Secondary Services after they are energized.

4.2 UNDERGROUND LINE EXTENSIONS

When the District determines underground facilities should be installed to serve a Customer, the installation shall be made on the same basis as overhead and in conformance with all other District polices and standards applicable to underground service (refer to Section 4.11 for Customer obligations for Backbone Facilities). All conduit installed by the Customer shall contain a continuous length of knot-free ¼ inch polypropylene pull rope or Herculine P1250W ½" polyester pull tape with a two-foot tail at each end, regardless of the length of the run of conduit.

Grant PUD will own and maintain all underground Secondary Services providing power to any single-family home, any single unit manufactured/mobile home, or any single structure duplex, or any outbuildings (shop, garage, etc.) associated with a residential property. Grant PUD will own

and maintain any secondary irrigation service that is fed directly from a pole with a transformer bank on it if the meter is within twenty feet of the pole. Grant PUD will also own and maintain any secondary irrigation service that is fed from a padmount transformer if the meter is within twenty feet of the padmount transformer. The Customer will own all underground Secondary Services providing power to commercial buildings, multi-family buildings, mobile home parks, and potentially others not mentioned here.

Examples

A. Single house on an individual lot – Grant PUD owns the secondary wire from the connection point to the meter.

B. Single mobile home on an individual lot – Grant PUD owns the secondary wire from the connection point to the meter.

C. One duplex on an individual lot – Grant PUD owns the secondary wire from the connection point to the metering equipment.

D. Irrigation service for a crop – Grant PUD owns the secondary wire from the pole to the metering equipment as long as the metering equipment is within twenty feet of the pole with the transformer bank on it. For underground irrigation services – Grant PUD owns the secondary wire from the padmount transformer to the metering equipment as long as the metering equipment is within twenty feet of the padmount transformer.

E. Small or large commercial building on an individual lot – Customer owns the secondary wire from the connection point to the metering equipment.

F. Two or more duplexes on the same lot – Customer owns the secondary wire from the connection point to the metering equipment.

G. Any service inside of a mobile home park – Customer owns the secondary wire from the connection point to the metering equipment.

H. Multi-unit building on an individual lot – Customer owns the secondary wire from the connection point to the metering equipment.

I. One meter controlling landscape lighting and sprinkler system at an entrance to a plat – Customer owns the secondary wire from the connection point to the metering equipment.

J. Outbuilding (shop) on a residential lot – Grant PUD owns the secondary wire from the connection point to the meter.

4.3 TYPES OF SERVICE

4.3.1 Permanent Service

For Line Extensions to permanent electric loads, all of the following conditions must be met:

A. The need for electricity is intended to be permanent in the location applied for.

B. The property owner must sign a Service Connection Application.

C. The Customer must furnish all necessary permits, licenses and other governmental approvals required in connection with the line extension.

D. When deemed necessary by Grant PUD, the Customer shall provide perpetual

easements, permits and/or licenses required in connection with the line extension.

E. For all water pumping loads, excluding domestic wells, Grant PUD reserves the right to require the Customer to provide a written permit from the agency having jurisdiction over the water to be pumped.

F. The Customer shall make payment of the Line Extension Fee as specified in Section 4.5.1.

Service to electric loads meeting all of the conditions as set forth above shall be considered permanent.

4.3.2 Non-Permanent Service

When a Customer requesting a Line Extension cannot meet the conditions set forth in Section 4.3.1 above, non-permanent service may be extended under the following conditions:

A. The Customer must sign a Service Connection Application.

B. The Customer must pay the estimated Up and Down Charge and a monthly facility charge equal to Grant PUD's Ownership Cost for the line extension as specified in Section 4.5.1. The facility charge shall continue until the Customer notifies Grant PUD to discontinue the service or when all permanency requirements are met.

C. In the event all permanency requirements are met, the costs for the extension shall be computed according to the applicable Line Extension Policy for permanent service (Section 4.3.1) less credit for facilities charges.

4.3.3 Construction Temporary Service

Where sufficient distribution facilities already exist, the Customer may install a metered temporary service, for the purpose of construction only. Service shall be provided for a Construction Temporary Service for a one-time designated fee to be determined by Grant PUD. Subsequent usage will be billed at the appropriate rate schedule up to eighteen months. At the end of eighteen months, Grant PUD will remove the service.

4.4 SERVICE REQUIREMENTS BY RATE CLASS

A. Schedule 1, Residential Service

Residential service is defined in Grant PUD rate schedules as single-phase service to single family dwellings, individual apartments or farmhouse. Residential service supplies power for domestic needs such as space heating, water heating, wells, lighting, appliances, and plug loads. Customers with loads significantly above average may be assessed for reassignment to an alternative rate schedule.

In addition to all other requirements for Line Extension as set forth by Section 4.0, a Customer(s) applying for said extension for Residential Service shall provide and install all material, trenching, etc., necessary for electric service from the load being served to the designated Connection Point.

Refer to Section 4.11 for Customer requirements for residential subdivisions and Multi-

Building Complexes and Section 4.12 for manufactured home parks.

B. Schedule 2, General Service

General Service is defined in Grant PUD rate schedules as single phase or three-phase service to electric loads not to exceed 500 kW (as measured by billing demand) for general service lighting, heating and power requirements, excluding irrigation service.

In addition to all other requirements for Line Extension as set forth by Section 4.0, a Customer(s) applying for said extension for General Service shall provide and install all material, trenching, etc., as necessary for electric service from the load being served to the designated Connection Point.

Refer to Section 4.11.1 for Customer requirements for commercial subdivisions that qualify under this rate schedule.

C. Schedule 3, Irrigation Service

Irrigation Service is defined in Grant PUD rate schedules as electric service to irrigation, orchard temperature control or soil drainage loads not to exceed 2,500 horsepower and other miscellaneous power needs including lighting.

In addition to all other requirements for Line Extension as set forth by Section 4.0, a Customer(s) applying for said extension for Irrigation Service shall:

1. Provide and install all material, trenching etc., as necessary for electric service from the load being served to the designated Connection Point except for those irrigation services that are within twenty feet of Grant PUD's transformer pole.
2. Provide and install a District-approved concrete pad for all padmount transformers 750 KVA and larger.

D. Schedule 3B, Agricultural Services

Agriculture Service is defined in Grant PUD rate schedules as single phase or three-phase service to electric loads when 70% or more of the annual energy use on the meter is used for agricultural end uses performed prior to the first sale of the agricultural product. Agricultural end-uses consist of growing crops, raising livestock, and the processing or storing of agricultural products. This rate is not available to premises involved in the cultivation or processing of cannabis or cannabis products, single- or multi-residential housing or irrigation loads (collectively, non-eligible loads).

Customers wishing to qualify for Schedule 3B may isolate the eligible loads by establishing a new premises in accordance with applicable applications for service and line extension policies. In addition to all other requirements for Line Extension as set forth by Section 4.0, a Customer(s) applying for said extension for Agricultural Services shall provide and install all material, trenching, etc., as necessary for electric service from the load being served to the designated Connection Point.

Refer to Section 4.11.1 for Customer requirements for commercial subdivisions that qualify under this rate schedule.

ATTESTATIONS AND PENALTIES

Any new or existing Customers placed under the Schedule 3B, Agricultural Services, shall provide an attestation that the premises qualifies for Schedule 3B. If Grant PUD becomes aware that the attestation is false, Grant PUD has the authority to enforce its Rate Schedules and intends to do so to the full extent allowed by the law. Customers found to have knowingly deceived and/or found to have been charged under an incorrect Rate Schedule based on

Customer representations will be processed the same way as diversion in Section 2.15 of this Customer Service Policy and subject to penalties. Grant PUD reserves the option to assess damages from the date Grant PUD estimates the Customer's rate schedule should have changed, as allowed in Section 2.1.2, and pursue any uncollected applicable charges.

Once established, if a Customer changes its business such that it does meet the Schedule 3B criteria, the Customer is required to inform the PUD of the change in status. Failure to inform Grant PUD of a change in load may result in penalties as described above.

E. Large Electric Service

Refer to Section 8 for additional Customer requirements for Large Electric Service above 500 kW.

4.5 CALCULATION OF CHARGES

4.5.1 Line Extension Fees

A. Permanent Service:

The Customer shall pay a Line Extension fee (refer to Customer Fee Schedule) for services located within Grant County, unless service qualifies for a Simple Service (See Definition of Terms, Section 1.2). The Line Extension fee may be refundable upon termination of the request, less any amounts already expended or committed by Grant PUD in relation to the Line Extension request.

For Line Extension estimates in excess of $20,000, the Customer shall be responsible for the actual cost of the project. A Customer Service Contract must be signed when the initial estimate is paid. When the project is complete and all project costs have been accumulated, Grant PUD will either give credit, refund or invoice any differential between the actual and estimated costs to the Customer.

When more than one rate schedule could apply, the maximum will be established by the rate schedule which gives the lowest billing for energy usage.

The minimum payment for any Line Extension shall be equal to the Simple Service Fee plus the Meter Fee.

Customers applying for Permanent Service to an electric load outside Grant County shall be required to pay 100% of the Estimated Extension Cost and the Meter Fee.

B. Simple Service Fees:

All Residential and Commercial Customers shall pay a non-refundable Simple Service Electric fee for each electrical service to be connected. Refer to Customer Fee Schedule. A Meter Fee shall also be paid for every meter that is set/installed. Refer to Customer Fee Schedule.

All Residential and Commercial Customers shall also pay a non-refundable Simple Service Fiber fee for each electrical service to be connected. Refer to Customer Fee Schedule. All Customers requesting electric service with Grant PUD shall also supply the orange fiber conduit between the fiber handhole/vault and the fiber gateway, which will typically be installed near the Customer's metering equipment or service entrance equipment.

The Customer shall pay a non-refundable Up and Down Charge for Non-Permanent Service equal to the estimated cost of furnishing, installing and removing the

required facilities, less any salvage value, for service inside or outside of Grant County. In addition, the Customer shall pay a monthly facility charge equal to Grant PUD's Ownership Costs. (See Definition of Terms, Section 1.2)

C. Construction Temporary Service:

The Customer shall pay a non-refundable Construction Temporary Service Fee. Refer to Customer Fee Schedule.

D. Permit Fees:

In addition to payment of the appropriate Line Extension Fee, any charges levied by any agency for permits, surveys, easements, licenses, etc. necessary for the Line Extension, shall be paid for by the Customer.

4.5.2 Line Extension Fee Payments

Charges for Simple Services and meters, both Overhead and Underground, shall be paid prior to energizing the service and setting the meter. Charges for Line Extensions are due prior to scheduling construction.

Exception: Customers applying for Line Extensions to Backbone Facilities and/or Customers with an account(s) requiring a deposit under Section 6.14, shall be required to pay prior to energizing the service.

For Line Extension projects with an estimated cost in excess of $20,000, the Customer shall be responsible for the actual cost of the project. A Customer Service Contract must be signed when the initial estimate is paid. When the project is complete and all project costs have been accumulated, Grant PUD will provide to the Customer an itemized invoice reflecting all project costs incurred. Grant PUD will either give credit, refund or invoice any differential between the actual and estimated costs to the Customer. Final payment will be due 25 days after the invoice date. Any credits or refunds or invoiced amounts will not accrue any interest. Permanent Service will be subject to disconnection if full payment is not received by the due date.

Payment of the Line Extension Fee is in addition to any energy use, deposits, or outstanding invoices that may be due. Political subdivisions of the State of Washington and Agencies of the Federal Government may make payment after Grant PUD facilities are installed provided Grant PUD has received written agreement that payment will be made in full upon completion of Grant PUD work.

4.6 MODIFICATION OF FACILITIES

Modifications are those changes to existing electrical facilities required to allow for installation of new facilities requested by a Customer. Upon request from an individual Customer Grant PUD will modify its facilities provided:

A. The Customer signs and submits a Service Connection Application.

B. The Customer pays the pro-rated Termination Charge for the modified facilities in addition to the appropriate Line Extension Fee for the new facilities.

C. The modifications comply with current Customer Service Policies and Grant PUD Construction Standards.

4.7 REBUILDING EXISTING LINES

When it becomes necessary to rebuild existing line to serve added electric load, the cost of the rebuild shall be considered as part of the Estimated Extension Cost for the new load except when the line is designated to be an Area Feeder. (See Section 4.10.1)

4.8 TRANSMISSION FACILITIES

Transmission facilities required to provide for general area load growth and basic system reliability will be constructed entirely at Grant PUD expense as part of an overall development plan.

4.9 SUBSTATIONS

Substations required to provide for general area load growth and basic system reliability will be constructed entirely at Grant PUD expense as part of an overall development plan.

4.10 DISTRIBUTION POWER LINES

4.10.1 Area Feeder Lines

Primary distribution lines, known as "Area Feeders," are intended to serve general area load growth and system reliability. General electric load growth does not include the addition of or modifications to industrial loads above 500 kVA/kW (see Section 8). These lines are part of the primary three-phase Distribution System, and their construction cost is borne by Grant PUD except for

Area Feeder designation is limited to the following criteria:

A. Incorporated Cities and Towns

Primary lines along all platted streets and alleys inside or adjoining the city limits shall be designated as Area Feeders.

B. Irrigation Blocks

Primary lines along all county roads and state highway rights-of-way inside or adjoining developed or developing irrigation blocks serving multiple accounts shall be designated as Area Feeders.

C. Other

At the sole discretion of Grant PUD, certain distribution facilities that extend into areas of anticipated development (e.g., Urban Growth Area (UGA) areas) or that are for the purpose of system reliability may be designated as Area Feeders.

4.10.2 Distribution Power Lines That Are Not Area Feeders

Essentially, a “Non-Area Feeder” is any primary distribution line not meeting the criteria established by Section 4.10.1 above. Additionally, Extensions (Backbone Facilities) into residential and commercial subdivisions shall not be considered Area Feeders.

Construction costs for distribution lines that are not designated as Area Feeders shall be included as part of the Estimated Extension Cost except as follows:

When it is deemed necessary by Grant PUD to add a distribution system neutral conductor to an existing power line, Grant PUD will pay 100% of the construction cost for the addition of the system neutral.

4.11 EXTENSIONS TO RESIDENTIAL/COMMERCIAL SUBDIVISIONS AND MULTI-BUILDING COMPLEX

4.11.1 Approved Subdivisions and Multi-Building Complex

Grant PUD will extend electric service to any new city or county approved subdivision and/or complex according to the following conditions:

A. The Customer must provide a Backbone Facility design in accordance with Grant PUD Construction Standards, subject to Grant PUD approval.

B. The Customer must pay the appropriate Line Extension Fee as required by Section 4.5.1, prior to construction. A Meter Fee shall also be paid for every meter that is set/installed. Refer to Customer Fee Schedule.

C. All trenching, gray electrical conduit, transformer boxes, pads, junction boxes, orange fiber conduit, fiber vaults, fiber handholes, sand bedding and backfill shall be provided and installed by the Customer in accordance with Grant PUD Construction Standards. The Customer shall not excavate or install any part of the backbone conduit and vault system prior to Grant PUD providing an approved plat development design drawing.

D. The costs for Off-Site Facilities or Line Extensions outside the boundaries of a residential or commercial subdivision necessary for providing service to the subdivision, will be included as part of the Estimated Line Extension Costs for the subdivision.

E. Changes to the size of the service, or number of services, after the requisite electrical system modifications have been completed, shall be the responsibility of the developer and/or owner, as applicable. Grant PUD designs system infrastructure to support customer loads as defined on the initial Service Connection Application.

4.11.2 Services within a Subdivision or Multi-Building Complex

Grant PUD facilities installed in addition to a Backbone Facility to serve individual Customers shall be considered a separate Extension and subject to the appropriate Section(s) of Line Extension Policy 4.0.

Where Backbone Facilities have not been provided for by a developer, any Customer(s) requesting service within the subdivision shall be responsible for the necessary Backbone Facilities in accordance with Line Extension Policy, Section 4.11, as if he/she were the developer.

4.12 MANUFACTURED HOME / MOBILE HOME PARKS

Line Extensions will be made to new manufactured home parks and additions will be made to existing mobile home/manufactured home parks under the following conditions:

A. If the Line Extension is considered to be permanent, construction will be done in accordance with the Line Extension Policy, Section 4.11.1.

B. Grant PUD will consider a Line Extension permanent in cases where the Customer makes a substantial permanent investment in other improvements. This requirement will be satisfied when initial improvements include permanent water and sewer facilities, graded and paved or graveled streets and electric service entrance capability at each manufactured home or mobile home space.

C. Grant PUD will provide the appropriate electrical system to the Connection Point(s). For an individual manufactured/mobile home, the Connection Point will be at the moped/pedestal, and Grant PUD will own and maintain the underground conduit and secondary service wire up to the meter after the service is energized. For manufactured/mobile homes within a mobile home park, the Connection Point will either be at the transformer or at the moped/pedestal and will be dependent on the design. For manufactured/mobile homes within a newly developed mobile home park, the Customer will own and maintain the underground conduit and secondary service wire from the Connection Point to the meter(s) after the service is energized. For manufactured/mobile homes within an existing (previously developed) mobile home park, Grant PUD will own and maintain the underground conduit and secondary service wire up to the meter after the service is energized.

4.13 UNUSED IRRIGATION SERVICE FACILITIES

Grant PUD-owned irrigation service facilities may be removed by Grant PUD at any time following disconnection for nonpayment of arrears from a previous irrigation billing season.

5. SERVICE AND METER REGULATIONS

5.1 AVAILABILITY AND CONDITIONS OF SERVICE

5.1.1 Determination of Availability

The availability of service for the equipment to be used shall be determined by Grant PUD before proceeding with the wiring or the installation of equipment. Grant PUD shall advise the Customer of the available phase and voltage for that service, and of any required reduced voltage motor starting equipment to protect the service to its other customers (see Section 5.3.3).

5.1.2 Compliance with Regulations and Codes

The Customer's wiring and equipment shall comply with State, Municipal and Grant PUD regulations, the National Electrical Code and the National Electrical Safety Code. Grant PUD reserves the right to discontinue service at any time, or refuse to connect where such service will adversely affect the service to its Customers, or where the Customer has not complied with said regulations and codes, or where the Customer's equipment or wiring are found to be defective or dangerous, until the same are repaired to the satisfaction of Grant PUD; however, Grant PUD is not obligated to inspect the Customer's

electrical property and assumes no liability for the condition of, or resultant damage or injury from, the Customer's electrical property.

5.1.3 Access to and Care of Grant PUD Property

Grant PUD shall have the right, through its employees or other agents, to enter upon the premises of the Customer at all times for the purpose of reading, inspecting, repairing or removing the metering devices, appliances and wiring owned by Grant PUD. The Customer shall provide space for, and exercise proper care to protect Grant PUD property on the Customer's premises. Such property shall include, but is not limited to, meters, instrument transformers, wires and other facilities installed by Grant PUD. In the event of damage to Grant PUD property, the Customer, owner, or person in control will be presumed to be liable for the cost to repair or replace Grant PUD property, which is damaged or destroyed. If power diversion has occurred, Grant PUD may recover additional costs, expenses, and damages as provided under Customer Service Policy 2.14 or other applicable law. Additionally, the Customer shall have such rights to conferences with Grant PUD personnel as are provided in Customer Service Policy 2.14.

5.1.4 Customer Responsibility

Nothing in these Policies shall be construed as placing upon Grant PUD any responsibility for the condition of the Customer's wiring or equipment, and Grant PUD shall not be held liable for any loss or damage resulting from defects in the Customer's installation and shall not be held liable for damage to persons or property arising from the use of the service on the premises of the Customer.

5.1.5 Separate Services

Grant PUD will not totalize metering of separate services. Where Grant PUD contracts to furnish separate transformers to provide multiple services or multiple voltages for the mutual benefit of Grant PUD and the Customer, metering and billing shall be either by separate services at low voltage or consolidated at high voltage and include transformation losses.

Separate Customers shall have separate metering and separate accounts, subject to the conditions set forth in Section 2.1.1. Grant PUD will not allow two or more separate Customers to combine or totalize metering.

5.1.6 Backup and Maintenance Power

Backup power and maintenance power will be provided by Grant PUD upon request, to Cogeneration and Small Power Production Facilities as defined under the Public Utilities Regulatory Policies Act of 1978. Grant PUD shall provide excitation power during interconnected parallel operations with Cogeneration and Small Power Production Facilities of 100 kW or less.

5.1.7 Station Service - Customer Owned

Station Service Power for Customer-owned generating facilities will be provided by Grant PUD only when the facility is not generating power.

5.2 SERVICE LATERAL AND POINT OF CONNECTION

The route of the service and the location of the service connection and metering equipment shall be determined by Grant PUD. Any wiring not complying with these Policies and installed without first determining the location of the service connection and/or meters will have to be brought into compliance with these Policies upon notification by Grant PUD.

5.2.1 Overhead Service Laterals

A. For overhead service, the service entrance shall be so located that the secondary service wires installed by Grant PUD will reach the service entrance by attachment at one location only on the building.

B. The point of service attachment of an overhead service on the building shall be of sufficient height to provide the required ground clearance for secondary service drop conductors. A service mast or other approved structure to terminate secondary service conductors or reinforcement of the building for adequate anchorage shall be provided and installed by the Customer or their contractor. Grant PUD will supply, for installation by the Customer, anchor bolts for service attachments to concrete, masonry, or other buildings where necessary.

C. Only one set of service entrance conductors will be connected to any one overhead secondary service drop except by special approval of Grant PUD.

D. Grant PUD will supply and install, as part of the Customer extension costs, meter poles for overhead services. The meter pole shall then be owned and maintained by Grant PUD.

E. Permission must be obtained before attachments are made to Grant PUD owned poles. Attachments to Grant PUD owned poles shall be done strictly in accordance with Grant PUD specifications.

5.2.2 Underground Service Laterals

A. In general, a building or other premises will be supplied through only one underground service lateral. Where the use of multiple service entrance conductors is necessary, the means and location of connection to the underground service lateral shall be determined by Grant PUD.

B. The Customer is responsible for trench, conduit, sand bedding and backfill in accordance with Grant PUD specifications.

C. Where conductors are buried directly in the earth, supplementary mechanical protection may be required by Grant PUD.

D. Each underground installation shall be in accordance with specifications and drawings available from Grant PUD.

5.3 SERVICE ENTRANCE INSTALLATION AND EQUIPMENT

5.3.1 Responsibility of Customer/Grant PUD

All service entrance equipment, instrument transformer enclosures, meter enclosures, meter sockets, conduits and raceways are the responsibility of the Customer and shall be of a type approved by Grant PUD. The instrument transformers secondary circuit conductors will be supplied and installed by Grant PUD.

5.3.2 Wiring

The Customer shall provide and install all wiring between the Connection Point and the metering equipment with said installation subject to the provisions of Section 5.1.2. When the use of multiple conduits is necessary, the weatherheads shall be grouped such that none is more than 18 inches from the point of service attachment on the building. Underground wiring shall be buried enclosed in conduit (i.e. direct buried cable is not allowed).

5.3.3 Protective Devices

Suitable protective devices on the Customer's premises may be required whenever Grant PUD deems such installation necessary to protect its property or that of its other Customers.

Grant PUD may require installation of reduced voltage starting equipment by the Customer in cases where across the line motor starting would result in excessive voltage disturbances to other Customers or to Grant PUD's system. Grant PUD will furnish the Customer with written motor starting requirements based on the motor horsepower information given at the time of formal application for service. These requirements will be furnished only to the Customer. Construction and/or energization of Grant PUD Facilities to serve motor loads will not occur until the Customer acknowledges receipt of said requirements by signing and returning the motor starting requirements letter.

5.3.4 Protective Equipment on Motor Installations

On motor installations, adequate relays or other approved protective equipment to guard any and all motors against damage due to excessive under voltage and to protect three-phase motors against damage from single-phasing operation shall be the responsibility of the Customer. Three-phase motors equipped for restarting after a service interruption should be protected against any line condition resulting in single-phase service to the motors (single-phasing). Automatic restarting on 50 HP and larger motors must be approved by Grant PUD prior to installation.

It is recommended that three thermal over-current devices (for three-phase motors) and, in addition, dual element time delay fuses or circuit breakers of suitable rating be installed as minimum protection.

5.3.5 Service Connection

Service connections will be made only after it has been determined Grant PUD Construction Standards have been met and the Customer’s electrical equipment/installation has been approved by a Washington State Electrical Inspector.

Said equipment must display the State of Washington “Safe Wiring Decal”, legibly filled out and readily accessible.

A Service Modification Fee will be paid when a Customer requests that their secondary service be disconnected (“temp kill”) to allow them to modify their secondary electrical service. This request could be to allow them to add an additional run of secondary wire to their existing service, increase their secondary wire size, and potentially other work not listed here. If any additional work has to be done by Grant PUD, there may be additional fees that have to be paid by the Customer.

A False Call Fee will apply when a Customer requests Grant PUD service and is not prepared when Grant PUD arrives on site at the requested timeframe. Refer to Customer Fee Schedule.

5.4 METER LOCATIONS

5.4.1 Placement of Meters

Grant PUD encourages placement of meters as close as possible to the designated Connection Point. In any event, meters or metering equipment shall be placed in locations that allow Grant PUD free and safe access for installing, removing, testing, and reading. Metering equipment shall not be installed over open pits, moving machinery or hatchways. There shall be ample clearance from any such openings or hazardous locations and there shall be at least three (3) feet of unobstructed space between the nearest point of said metering equipment and any obstructions.

A. Metering for residences shall be installed on the outside of the building, not enclosed, and readily accessible for meter reading and maintenance. (See Section 5.4.7)

B. Metering equipment for commercial and industrial service shall be installed on the outside of the building in accordance with Section 5.4.1.A (above) except where prior approval of other locations has been granted by Grant PUD.

C. Metering equipment for Irrigation service shall be outside of any buildings and may be installed on Grant PUD's transformer pole when such installation will provide improved access to the metering. For underground secondary service fed directly from a pole, meter location shall not exceed 20’ distance from pole.

5.4.2 Meter Height Requirements

Meter bases or meter enclosures shall be located at such a height that the center of the meter when installed will not be more than six (6) feet, nor less than five (5) feet above finished grade, an accessible permanent platform or landing; except as follows:

A. Meters for a special application may be installed at a height of less than five (5) feet in power rooms, if installed in a factory-built, metal cabinet approved by Grant PUD before fabrication.

B. Outdoor factory-built multiple meter load centers for multifamily apartment buildings having seven (7) or more meters may be installed with up to four (4) vertical rows of meter sockets. (See Section 5.4.6) Mounting height shall be established by consulting with Grant PUD before proceeding with each such installation. The

Customer shall plainly and permanently mark each meter location designating the portion of the building it serves before the service is connected.

C. Meter height shall be measured from finished grade in meter pole applications.

D. Meters on underground systems may be installed less than five (5) feet above finished grade at pad-mount transformer locations or in pedestals approved for the purpose.

E. Where a written variance has been obtained from Grant PUD.

5.4.3 Line Side/Load Side Placement of Equipment

Metering equipment shall be installed on the line side of the main service switch or service panel, except on multiple meter installations where a main disconnecting means is required by Code. When meters are installed on the load side of the main disconnect as indicated above, they shall be installed on the line side of the individual subservice disconnect. The meters shall be connected directly to the main disconnect or through a bus gutter suitable for sealing. The Customer shall plainly and permanently mark each meter location, designating the portion of the building it serves before the service is connected.

5.4.4 Conditions Adversely Affecting Meters

Meters shall be installed in locations free from vibrations, condensation, or where live steam or hot liquids are used. They shall not be installed where such conditions exist which would adversely affect their operation. Metering equipment shall be located so it will not be in the path of water from eaves, rainspouts, or drains.

5.4.5 New Installation - Instrument Transformers

On new installations, meters used in connection with instrument transformers shall not be separated from the instrument transformer enclosures by a wall or partition. Secondary circuits of instrument transformers shall not be run in the same conduit or raceway with any other circuits. (See 5.5.5)

5.4.6 Placement of Meter Bases

There shall be a minimum of four (4) inches clearance between the meter base and service switch enclosure and/or any physical obstruction which might interfere with the installation of the meter or use of a test jack in the meter base.

Where a subdivision of the service requires the use of more than one meter, the meters shall be grouped and the space between sockets shall be not less than three (3) inches. On initial construction ganged meter troughs having two (2) or more meter sockets should be the bussed type.

5.4.7 Meter Violation

When any changes, alterations, additions or obstruction are made on the Customer's premises resulting in violation(s) of these meter requirements, the Customer shall correct the violation(s) at his expense or pay a monthly meter obstruction fee until said violation is corrected. Refer to Customer Fee Schedule.

5.5 METERING EQUIPMENT

5.5.1 Standards for Metering Equipment

Grant PUD establishes standards for metering equipment. The Customer's compliance with such standards shall be a condition of service.

5.5.2 Power Factor Metering

Grant PUD shall install reactive (Power Factor) metering on all Large Electric Service loads expected to operate such that the power factor will be below 95% lagging or leading. Nothing in the above shall preclude Grant PUD from installing reactive metering on any service, regardless of rate schedule or demand, when deemed necessary by Grant PUD. Meters for measurement of reactive power shall have registers for both leading and lagging power factors for the purpose of billing demand adjustments.

5.5.3 Pulse Metering Data Connection

Upon written request and execution of a letter agreement, Grant PUD will install and maintain Current Transformer (CT) metering, capable of KYZ output, as defined by Grant PUD Construction Standards for Industrial and Large General Customers subject to the following terms conditions:

A. The Customer shall be responsible for paying in advance, all of Grant PUD's estimated costs for labor, materials, overheads and equipment needed for the installation and upon demand shall promptly reimburse Grant PUD for all repairs and maintenance costs incurred by it from time to time.

B. Grant PUD will not synchronize the KYZ output to the meter demand timing.

C. Grant PUD will retain ownership of all meters and equipment installed by it.

D. The Customer shall be solely responsible for installation, operation, and maintenance of data logging equipment from Grant PUDs installed isolation relay(s). The Customer shall also provide voltage potential for the data logging equipment.

E. The Customers communication equipment from the isolation relay(s) to the Customer's data logging equipment must be approved in advance by Grant PUD.

F. Grant PUD shall have the right to work on the meter, including de-energization, without notice to or permission by the Customer. In the event the meter is removed and/or replaced, Grant PUD may attempt, but will not guarantee, reconnection at the isolation relay(s).

G. Grant PUD shall have no liability whatsoever or for any damages of any type to Customer resulting from or arising from the installation, operation or use of the KYZ output or from any malfunction thereof.

5.6 INTERCONNECTION OF CUSTOMER-OWNED NET METERING SYSTEMS

Grant PUD will allow net metering systems meeting Grant PUD's Construction Standards to interconnect on a first-come, first-served basis to Grant PUD's distribution system, up too 100 KW, under the following terms and conditions:

5.6.1 New Installation/Modification of Existing Facilities Application, Fees and Agreement

Customer shall submit a Net Metering Application, a signed Net Metering Interconnection Agreement, and pay applicable fees to Grant PUD prior to installing a new or modification of an existing generating facility. Refer to Customer Fee Schedule. After Grant PUD's approval of the Net Metering Interconnection Agreement, Customer may at Customer's expense install the approved Net Metering System or modify as necessary or directed by Grant PUD Customer's generating facility in existence on Customer's property prior to the date these policies were enacted. Grant PUD reserves the right to require the Customer, at the Customer's expense, to provide corrections or additions to existing electrical devices in the event of modification of government or industry regulations and standards.

5.6.2 Certification of Completion

Upon the Customer's completion of the Net Metering System installation or modification, the Customer shall submit to Grant PUD a Certificate of Completion on a form provided by Grant PUD. Such form shall include evidence of the Washington State Labor and Industry's electrical inspection and approval of the Net Metering System by the State Electrical Inspector. Interconnection work to Grant PUD's distribution system will commence following receipt of the Certificate of Completion.

A False Call Fee may apply when a Customer requests Grant PUD inspection and is not prepared when Grant PUD arrives on site at the requested timeframe. Refer to Customer Fee Schedule.

5.6.3 Unauthorized Connections

For the purposes of public and employee safety, any non-approved generation interconnections discovered will be immediately disconnected from Grant PUD's system.

5.6.4 Metering

Grant PUD shall install a kilowatt-hour meter, or meters as the installation may determine, capable of registering the bi-directional flow of electricity at a level of accuracy that meets all applicable standards, regulations and statutes. If Grant PUD requires separate metering to measure the energy produced by the generating facility, such equipment shall be installed at the Customer's expense.

5.6.5 Grant PUD System Capacity

The cumulative generating capacity of net metering systems shall be limited to 0.25% of Grant PUD's peak demand during 1996. Additionally, interconnection of Customer-owned generation to individual distribution feeders will be limited to 10% of the feeder's peak capacity. Additional generation interconnection to individual distribution feeders

may be allowed beyond these stated limits at Grant PUD's discretion.

5.6.6 Customer Owned Protection

It is the responsibility of the Customer to protect their facilities, loads and equipment and comply with the requirements of all appropriate standards, codes, statutes and authorities. The Customer's Net Metering System must include, at the Customer's expense, all equipment necessary to meet applicable safety, power quality, and interconnection requirements established by the National Electrical Code (NEC), National Electrical Safety Code (NESC), the Institute of Electrical and Electronics Engineers (IEEE), Underwriters Laboratories (UL). The Customer owned protection equipment must also automatically prevent backfeeding to Grant PUD's system anytime the utility source is not available (fault, planned/unplanned maintenance, etc.).

5.6.7 Interconnection Costs

Customer shall be responsible for all additional costs above and beyond the application fee, if any. Such costs will be based on actual costs, including overheads. For example, additional costs may be incurred for transformers, production meters, and Grant PUD testing, qualification, and approval of non-UL 1741 listed equipment.

6. METER READING, BILLING AND COLLECTING

6.1 METER READING

Meters will normally be read daily via advanced metering infrastructure.

If for any reason a reading cannot be obtained, the billing may be based on estimating energy use and demand, and subject to later correction.

Grant PUD's current technology has the ability to read, connect and disconnect meters remotely. The deployed technologies are Grant PUD's standards. If a Customer declines to adhere to Grant PUD's standards. Refer to Customer Fee Schedule and Opt-Out Agreement.

6.2 ADJUSTMENT OF BILLING ERRORS

Grant PUD may adjust any billing when it has been determined that an error in billing has been made and a correction is in order. Grant PUD may revise such bill on the basis of the best evidence available.

If the billing error is favorable to the Customer, Grant PUD will credit or refund the Customer's account for overcharges back to the date of when the billing error occurred and up to the date of discovery of the billing error.

If the billing error is unfavorable to the Customer, Grant PUD will charge the Customer's account for undercharges to the date of when the billing error occurred or six years (whichever lookback period is shorter) up to the date of discovery of the billing error. Grant PUD may establish an interest-free monthly payment arrangement for the undercharged amount for a Customer with a financial hardship as a result of the billing adjustment. The term of the payment arrangement term will not exceed the number of months of the lookback period.

6.3 BILLING PERIODS

The normal monthly billing period is 30 days. However, due to weekends and holidays, monthly billing periods may range from 26 to 34 days. Monthly charges for shorter or longer periods will be prorated on the basis that such fractional period bears to 30 days.

6.4 NON-METERED SERVICE

Non-metered service may be supplied when the connected load is known and average monthly energy consumption can be accurately calculated.

6.5 DETERMINATION OF DEMAND

Where Grant PUD rate is based on kW demand, the Metered/Billing Demand shall be calculated to the nearest thousandth (0.001) of a kW. Inaccurate demand readings caused by meter failure or loads with constantly changing demands may require the demand to be calculated by Grant PUD, taking into consideration installed capacity necessary to serve the load and abnormal effects on Grant PUD's system. Power factor metering data (if available) and/or the load history or load checks would also be used to compute the demand.

Grant PUD shall, if requested by Customer in advance, waive demand reads in one two-hour period for the sole purpose of Customer testing equipment. Grant PUD will not waive demand reads for this purpose more than one time in any 12-month period.

If monthly demand charges are based on Customer's highest demand, as provided by Grant PUD's then applicable rate schedule, a number of such recording periods equal to the first two hours following a system outage, not related to a failure in the Customer's Facility, shall be disregarded if noted by Grant PUD or if requested by the Customer.

6.6 PAYMENT

All monthly bills for service rendered and minimum charges are due and payable when rendered and become delinquent if not paid within 25 days.

6.7 RETURN CHECK FEE

A return check fee may be assessed to a Customer's account for which payment has been received by any check or legal tender which is subsequently returned to Grant PUD by the bank. Refer to Customer Fee Schedule.

6.8 PAYMENT OPTIONS

Customers may make payments to Grant PUD by cash, check, credit cards, debit cards, automated checking and savings account withdrawal and other Grant PUD approved electronic means.

6.9 BUDGETPAY

Grant PUD offers BudgetPay to eligible Customers. BudgetPay is a billing option designed to level monthly payments based on estimated and historical average usage rather than actual monthly consumption.

6.9.1 Eligibility

Eligibility for BudgetPay requires:

- Residential accounts (Rate Schedule 1)
- Continuous service on the account for a minimum of one (1) year; and
- An account credit score exceeding 825 at the time of enrollment.

6.9.2 Monthly Payments

Under BudgetPay, the Customer agrees to pay a fixed monthly payment amount determined by Grant PUD based on historical usage and applicable rates. Monthly payments are due as billed regardless of whether the account reflects a credit balance at any given time. Failure to make required payments may result in removal from BudgetPay.

6.9.3 True-Up Amount

The BudgetPay true up amount represents the difference between the total BudgetPay payments made by the Customer and the total actual charges incurred for energy usage and applicable fees during the BudgetPay period.

The true up amount is reflected on the Customer's monthly Grant PUD bill as either a debit balance or a credit balance, depending on whether actual charges exceed or are less than the BudgetPay payments. The true up balance remains visible on the monthly bill and should be monitored by the Customer.

6.9.4 Customer Responsibility for True-Up, Debit and Credit Balances

The Customer is fully responsible for any true up amount or debit balance that accrues on the account because of BudgetPay billing. Such true-up amount is reflected each month on the Customer's Grant PUD bill and should be monitored closely by the Customer.

- A true up amount represents the difference between total BudgetPay payments made and actual charges incurred during the review period.
- A debit balance represents any remaining amount owed on the account when actual charges exceed BudgetPay payments.
- A credit balance represents any excess amount paid on the account when BudgetPay payments exceed actual charges and is due to the Customer. Grant PUD does not pay interest on credit balances.

Upon BudgetPay review, the true-up balance on the account will be factored into the newly adjusted BudgetPay amount going forward.

For credit balances, the Customer may notify Grant PUD at any time to request a refund of all or a portion of an existing credit balance. Refunds are typically processed within thirty (30) days of the request.

6.9.5 Account Closure

The BudgetPay payoff balance will be fully reconciled and settled prior to the closing of the account. Unpaid balances will be subject to collection and other remedies available under these policies.

6.9.6 Acknowledgment

By enrolling in BudgetPay, the Customer acknowledges and accepts responsibility for any true-up amount or debit balance that may accrue and agrees that such responsibility is explicitly stated and enforceable under this Customer Service Policy.

6.10 LATE PAYMENT CHARGES

If payment has not been received by Grant PUD on or before the due date, a late payment fee shall be assessed on the unpaid balances. Late payment charges shall continue to accrue until such time as the bill and all accumulated charges have been paid. Refer to Customer Fee Schedule.

6.11 ACCOUNT SERVICE CHARGE

During Grant PUD's normal business hours, an account service fee will be made for a service transfer or a turn on. Refer to Customer Fee Schedule.

6.12 AFTER-HOURS FEE

Any Customer requested service requiring Call Center service call out (excluding power outages) outside of regular Call Center hours of 6:00 a.m. to 6:00 p.m., seven days a week (excluding holidays), will incur an After-Hours fee. Refer to Customer Fee Schedule.

Any Customer requested service requiring an onsite service call out (excluding power outage response) that is requested outside of 6:00 a.m. to 4:30 p.m., Monday through Friday (excluding holidays), will be subject to an After-Hours fee. Refer to Customer Fee Schedule.

Customer requested onsite service work is limited on Fridays. Grant PUD reserves the right to schedule inspections, consultations, and other onsite service appointments on Monday through Thursday when additional service personnel are available.

Any Customer requested maintenance, upgrades, or other necessary work on their utility services to be performed by Grant PUD outside of regular work hours will be billed to the Customer for actual costs, including labor (at applicable overtime rates), materials, equipment and administrative costs. The Customer must agree to be billed the actual costs in advance of the after-hours work.

6.13 DEPOSITS

Deposits may be required for Customers. If the Customer fails to comply with or make any of the payments required by Grant PUD or fails to maintain other security in lieu of a cash deposit the Customer will not be provided service or may be disconnected in accordance with Grant PUD's disconnect for non-payment policy. The full amount of the deposit, plus the disconnect for non-payment fee and account arrearages, will be required prior to turning the service back on unless an approved payment arrangement is established with Grant PUD. Refer to Customer Deposit

Schedule.

6.13.1 Current Credit Rating

Credit activity for every Customer account is rated via a point system. Prior to any deduction, each account has a Current Credit Rating of 1,000. Credit activity at any service under the account may affect the credit point total.

Deductions will remain in effect for 12 months from the date incurred for Residential Services and 18 months for all other services unless otherwise noted.

Customers will return to a credit rating score of 1,000 when all adverse credit activity deductions have expired according to the above schedule.

6.13.2 Interest on Cash Deposits

Deposits will earn interest and will be calculated and accrued monthly. The applicable interest rate applied is based on the U.S. Treasury one-year constant maturity as of March 15 each year (or next business day) and is effective April 1 through March 31 of the following year.

6.14 NEW OR ADDITIONAL DEPOSIT REQUIREMENTS

Grant PUD may require a new or additional deposit for Customers whose service(s) experience significant electrical load changes, Customers who fail to make timely payments, or Customers who develop credit problems.

ADEQUATE ASSURANCE OF FUTURE PAYMENT

When a Customer files a bankruptcy petition, the Customer's existing service(s) will be closed and new service(s) established. If any of the Customer's accounts are delinquent at the time of such filing, Grant PUD may require a new or additional deposit or other adequate assurance of future payment pursuant to 11 USC Section 366. Payment of the deposit or other assurance of future payment will be required within twenty (20) days of the date of the order for relief as provided in 11 USC Section 366.

6.15 TERMINATION OF SERVICE

Upon termination of service, Grant PUD will refund to the Customer the amount currently on deposit plus accumulated interest after deducting all amounts due to Grant PUD.

6.16 DELINQUENCY-DISCONTINUANCE OF SERVICE

6.16.1 Right to Disconnect

The right to discontinue service when delinquent may be exercised whenever and as often as delinquency shall occur and neither delay nor omission on the part of Grant PUD to enforce this rule at any one or more times shall be deemed as a waiver of its rights to enforce the same at any time, so long as the delinquency continues.

Except where prohibited by law, Grant PUD reserves the right to refuse, to limit or to

disconnect service to any Customer having a delinquent balance and may transfer the delinquent balance to the Customer's active account for collection purposes.

Grant PUD reserves the right to discontinue service when a deposit requirement is delinquent, canceled or not satisfied. When Grant PUD receives notice that a Customer's deposit (bond) has been cancelled, the customer shall immediately remedy the bond or other deposit requirement or be subject to disconnection of service.

A Customer Service Representative may make payment arrangements with the Customer for a payment schedule for the bill. However, Grant PUD shall not be required to enter into a payment schedule with a Customer who has not fully and satisfactorily complied with the terms of a previous payment schedule and deposit requirements.

Grant PUD reserves the right to discontinue service when a Customer's energy consumption exceeds the Facilities load limit when a Facilities load limit is in place. Refer to Section 8.3.

6.16.2 Due Process

Except in the case of emergencies and exceptional circumstances, as determined by Grant PUD, notice will be given to the Customer or occupant warning of discontinuance of service to allow the opportunity for reconciliation of an account and cancel a disconnect for non-payment.

6.17 DISCONNECT FOR NON-PAYMENT

This section will apply to all disconnects for non-payment except as otherwise specified.

6.17.1 Disconnect for Non-Payment Fee

Whenever service has been disconnected for non-payment or fraudulent use, a disconnect fee will be charged to the account. Refer to Customer Fee Schedule. The disconnect fee may be waived for Customers who under Washington law qualify for medical or public assistance and when reconnection payment is funded by a private, non-profit funding agency subject to 501(C)(3) tax exemption.

For re-connection outside of Grant PUD's normal business hours for services that have been disconnected for non-payment. Refer to Section 6.12.

6.17.2 Moratorium

Grant PUD's disconnect for non-payment policy is set forth in Section 6.16 and shall be subject to the requirements of RCW 54.16.285.

6.18 LANDLORD/TENANT ARRANGEMENTS

Landlords of rental residences may arrange with Grant PUD for service to the designated rental to remain energized and to be transferred to the landlord when tenants request termination of service by signing up for Landlord Service. The landlord shall be responsible for any basic charges and energy consumption prior to the transfer of the service to a new tenant.

In most cases where the Landlord is the Customer and requests termination of service to a rental

residence or fails to pay for such service, Grant PUD may notify the tenant by hanging a door tag stating that the tenant has five (5) days to put the account into their name and the Landlord will be assessed a fee. Refer to Customer Fee Schedule. Requests for termination of utility service by a landlord, for the purpose of evicting a tenant, is prohibited by RCW 59.18.300.

6.19 BILL ASSISTANCE PROGRAMS AND ELIGIBILITY

Grant PUD offers bill assistance programs to help income-qualified residential Customers maintain essential electric service during periods of financial hardship. These programs are designed to provide transparent, equitable, and accessible support while ensuring responsible stewardship of utility funds and voluntary public contributions. This section describes the available bill assistance programs and establishes the eligibility requirements, customer responsibilities, and verification provisions applicable to participation.

6.19.1 Bill Discount Program

Grant PUD offers a monthly recurring bill discount of 20% for income-qualifying Residential Customers as defined in Rate Schedule 1.

The income-qualified discount will be applied only to the residential service serving as the Customer's primary dwelling.

Refer to eligibility requirements in Section 6.19.3.

6.19.2 Share the Light Program

Grant PUD's Share the Light Program is a Washington state-authorized Customer bill assistance program established pursuant to RCW 54.52. The program allows voluntary contributions from members of the public and other funding sources to assist income-qualified residential Customers in paying past-due Grant PUD electric service bills.

One hundred percent (100%) of Share the Light contributions received are used to benefit eligible Customers in need. All administrative and promotional costs associated with the Share the Light Program are paid by Grant PUD and are not funded through customer or public contributions. Donors who contribute more than fifty dollars ($50) in a calendar year will receive a year-end contribution statement from Grant PUD.

Share the Light assistance for eligible Customers is limited to a maximum of $500 within any rolling twelve-month period. Assistance may be applied only to past-due balances on the Customer's primary residence as billed under Residential Rate Schedule 1 account.

An eligible Customer may receive Share the Light assistance more than once within a rolling twelve-month period, provided that the cumulative total of assistance received does not exceed the maximum assistance amount of $500.

All Share the Light assistance will be credited directly to the Customer's Grant PUD account.

Refer to eligibility requirements in Section 6.19.3.

6.19.3 Eligibility, Self-Attestations, Audits and Home Energy Assessments

To be eligible for Income-Qualified programs, a Customer's household income must be equal to or less than 200% Federal Poverty Level (FPL) or equal to or less than 80% Area Median Household (AMI), whichever is greater.

Eligibility for Income Qualified programs may be established through Customer self-attestation. Customers must attest, in a form and manner prescribed by Grant PUD, that they meet the eligibility requirements set forth in this section. Submission of a self-attestation constitutes the Customer's certification that the information provided is true, accurate, and complete.

Self-attestations shall be valid for a period of three (3) years and must be renewed every three (3) years to continue participation in Income-Qualified programs. Customers who fail to submit a required renewal self-attestation within thirty (30) days of Grant PUD's request or upon expiration of the self-attestation period will be removed from the Income-Qualified program.

Customers are required to notify Grant PUD if their household income, residency status, or other relevant eligibility criteria change such that they no longer qualify for the Income-Qualified program.

Grant PUD reserves the right, in its sole discretion, to select and audit any Customer self-attestation to confirm continued eligibility for the program. Audits may include requests for documentation or other information as reasonably necessary to verify eligibility. Failure to cooperate with an audit, failure to provide requested documentation, or submission of false or misleading information will result in removal from the income-qualified program.

Grant PUD reserves the right to schedule a no-cost home energy assessment at the premises where the income-qualified program is applied. If the Customer refuses or fails to allow the assessment within forty-five (45) days of Grant PUD's request, the Customer may be removed from the income qualified program.

6.20 NET METERING BILLING

Pursuant to RCW 80.60.030, Customers participating in Grant PUD's Net Metering Program shall be billed and credited in accordance with the following:

A. Grant PUD shall measure the net electricity produced or consumed by the Customer during each billing period, in accordance with normal metering practices.

B. If the electricity supplied by Grant PUD exceeds the electricity generated by the Customer and fed back to Grant PUD during the billing period, or any portion thereof, then the Customer shall be billed for the net electricity supplied by Grant PUD together with the appropriate Basic charge paid by the Customers in the same rate class.

C. If the electricity generated by the Customer and distributed back to Grant PUD during the billing period, or any portion thereof, exceeds the electricity supplied by Grant PUD, then the Customer shall be:

    1. billed for the appropriate Basic charge or minimum charge as other Customers in the

same rate class for that billing period; and

2. credited for the net excess kilowatt-hours generated during the billing period, with this kilowatt-hour credit appearing on Customer's bill for the following billing period

D. On March 31st of each calendar year, any remaining unused kilowatt-hour credit accumulated by the Customer during the previous year shall be granted to Grant PUD, without any compensation to the Customer.

E. Customer shall pay any amount owing for electric service provided by Grant PUD in accordance with applicable rates and policies. Nothing in this Section shall limit Grant PUD's rights under applicable Rate Schedules, City Ordinances, Customer Service Policies, and General Provisions.

6.21 RENEWABLE ENERGY SYSTEM COST RECOVERY

When available by the state pursuant to RCW 82.16.120, Customer's participating in Grant PUD's Net Metering program may be eligible each fiscal year for an investment recovery incentive for each kilowatt-hour generated by the Customer provided the Customer complies with the requirements therein.

7. STREET LIGHTING SERVICE

7.1 AVAILABILITY

Street Lighting Service will be made available in accordance with Rate Schedule 6, Street Lighting Service and the terms and conditions of these Customer Service Policies, as they now exist or may be hereafter amended.

7.2 SPECIFICATIONS

For qualified applicants, Grant PUD will provide and install a system of unmetered street lighting facilities for dusk to dawn operation. Conventional Street Lighting consists of overhead or underground conductors with mast arms and luminaries mounted on wood, concrete, or metal poles. Decorative Street Lighting units consist of a decorative post and two decorative arms, each with a single acorn globe. Modified arm units consist of two decorative arms, each with a single acorn globe, modified to fit existing street light standards. When streetlights are installed, the Customer shall pay a monthly charge based on the facilities provided as specified in Rate Schedule 6.

7.3 LINE EXTENSION POLICY - STREET LIGHTS

Grant PUD will construct and supply the necessary lighting equipment to include single-phase transformers and secondary voltage facilities to effect delivery of street lighting service upon written request and authorization from qualifying Customers. Primary facilities that do not qualify as an Area Feeder and are installed by Grant PUD to provide power for the aforementioned secondary facilities, shall be provided in accordance with Line Extension Policy, Section 4.0 and the appropriate Line Extension Fee paid by the Customer.

7.3.1 Underground Service to Street Lights

Underground Service will be provided where practicable. The Customer is responsible for trenching, conduit, sand bedding and backfilling. For decorative street lighting, the

Customer shall also supply and install any mounting bases required. If Grant PUD provides the trenching, the full cost will be charged to the Customer at the time of construction.

7.4 TERMINATION OF SERVICE

The Customer shall continue to pay for service to all types of streetlights until such time as a written request for termination, signed by an authorized individual, is received by Grant PUD. Upon termination the Customer shall pay a Termination Charge reduced by; (a) 20% for Conventional Street Lighting; or (b) 5% for Decorative Street Lighting, for each full twelve (12) month period since installation of the facilities.

7.5 CONTINUITY OF SERVICE

Grant PUD does not guarantee continuity of service and shall not be liable for any interruption of street light service or damage resulting therefrom which is caused by vandalism, normal equipment failure, accidents, acts of God, unavailability of power supply to meet Grant PUD's load requirements, the necessity for making repairs or changes in Grant PUD's equipment and facilities, or by any other cause reasonably beyond Grant PUD's control.

Grant PUD has determined it is not cost effective or practicable to patrol at night to find streetlights that are not functioning properly and/or are damaged. Because of this Grant PUD depends on the Customer and the general public to notify Grant PUD that streetlights are not functioning properly and/or are damaged. Grant PUD will, within a reasonable time after notification, make necessary repairs to restore street lighting service.

8. LARGE POWER CUSTOMER ELECTRIC SERVICE (500 KW/KVA+)

Customers with loads 500 kW/kVA and greater (Peak Demand) are considered Large Power Customers and can take Electric Service from Grant PUD under the following Rate Schedules:

Rate Schedule 7	Large General Service
Rate Schedule 14	Industrial Service
Rate Schedule 15	Large Industrial Service
Rate Schedule 16	Agricultural Food Processing Service
Rate Schedule 17-B	Evolving Industry Service
Rate Schedule 85	Agricultural Food Processing Boiler Service
Rate Schedule 19	Commercial Fast Charging Electric Vehicle Service
Rate Schedule 94	New Large Load Service

Rate Schedules can be found at grantpud.org.

A Large Power Customer’s presence on Grant PUD’s Electric System has material impacts on it. In addition to design considerations for deliverability of large amounts of Electric Power, there are also rate impacts caused by the magnitude of capital and incremental operations and maintenance expenditures required to connect and serve Large Power Customers. This Section 8 describes the policies that shall be used to implement the Large Power Customer Rate Schedules including mitigating the shifting of long- term costs to other Rate Schedules.

8.1 NEW LARGE ELECTRIC SERVICE

Those desiring Electric Service 500 kW/kVA and greater on Grant PUD’s Electric System must

provide Grant PUD a completed Large Electric Service Application and load ramping plan along with the required application fee (see Grant PUD's Customer Fee Schedule). Applications for non-Evolving Industry uses shall be placed into the "Large Electric Service Queue" and processed prior to the Evolving Industry Queue.

A. Large Electric Service Applications submitted for Evolving Industry uses as defined per Rate Schedule 17, shall be placed into a separate queue (Evolving Industry Queue) on a first-come-first-served basis. The Evolving Industry Queue is independent of the Large Electric Service Queue for all other Rate Schedules. The Evolving Industry queue shall be processed after the Large Electric Service Queue is processed, or in conjunction with the Large Electric Service Queue at the discretion of Grant PUD.

B. Large Electric Service Applications between 0.5 MW to 5 MW are non-refundable.

C. Large Electric Service Applications above 5 MW may be eligible for a partial refund only prior to Grant PUD initiating the Facilities Study. Refunds will exclude any interest gained. Large Electric Service Application Fee Refunds will be subject to an administrative fee based on a percentage of the application fee and any direct purchases required for the Customer project. Refer to Customer Fee Schedule.

D. Large Electric Service Application Fees minus expended costs will be applied as a credit to the overall costs of the project.

E. Large Electric Service Applications that are 5 MW or below that are able to be served by existing substation and transmission infrastructure may, at the discretion of Grant PUD, be processed ahead of other Large Electric Service Applications that require construction of new substations and/or transmission line improvements.

8.2 CUSTOMER RESPONSIBILITIES

The Customer shall work with Grant PUD staff to identify Facilities Customer may construct for itself or Grant PUD for the delivery of Electric Power. Grant PUD requires the Customer comply with all applicable Grant PUD standards, laws, codes and regulations when constructing Facilities and allow Grant PUD to approve and inspect Metering Facilities and the first Customer Facility protective device beyond the Demarcation Point. For Customer owned Facilities beyond the Demarcation Point, the Customer is responsible for furnishing all protective devices including, but not limited to, fuses, switching, disconnects, regulators, capacitors and other required electrical equipment. Customers and their engineering representatives must coordinate system protection schemes with Grant PUD prior to the approval of the Facilities Agreement and shall be reviewed again prior to energization of the new service. All Customer owned Facilities and construction methodologies must comply with all local, state, and federal rules and regulations, and Grant PUD standards.

The Customer shall also provide the appropriate transfer(s) of property and the appropriate rights and easements to Grant PUD to allow it to construct and operate Grant PUD Facilities required to provide Electric Service to the Customer.

For services requiring primary metering, the Customer is responsible for owning, constructing, and maintaining all equipment beyond the Demarcation Point.

8.3 FACILITIES

Grant PUD will generally supply Large Electric Service requests of 2,000 kW/kVA and below at three phase secondary voltage. Grant PUD's standard secondary nominal voltages are 120/208

V and 277/480 V. Industrial customers requesting Electrical Service above 2,000 kW/kVA shall be provided primary voltage metered service at nominal 13.2 kV three phase. Industrial Customers may request transmission level voltage at (115 KV/230 KV) under unique circumstances. All requests for transmission level voltage must be reviewed and approved by Grant PUD through the Large Electric Service Application process. Grant PUD is under no obligation to serve transmission voltage to Customer owned Facilities.

Unless otherwise agreed to in writing between Grant PUD and the Customer, Grant PUD will establish the Demarcation Point.

Grant PUD reserves the right to establish Facilities load limits for any service operating at 500 KW Demand or greater. Facilities load limits can be set lower than the transformer KVA rating or substation and feeder capacities. Facilities load limits will generally be put into place to ensure overall system reliability and voltage quality for the Customer and to ensure Grant PUD electrical equipment is operating safely. Facilities load limits may be implemented, adjusted, and lifted at the sole discretion of Grant PUD at any time. Customers will be notified when Facilities load limits are implemented. Failure to adhere to Grant PUD's Facilities load limits may result in disconnection of service.

8.4 REQUIRED FACILITIES AND CUSTOMER CONTRIBUTION FOR CONNECTION

Upon receiving a fully completed Large Electric Service Application and associated fees as outlined in the Customer Fee Schedule, Grant PUD shall perform an initial System Impact Study to determine the feasibility of serving the Customer's request. Following the study, Grant PUD and the Customer will schedule a consultation to review the results of the System Impact Study. Following the consultation, the Customer will have (30) calendar days to decide to move into the Facilities Study phase or terminate the application. If the System Impact Study determines that Grant PUD does not have sufficient transmission capacity to serve the application, the Customer may elect to place the application on hold, rather than terminate it. If the Customer chooses to terminate the application within 30 calendar days, prior to Grant PUD starting the Facility Study, the Customer may be eligible for a partial refund. See Section 8.1 for eligibility of application refunds. If the Customer chooses to commit to the Facilities Study and Grant PUD initiates the Facility Study, the application refund will no longer be available. The Facilities Study will determine what Electric Service Facilities need to be constructed, reconfigured, upgraded or refurbished to serve the application request. Facility Studies generally include, but are not limited to, estimated labor, tools, equipment, services, contracts, land use rights, easements, permits and other related requirements and contingencies. Upon completion of the Facility Study the Customer shall be briefed on the Facility Study and the amount of a Customer Contribution shall be estimated and reviewed by the Customer.

If the Customer desires to continue beyond the Facilities Study, Grant PUD shall execute a Facilities Contribution Agreement that includes the details for the Facilities Plan, provisional power, design, and proposed schedule along with the Customer Contribution amount ("Facilities Contribution Agreement"). The Customer Contribution is calculated to prevent the shifting of long-term costs within a rate class or group or to other rate classes or groups. The Facilities Contribution Agreement is not a power sales agreement or an energy capacity reservation agreement. The Facilities Contribution Agreement is solely for the construction project and this agreement terminates upon completion of the facilities project.

In the event the Customer sells, assigns, or transfers ownership of the property, any electric service provided to a subsequent owner is not guaranteed and is subject to Grant PUD's then-current rules, rate schedules, system conditions, and available capacity.

Customer contributions and Facilities Contribution Agreements do not convey or reserve ongoing rights to electric service or system capacity, nor are they transferable to subsequent owners.

Any subsequent owner or prospective purchaser must submit a new application for electric service and receive approval in accordance with applicable utility requirements.

The Customer Contribution is calculated by Grant PUD staff. Customers requiring 20 MVA or less use a prescriptive method to calculate the Customer Contribution. If a load application causes the total demand on the connected feeder to exceed 2 MW, the Customer shall be required to pay a substation contribution as part of the overall Customer contribution. The substation contribution shall apply to the incremental load above 2 MW.

Customers requiring more than 20 MVA of new service require more detailed study. In unique circumstances, Grant PUD may require a more detailed study for applications below 20 MVA.

Following the execution of the Facilities Contribution Agreement, if the Customer cancels the project, a portion of the Customer Contribution may be refunded to the Customer provided that the refunding does not, in Grant PUD's sole discretion, shift costs to other Customers. All refunds are subject to a 15% administrative fee and any direct costs for project purchases including but not limited to contracts, equipment, and materials.

8.5 REDUNDANT FACILITIES

Prudent utility practice ensures that Facilities are adequate to provide Electric Service to Customers safely, reliably and cost effectively but does not typically provide redundancy to any particular Customer. If the Customer has a need for a greater level of redundancy than provided by Grant PUD, it can request such redundancy for its Electric Service. Any Facilities provided by Grant PUD to increase redundancy shall in no way modify or alter Grant PUD's obligations or limitations of liability provided in Section 2.

Because redundant facilities are by definition unloaded and available for use at any time, the Customer Contribution required to avoid shifting costs to others may be significant. The Facilities Agreement associated with redundant Electric Service shall specify the required Customer Contribution. If Grant PUD, in its sole discretion, identifies that there are on-going operating costs that need to be recovered related to the redundant unloaded facilities, it shall work with the Customer to identify such costs and establish a Rate Schedule or execute contracts to provide payment to prevent shifting long-term costs to others.

Redundant Electric Service Facilities fall into three broad categories as described below.

8.5.1 Redundant Distribution

Includes the provision of a second distribution feeder to serve the Customer's Facilities. Redundant distribution may or may not come from two different substations.

8.5.2 Redundant Transformer

Provides additional substation capacity through additional unloaded equipment such that the failure of one transformer will not cause the Customer an Electric Service interruption. Redundant transformers may or may not be in the same substation.

8.5.3 Redundant Transmission

Consists of an alternate source of transmission connected to a substation or substations where the alternate source comes from a different transmission yard breaker. These requests require an application and are subject to review and approval by Grant PUD.

8.6 CAPACITY RESERVATION

Grant PUD recognizes that some Customers would like to reserve capacity. Customers may also want to sell properties to buyers with some amount of “guaranteed” capacity. In response to these Customer requests, Grant PUD may develop capacity reservation products that are priced in a manner that covers the costs to carry energy, capacity, and transmission.

9. EVOLVING INDUSTRY

To retail Customers whose load activity and/or industry meets the requirements of an Evolving Industry (EI Criteria).

9.1 RISK CONSIDERATIONS FOR INCLUSION

9.1.1 Concentration Risk

Potential for significant load concentration within Grant PUD's service territory resulting in a meaningful aggregate impact and corresponding future risk to Grant's revenue stream. Evaluation would begin to occur when industry concentration of existing and service request queue customer loads exceeds 5% of Grant PUD's total load and service request queue.

9.1.2 Business Risk

The risk of stranding Grant PUD assets constructed to serve a Customer or causing unrecoverable costs due to cessation or significant reduction of electric consumption arising from an Industry’s general business environment.

9.1.3 Regulatory Risk

Risk of detrimental changes to regulation with the potential to render the industry inviable within a foreseeable time horizon.

9.2 PERIODIC REVIEW BY ASSESSMENT TEAM

At least every two years a team will review which Customers, customer types, or uses of electricity are to be included in the Evolving Industry Rate Class. The Evolving Industries Assessment Team shall use prudent business and utility practices to establish criteria and classify load activities and industries as belonging to the Evolving Industry Rate Class.

The Evolving Industry Assessment Team shall include Grant PUD staff representing the following departments and sections (or their successors) of Grant PUD:

A. Large Power Solutions

B. Customer Solutions

C. Engineering

D. Rates & Pricing

E. Finance/Accounting

The Evolving Industry Assessment Team shall be selected by the PUD's executive management.

Grant PUD posts the list of Industries or Identified Uses that qualify for Rate Schedule 17 on its website at www.grantpud.org.

The Evolving Industry Assessment Team shall review and value the costs and risks associated with serving Evolving Industries and provide any recommended changes to the Commission. Risk elements considered include, but are not limited to, future transmission requirements, impact to Grant PUD equipment, increased power supply cost risk, and potential stranded asset risk.

9.3 INCLUSION IN THE EVOLVING INDUSTRY RATE CLASS

A load activity and/or industry shall be included in the Evolving Industry Rate Class if it meets the criterion of Section 9.1.1, Concentration Risk, and also meets the criteria of either Section 9.1.2 or Section 9.1.3, Business Risk and Regulatory Risk, respectively.

A load activity and/or industry shall be removed from the Evolving Industry Rate Class if and only if it no longer meets the criteria of Sections 9.1.2. and 9.1.3.

9.4 RATE 17 DESIGN

Rate Schedule 17 is designed to consider risks associated with the Evolving Industry class in order to minimize cost shifting to other Customer classes.

Rate Schedule 17 includes factors common to any Customer class such as allocated operating and capital costs, a risk premium, and any Commission policy direction applicable to Rate Schedule 17 that may include specific additional charges or adders. The risk premium portion of the rate may include but not be limited to risks such as future transmission / infrastructure requirements, loading and utilization of Grant PUD equipment, potential increase or additional volatility in power supply cost, risk of under or unutilized (stranded) assets, and future revenue volatility or loss.

The risk component of Rate Schedule 17 will be reviewed at least every two years and may be adjusted up or down by the Commission in accordance with changes to the risk profile.

9.5 COMMISSION REPORTING

When the Evolving Industry Assessment Team determines that an industry meets the Rate Schedule 17 criteria, staff will provide a memo for Commission review and action. Likewise, when staff determines that an industry no longer meets the criteria of Rate Schedule 17, staff will provide notice to the Commission for Commission review and action. The memos are part of the public packet posted to Grant PUD's website. Customers and stakeholders may comment to the Commission in public session regarding the change.

The Evolving Industry Assessment Team will also at least every two years update the Commission, independent of whether or not any changes are being made to the Evolving Industry

Rate class, with a summary of the evaluation of the risk premium of Rate Schedule 17. Based upon this information the Commission will consider the need for rate changes and may modify Rate Schedule 17.

9.6 APPLICATION AND QUEUE

Customers desiring to apply for new or increased service shall apply as described in Section 2.7 and Section 8.1 of this Customer Service Policy. New Large Load Customers will be required to complete a large power inquiry form prior to submitting the Large Electric Service Application with associated Application Fees. Upon receiving the Large Power Inquiry form, Grant PUD will schedule a pre-application consultation with the Customer to review the general scope, feasibility and general timelines. Following the consultation, Customers will be required to submit a completed Large Electric Service Application and pay the required application fees. Refer to Customer Fee Schedule.

9.7 ATTESTATIONS

Any new or existing customers placed under the Evolving Industry Rate Schedule 17 shall provide an attestation demonstrating they do not qualify or meet the criteria to be served under this rate schedule as a condition of Grant PUD to provide Electric Service under a different rate schedule. If any portion of a load at a premises is Evolving Industry, then all the load is Rate Schedule 17.

Once established, if a Customer changes its business such that it no longer meets the Rate Schedule 17 Evolving Industry criteria, the Customer may be required to affirm their attestation that they are not participating in an Evolving Industry and no load on its Premises is participating in any Evolving Industry. If a Customer changes its business such that it does meet the Rate Schedule 17 Evolving Industry criteria the customer is required to inform the PUD of the change in status. Failure to inform the PUD may result in penalties as described in Section 9.8.

9.8 LOAD SPLITTING AND METERING

If Customers are participating in an Evolving Industry or planning to participate in an Evolving Industry, the entire load at that Premises will be Rate Schedule 17. Grant PUD, in its sole discretion, may allow the Customer to separately meter-Evolving Industry and Non-Evolving Industry loads provided, the Customer is required to reimburse Grant PUD for all costs associated with providing the additional metering and new Premises.

9.9 DETECTION AND ENFORCEMENT

The PUD shall monitor Customers in the normal course of business just as it does for diversion of service and unsafe conditions. Grant PUD will use various means it has available to collect information and make observations about its Customers to ensure each Customer is on the correct Rate Schedule.

Industries tend to have similar usage patterns which may identify certain Premises where a change of Rate Schedules would be appropriate. Grant PUD shall reconfirm the self-attestation made by the Customer.

Grant PUD will make reasonable efforts to contact the Customer and discuss Grant PUD’s findings and shall ask the Customer for assurances that they are not participating in the Evolving Industry. Should the Customer refuse to provide adequate assurances that it is not participating in an Evolving Industry, Grant PUD shall assume the Customer is participating in the Evolving

Industry and convert the Customer to Rate Schedule 17 until the Customer ceases to participate in the Evolving Industry or demonstrates that it is not.

9.10 PENALTIES

Grant PUD has the authority to enforce its Rate Schedules and intends to do so to the full extent allowed by the law. Customers found to have knowingly deceived and/or found to have been charged under an incorrect Rate Schedule based on Customer representations will be processed the same way as diversion in Section 2.15 of this Customer Service Policy and subject to penalties. Grant PUD reserves the option to assess damages from the date Grant PUD estimates the Customer's Rate Schedule should have changed, as allowed in Section 2.1.2, and pursue any uncollected applicable charges.

9.11 INFORMAL CONFERENCE

Customers who have a dispute regarding the application of this Customer Service Policy may request an informal conference as described in Section 2.15 herein.

10. CURRENT REVISIONS

Section	Description
1.0	PREAMBLE
1.1	DEFINITION OF TERMS
2.2	RATE SCHEDULES
2.14	REVENUE PROTECTION AND POWER DIVERSION
3.4	PAY IT FORWARD PROGRAM
4.0	LINE EXTENSION POLICY FOR CUSTOMER SERVICES UP TO 500 KW AND IRRIGATION SERVICES UP TO 2,500 KW
4.2	UNDERGROUND LINE EXTENSIONS
4.4	SERVICE REQUIREMENTS BY RATE CLASS
4.5	CALCULATION OF CHARGES
4.5.1	Line Extension Fees
4.5.2	Line Extension Fee Payments
4.10.1	Area Feeder Lines
4.10.2	Distribution Power Lines That Are Not Area Feeders
4.11	EXTENSIONS TO RESIDENTIAL/COMMERCIAL SUBDIVISIONS AND MULTI-BUILDING COMPLEX
4.11.1	Approved Subdivisions and Multi-Building Complex
4.11.2	Services within a Subdivision or Mult-Building Complex
5.2.1	Overhead Service Laterals
5.6.6	Customer Owned Protection
6.9	BUDGETPAY
6.10	LATE PAYMENT CHARGES
6.12	AFTER-HOURS FEE
6.13.1	Current Credit Rating
6.13.2	Interest on Deposits
6.14	NEW OR ADDITIONAL DEPOSIT REQUIREMENTS
6.17.1	Disconnect for Non-Payment Fee
6.19	BILL ASSISTANCE PROGRAMS AND ELIGIBILITY
8.0	LARGE POWER CUSTOMER ELECTRIC SERVICE ABOVE 500 KW/KVA

Section	Description
8.2	CUSTOMER RESPONSIBILITIES
8.4	REQUIRED FACILITIES AND CUSTOMER CONTRIBUTION FOR CONNECTION
8.5.3	Redundant Transmission
8.6	CAPACITY RESERVATION
10.0	REVISIONS