

GREENEVILLE LIGHT & POWER SYSTEM RULES AND REGULATIONS

Revised – April 24, 2017 by GL&PS Board of Directors

1. **Application for Service.** Each prospective Customer desiring new electric service will be required to execute an application form or an appropriate power supply contract before service is supplied by GL&PS. Requirements for obtaining service may be found in the GL&PS Policy Manual, Section 8.1: Application for Service.
2. **Deposit.** A cash deposit or other suitable guarantee of payment may be required of any Customer before electric service is supplied. Deposit policy details are stated in the GL&PS Policy Manual, Section 8.3: Security Deposits.
3. **Point of Delivery.** The point of delivery is the point, as designated by GL&PS where current is to be delivered to Customer's building or premises. All wiring and equipment beyond this point of delivery shall be provided and maintained by Customer at no expense to GL&PS.
4. **Customer's Wiring--Standards.** Customer's wiring must conform to GL&PS's requirements and requirements of the National Electrical Safety Code and the National Electrical Code.
5. **Inspections.** GL&PS shall have the right, but shall not be obligated, to inspect any installation before electricity is introduced or at any later time, and reserves the right to reject any wiring or equipment deemed to be unsafe. However, such inspection or failure to inspect or reject shall not render GL&PS liable or responsible for any loss or damage resulting from defects in the Customer's installation, wiring, or equipment, or from violation of GL&PS's rules, or from accidents which may occur upon Customer's premises.
6. **Line Extensions.** Under certain conditions, GL&PS requires contributions in aid of construction before new overhead or underground lines will be built. Specifics may be found in the GL&PS Policy Manual, Section 10.0: Extension and Maintenance of Lines.
7. **Customer's Responsibility for GL&PS's Property.** All equipment furnished by GL&PS shall be and remain, the property of GL&PS. Customer shall provide a space for and exercise proper care to protect GL&PS's property on its premises; in the event of loss or damage to GL&PS's property arising from neglect of Customer to care for same, the cost of the necessary repairs or replacement shall be paid by Customer.
8. **Right of Access.** GL&PS's identified employees shall have access to Customer's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, or exchanging any or all equipment belonging to GL&PS.

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9. **Billing.** Bills (other than for Pre-payment accounts) will be rendered monthly and shall be paid at locations designated by GL&PS. Failure to receive a bill does not release Customer from payment obligations. Late payment penalties are defined in the GL&PS Policy Manual, Section 8.7: Penalties. Step regarding non-payment are defined in the GL&PS Policy Manual, Section 8.8: Past Due Accounts; and in Section 8.9: Termination for Nonpayment.

10. **Termination of Service by GL&PS for Non-payment.** GL&PS will discontinue electric service for Non-Payment of charges for electric service using the procedures described in the GL&PS Policy Manual, Section 8.9: Termination for Non-Payment.

11. **Discontinuance of Service by GL&PS for Reasons other than Non-Payment.** GL&PS may refuse to connect or may discontinue service for the violation of any of its Rules and Regulations, or for violation of any of the provisions of the Schedule of Rates and Charges, or of the power supply contract with Customer. GL&PS may discontinue service to Customer for the theft of current or the appearance of current theft devices on the premises of Customer. Discontinuance of service by GL&PS as stated in this rule does not release Customer from obligations to pay for electricity previously consumed.

12. **Connection, Reconnection, and Disconnection Charges.** GL&PS may establish and collect standard charges to cover the reasonable average cost, including administration, of connecting or reconnecting service after disconnection of service for non-payment or for other reasons. Higher charges may be established and collected when connections or reconnections are performed after normal office hours, or when special circumstances warrant.

13. **Termination of Contract by Customer.** Customers who have fulfilled their contract terms to discontinue service must give at least three (3) days' written notice to that effect, unless contract specifies otherwise. Notice to discontinue service prior to expiration of contract term will not relieve Customer from any minimum or guaranteed payment under any contract or rate.

14. **Charges for Temporary Service.** Customers requiring electric service on a temporary basis may be required by GL&PS to pay all costs for connection and disconnection incidental to the supplying and removing of service. This rule applies to circuses, carnivals, fairs, temporary construction, and the like.

15. **Unexpected Interruption of Service.** GL&PS will use reasonable diligence in supplying current, but shall not be liable for breach of contract, or for loss, injury or damage to persons or property resulting from interruptions in service, excessive or inadequate voltage, single-phasing, or otherwise unsatisfactory service, whether or not caused by negligence.

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16. **Shortage of Electricity.** In the event of an emergency or other condition causing a shortage in the amount of electricity available to GL&PS for use in meeting the demand on its system, GL&PS may, by an allocation method deemed equitable by GL&PS, fix the amount of electricity to be made available for use by Customer and/or may otherwise restrict the time during which Customer may make use of electricity and the uses which Customer may make of electricity. If such actions become necessary, Customer may request a variance because of unusual circumstances. If Customer fails to comply with such allocation or restriction, GL&PS may take such remedial actions as it deems appropriate under the circumstances including temporarily disconnecting electric service and charging additional amounts because of the excess use of electricity. The provisions of Section 15: **Interruption of Service** of these Rules and Regulations are applicable to any such allocation or restriction.

17. **Additional Load.** The service facilities and apparatus supplied by GL&PS for each Customer have definite capacity, and no addition to the equipment or load connected thereto will be allowed except by consent of GL&PS. Failure to give notice of additions or changes in load, and to obtain GL&PS's consent for same, shall render Customer liable for any damage to any of GL&PS's lines or equipment caused by the additional or changed installation.

18. **Electrical Fluctuations Caused by Customer.** Electric service must not be used in such a manner as to cause unusual fluctuations or disturbances to GL&PS's system. GL&PS may require Customer, at its expense, to install suitable apparatus which will reasonably limit such fluctuations. In the event that unreasonable fluctuations or disturbances, including, without limitation, harmonic currents exceeding the latest revision of IEEE 519 as measured at the metering point, are caused by Company's facilities, GL&PS shall immediately notify Customer of the circumstances, and GL&PS shall then have the right to discontinue the delivery of power and energy under this contract until the condition causing such fluctuations or disturbances is corrected by Customer. GL&PS shall give Company written notice of these circumstances in addition to the above-mentioned notice, but the requirement to provide written notice shall not limit or delay GL&PS's right to discontinue service to Customer. Despite such discontinuance of service, Customer will be obligated to pay amounts due under the applicable rate schedule.

19. **Standby and Resale Service.** Electricity purchased from GL&PS by the Customer shall not be directly or indirectly resold.

20. **Notice of Trouble.** The Customer is requested to notify GL&PS immediately should its electric service be unsatisfactory for any reason, or should there be any defects, trouble, or accidents affecting the supply or safe use of electricity.

21. **Non-Standard Service.** Customer shall pay the cost of any special installation necessary to meet his peculiar requirements for service at other than standard voltages, or for the supply of closer voltage regulation than required by standard practice.

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22. **Meter Tests.** GL&PS will, at its own expense, make periodical tests and inspections of its meters in order to maintain a high standard of accuracy. GL&PS will make additional tests or inspections of its meters at the request of Customer. If tests made at Customer's request show that the meter is accurate within two percent (2%), slow or fast, no adjustment will be made in Customer's bill, and GL&PS's standard testing charge will be paid by Customer. Should the test show the meter to be in error by more than two percent (2%) fast or slow, an appropriate adjustment shall be made in Customer's bill and the cost of testing shall be borne by GL&PS.

23. **Relocation of Facilities.** If feasible GL&PS may, at the request of Customer, relocate or change existing GL&PS-owned equipment. In such instances, the Customer may be required to reimburse GL&PS the total cost of this work, including appropriate overheads.

24. **Billing Adjusted to Standard Periods.** The demand charges and the blocks in the energy charges set forth in the rate schedules are based on billing periods of approximately one month. In the case of the first billing of new accounts (temporary service and seasonal customers excepted) and final billing of new accounts and final billing of accounts where the period covered by the billing involves fractions of a month, the demand charges and the blocks of energy charges will be adjusted proportionately to the period of time during which service was provided.

25. **Residential Energy Services Program.** GL&PS, in fulfillment of the purposes and provisions of the Tennessee Valley Authority Act, may make funds available to eligible electric Customers for energy efficiency improvements. Customers obtaining such loans must sign repayment agreements that include the monthly repayment amounts due for this service as part of the electric bills from GL&PS. Except as otherwise stated in the repayment agreement, the provisions of Section 9: "Billing" of these Rules and Regulations shall apply to bills for the amounts made available by GL&PS as part of its electric service for energy efficiency programs.

26. **Revisions.** These Rules and Regulations may be revised, amended, supplemented, or otherwise changed from time to time without notice. Such changes shall have the same force as the present Rules and Regulations.

27. **Scope.** This schedule of Rules and Regulations is a part of all contracts for receiving electric service from GL&PS and applies to all classes of service received from GL&PS, whether the service is based upon contract, agreement, signed application, or otherwise.

28. **Conflict.** In case of conflict between any provision of any rate schedule established by the Tennessee Valley Authority and any portion of these Rules and Regulations, the rate schedule as approved by the Tennessee Valley Authority shall apply.

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29. **Public Information.** A copy of these Rules and Regulations, a copy of GL&PS's current Policies that directly affect Customers, and a schedule of current electric rates shall be posted on GL&PS's web site and shall be available for inspection at GL&PS's office during regular business hours. Customers applying for new electric service will be advised of the availability of these documents, and will be offered a copy of these Rules and Regulations and of current electric rates. GL&PS complies with the terms and conditions of the Tennessee Open Records Act.

30. **Public Notice of Local Rate Action.** Within ten working days of a local rate action decision, GL&PS will purchase advertising space in the local newspaper to announce the impact of that local rate action.

31. **TVA Complaint Resolution Process.** In the case of billing disputes or other service issues, the customer is expected to resolve the dispute by notifying and working with the Greeneville Light & Power System. If the dispute is not resolved, the Greeneville Light & Power System will provide the customer with information regarding TVA's Complaint Resolution Process. Customers will also be informed about the availability of the TVA Complaint Resolution Process at any time upon request, and through information provided on the Greeneville Light & Power System's website or other technological means of communication as may be available.