



# SERVICE RULES & REGULATIONS

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**Serving member-owners in Clarendon, Florence, Georgetown and Williamsburg Counties**

**7/15/2012**

These Service Rules and Regulations are approved by the Board of Trustees to govern terms and conditions under which electric service is supplied by Santee Electric Cooperative and shall be construed as supplementary to those provisions governing electric service pursuant to the Cooperative Bylaws.

**SANTEE ELECTRIC COOPERATIVE, INC.  
SERVICE RULES and REGULATIONS**

S.C. 28 Williamsburg	Effective for service rendered on and after July 15, 2012
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Officially approved (date)

Santee Electric Cooperative Board of Trustees  
Stanley S. Pasley, Chairman  
S. E. Cooper, Jr., Secretary/Treasurer

**MEMBERSHIP AGREEMENT WITH MEMBER-OWNER**

These Service Rules and Regulations, as part of the Service Agreement between Santee Electric Cooperative and the Member, govern the supply and receiving of electric service. Membership is available, to all persons, within the service area of the Cooperative on a non-discriminatory basis as set forth in the Bylaws of the Cooperative. This section highlights the main points found in the Service Agreement and these Service Rules and Regulations and does not constitute a contract between Santee Electric Cooperative and the Member.

As a Member of Santee Electric Cooperative, you are both a customer and an owner of Santee Electric Cooperative. You have the right to vote in selecting Santee Electric Cooperative Board of Trustees. The Board of Trustees sets policies that determine how Santee Electric Cooperative operates.

We take great pride in providing you with quality service. Quality service is our most important product. We will endeavor to maintain, at all times, the quality service that you expect and deserve; however, due to conditions beyond our control we cannot guarantee continuous and uninterrupted service.

The general summary of your rights to service are as follows:

1. You have the right to electric service if you establish satisfactory credit and provide Santee Electric Cooperative with necessary and reasonable access to your property for your electric service and that of neighboring property including easements as required in the By-Laws.
2. You have 21 days after the billing date shown on your electric bill to pay your electric bill. After 21 days, the bill will be considered past due and a late charge added to bill. If payment has not been received by the cut-off date, the electric service shall be subject to disconnection.
3. You have the responsibility to notify Santee Electric Cooperative in writing, from a certified physician, if there is someone in your household who is either chronically or seriously ill, disabled or on an electrically operated life support system. This does not eliminate your responsibility to contact Customer Service if payment cannot be made on account. Past credit history will be considered for arrangements to pay.
4. Before Santee Electric Cooperative plans to disconnect your electric service because you have not paid your electric bills, you are entitled to request a payment arrangement if other similar arrangements were not granted in the last twelve months and you have not broken payment arrangements in the past year.
5. Santee Electric Cooperative will not disconnect electric service for non-payment on a weekend or a legal holiday or after 12:00 p.m. on a Friday.
6. You have the right to have Santee Electric Cooperative test your electric meter for accuracy and to have a report of the test results given to you. A fee may be charged for the testing. The fee will be refunded if the meter is found to be outside acceptable accuracy limits.

7. Upon application for service at Santee Electric Cooperative, you will be given an information packet including, but not limited to, explanation of Cooperative principles, bylaws, rates, meter reading, rebates, loans, reporting of power failure, and a statement of nondiscrimination. Santee Electric Cooperative will send you upon request, without charge, a copy of your billing information for the past twelve months.
8. You may request and have installed by the Cooperative at your expense, types of service that exceed what is normally supplied, provided that they meet the general conditions in the Service Rules and Regulations.
9. As a Member of this Cooperative, you will share in margins called Capital Credits, which are assigned to you based on your payments made to the Cooperative in your rate class.
10. The refunding of the Capital Credits is at the discretion of the Board of Trustees and is reviewed annually.

#### **Available Office and Service Hours**

The Cooperative maintains offices at Georgetown, Hemingway, Kingstree, Lake City and Manning. The administration and operations headquarters is located in Kingstree, SC. The offices are open for business between the hours of 8 a.m. and 5 p.m. Monday through Friday, except for periodic door closings at branch office locations during lunch hours between 1:00 p.m. to 2:00 p.m. General business may be conducted during regular business hours. Outage and other emergency services are available 24 hours a day, 7 days a week through our automated outage system, or with a dispatch operation specialist.

- Report a power outage: 1-888-239-2300
- Call before you dig: 1-888-721-7877 or 811
- Request customer service: 1-800-922-1604
- Georgetown area: 1-843-546-4521
- Hemingway area: 1-843-558-3313
- Kingstree area: 1-843-355-6187
- Lake City area: 1-843-374-3000
- Manning area: 1-803-473-4036
- Pamplico area: 1-843-494-5745

#### **Mailing address for bill payments:**

Santee Electric Cooperative, Inc.  
P. O. Box 548  
Kingstree, SC 29556

#### **Primary business location:**

Santee Electric Cooperative, Inc.  
Administration and Operations Facility  
424 Sumter Hwy  
Kingstree, SC 29556-0548  
Web Site address: <https://www.santee.org>

## **STATEMENT OF NONDISCRIMINATION**

Santee Electric Cooperative, Inc. is the recipient of federal financial assistance from the Rural Utilities Service, an agency of the US Department of Agriculture, and has filed with the federal government a Compliance Assurance in which it assures the Rural Utilities Service that it will comply fully with all requirements of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the United States Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age, or handicap shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities. Under this Assurance, this organization is committed not to discriminate against any person on the grounds of race, color, national origin, age, or handicap in its policies and practices relating to treatment of beneficiaries and participants including rates, conditions and extension of service, use of any of its facilities, attendance at and participation in any meetings of beneficiaries, and participants in the conduct of the operations of this organization.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is President and CEO, Floyd L. Keels. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or the Secretary, U.S. Department of Agriculture, Washington, DC 20250; or the Administrator, Rural Utilities Service, Washington, DC 20250. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

## **APPLICATION OF RULES AND REGULATIONS**

These Rules and Regulations are applicable to all applicants for membership to obtain electric service with Santee Electric Cooperative. The Cooperative will supply electric service to prospective member-owners under the standard form of application, service agreement or contract and based on the applicable rate schedule and these service regulations.

These Rules and Regulations may be revised, amended, supplemented, or otherwise changed from time to time by action of the Cooperative's Board of Trustees. Approved changes shall become effective immediately unless otherwise indicated and shall be posted on the Cooperative website.

### **100 – ELECTRIC SERVICE AGREEMENT**

#### **101 – Application for Membership - Top**

Application for membership will be written for electric service by the member-owner or on the member-owner's premises subject to the Cooperative's bylaws, applicable rate schedules, riders and these service regulations. Membership will be granted to any person, firm, association, corporation, organized group or subdivision that meets the requirements of these service regulations upon payment of a \$5.00 membership fee along with an application fee and any service security deposit that may be required by the Cooperative, and upon acceptance of said application and fees by the Cooperative Board of Trustees. The member-owner shall agree to purchase all electric service from the Cooperative used on the member's premises, with the exception of renewable energy generated by the member's own equipment and in accordance with applicable rate schedules and bound by the Cooperative's certificate of incorporation and bylaws and rules, regulations and approved rate schedule.

#### **102 – Member Security Deposits - Top**

The Cooperative may require from any member or from any prospective member, a deposit intended to guarantee payment of bills for service if any of the following conditions exists:

- 1) The member's past payment record to an electrical utility shows three delinquent payments in a 12-month period, or
- 2) A new member cannot demonstrate that he is a satisfactory credit risk by appropriate means including, but not limited to, a letter of good credit from an electrical utility, information from a credit rating agency such as Experian and Equifax, or cannot furnish an acceptable cosigner or guarantor presently served by the Cooperative to guarantee payment up to the amount of the maximum deposit, or
- 3) A member has no deposit and presently is delinquent in payments with three delinquent payments in the past 12 months, or
- 4) A member has had his service terminated for nonpayment or fraudulent use.

In lieu of a cash deposit, the Cooperative would accept a standby irrevocable letter of credit, surety bond, or guarantee from an investment-rated parent company. The Cooperative would also be

agreeable to a deposit based on one month's usage if the member agrees to pay monthly electric bills by means of bank draft or EFT. Moreover, participation in the Cooperative's Advance Pay Plan would also be acceptable as a precondition to service in lieu of a cash deposit.

The Cooperative reserves the right to return a deposit to any member after satisfactory credit is established, or after two years has elapsed since the member's pay record and solvency record exceeds the minimum criteria for which the deposit was required for residential and nonresidential service.

### **103 – Rate Schedule Selection - Top**

The Cooperative will provide any member or prospective member with applicable rate schedules and terms and conditions under which the Cooperative provides electric service. The Cooperative may reasonably assist the member in selecting the preferred rate schedule under which the member desires to purchase electric service. The member has the ultimate right and responsibility to select the rate schedule that is most favorable to his condition and/or operation.

When two or more rates are available for certain classes of service, the Cooperative will assist any member, upon request, with selection of the most favorable rate schedule based on anticipated service requirements as defined by the member; however, the Cooperative does not assume responsibility for the selected schedule or for the continuation of the lowest annual operating cost under the rate schedule selected.

The Cooperative reserves the right to restrict rate changes to one rate change per year effective on the anniversary date of the optional rate change. When a member changes from one optional rate schedule to another, no refund will be made to compensate for the retroactive difference in billing under the new rate.

### **104 – Extension of Electric Distribution Facilities - Top**

The Cooperative will provide any member or prospective member with overhead and/or underground electrical distribution service in accordance with the Cooperative's Line Extension Plan as approved by the governing Board of Trustees. It is the responsibility of the member or prospective member to consult with and furnish to the Cooperative new or additional load requirements and particular service location to ascertain the availability of service for any new or additional loads.

The Cooperative will not be required to extend its electrical distribution facilities, for the purpose of rendering electric service to the member or prospective member, until satisfactory rights-of-way, easements or permits have been obtained from regulatory agencies and property owners at the member-owner's expense. In addition to granting the Cooperative the right to extend facilities on, across, or under property controlled by the member with necessary trimming and clearing rights, the member is expected to maintain such right-of-way and grant the Cooperative continued access for ingress to and egress from its facilities.

The Cooperative may require a contribution in aid of construction based on service conditions such as line extensions; conversions; relocations; underground commercial, industrial and residential developments; and other service conditions as defined under the Line Extension Plan. A contribution in



aid of construction is necessary when the required investment to provide the requested extension of electrical distribution facilities does not produce sufficient revenue to support the investment.

#### **105 – Termination of Service by Member - Top**

Any member-owner may voluntarily terminate electric service in good standing from the Cooperative's general membership under the following conditions:

- 1) Notification of intent to request the disconnection of electric service at least one day in advance unless a written contract or letter of termination specifies otherwise
- 2) Payment for any and all amounts due to the Cooperative for electric service previously rendered and for all charges billed or contracted under the applicable rate schedule, or terms and conditions of the electric service agreement
- 3) Upon such withdrawal, the member will receive a final bill of any account balance less the service security deposit held by the Cooperative, and said final bill will be due and payable upon receipt.

It has been the longstanding practice of the Cooperative that any person shall cease to be a member thereof if he or she shall fail, refuse, or cease to use electric energy made available by the Cooperative. Once a person fails, refuses, or ceases to use electric energy, and any applicable membership fee or deposit is returned or credited to the account, the person shall cease to be a member of the Cooperative.

#### **106 – Termination or Suspension of Service by Cooperative - Top**

The Cooperative reserves the right to discontinue or suspend electric service to any member, at any time, without notice, based on any one or more of the following conditions:

- 1) If the Cooperative reasonably anticipates a condition to be hazardous or dangerous on the member's side of the delivery point
- 2) If the Cooperative reasonably suspects fraudulent or unauthorized use of electricity at or behind the member's point of delivery
- 3) If the member fails to permit the Cooperative reasonable access to its facilities

The Cooperative reserves the right to discontinue or suspend electric service to any member, at any time after giving a five-day written notice, including but not limited to any of the following conditions:

- 1) For nonpayment of a past due electric service bill, or a deferred security deposit
- 2) For failure to fulfill contractual obligations as defined by a service agreement or letter
- 3) For using nonconforming load that adversely affects the Cooperative's electric service to others
- 4) For failure to furnish permits, certificates, and right-of-way as necessary to provide service, or in the event such permissions are withdrawn or terminated
- 5) For receipt of a regulatory termination request from any public authority having jurisdiction

## **200 – CONDITIONS OF SERVICE**

### **201 – Availability of Electric Service - [Top](#)**

Electric service will be available from the Cooperative to serve existing and prospective members under the Cooperative's standard form of application, service agreement, applicable rate schedules and service regulations. A member's application for and the Cooperative's acceptance of the member's certificate will include a written agreement conclusively presumed to share information on patronage capital, service voltage, point of delivery, charges for service, date of delivery of service and other electric service arrangements.

### **202 – Distribution and Service Facilities - [Top](#)**

The Cooperative will install, own, operate and maintain all single-phase or three-phase retail electrical distribution and service facilities on its side of the point of delivery as may be required to provide electricity to existing and prospective members. The Cooperative will not be required to begin construction on any retail electrical distribution line extension until member application for service and/or signed service contracts have been obtained covering the estimated costs compared to anticipated revenue for construction as defined under the approved Line Extension Plan. As previously defined above, the extension of electrical distribution lines requires meeting other service requirements such as right-of-way clearing, easements, credit worthiness, construction certificates, permits and other service requirements. The Cooperative reserves the right to refuse to construct any extension based on the engineering opinion of the Cooperative and/or the best interest of all parties as presently served.

It is mutually understood that the supply of electricity from the Cooperative is expressly provided for the member and will not directly or indirectly be resold to any person, corporation or other entity.

### **203 - General Wiring Requirement - [Top](#)**

The member or prospective member will install, own, operate and maintain all wiring and equipment on the member's side of the point of delivery to include the service entrance. The member-owned wiring and equipment will be installed in accordance with the National Electric Safety Code, Cooperative bylaws, and other regulatory agencies having jurisdiction over the member's installation or premises. Any special facilities necessary to meet these particular requirements for service will be furnished at the sole expense of the member.

It is mutually understood that the member will install, own and maintain the meter base at a location identified by the Cooperative as suitable for the Cooperative-owned meter. The member-owned meter base must remain accessible to the Cooperative for onsite inspections at all times. The member further agrees to notify the Cooperative and obtain permission before altering or performing maintenance inside the meter base.

The member or prospective member should notify the Cooperative before wiring to facilitate changes for additional load, phase, point of delivery, voltage, and other service requirements. If the member

increases his load, makes changes without notice or consent, and the change or increase subsequently causes damage to Cooperative's facilities, the member may be liable for damages.

It is further understood that if the Cooperative is required to make overhead to underground service conversions, relocations or other special changes in facilities, the member may be required to reimburse the Cooperative for all costs as a result of these changes as defined under the Line Extension Plan.

**204 – Member's Load Determination – [Top](#)**

The member will consult with and furnish to the Cooperative such information as the Cooperative may deem necessary to determine the demand requirement for any new or additional electric loads based on a nominal voltage to serve single- or three-phase service at a certain load factor and power factor.

Electric service supplied by the Cooperative will be standard alternating current at a frequency of approximately 60 hertz and will be delivered only at voltages and phases as specified by the Cooperative.

**205 – Access to Member's Premises - [Top](#)**

The Cooperative will have the right of ingress to and egress from the premises of the member at all reasonable times for the purposes of inspecting, operating, and maintaining required electrical facilities and equipment for billing, load determination and other service requirements.

**206 – Protection of Cooperative's Facilities - [Top](#)**

It is mutually understood that the member is responsible for protecting the Cooperative's electric service facilities on the member-owner's premises to bill for and provide reliable electric power. Any member will be held liable for interfering with or altering Cooperative meters, seals, or other property on the member's premises, and violations will be punishable by the cooperative based on the South Carolina Code of Law. The Cooperative reserves the right to discontinue service to the member when unauthorized use of electric service is discovered or where a member interferes with or alters the Cooperative's meters, seals, or other property.

**207 – Right-of-Way Requirement - [Top](#)**

It is mutually understood that the member will assist the Cooperative with securing right-of-way easements, clearing, and maintenance as required for the operations and construction of the Cooperative's electric service facilities. The member further agrees and understands that continued electric service is conditioned upon member granting the Cooperative, without charge, necessary right-of-way and trimming and clearing privileges for extending the Cooperative's facilities to serve other members on the Cooperative system. Furthermore, the member will maintain the right-of-way to allow the Cooperative continued access to its facilities for operations and maintenance purposes.

**208 – Service Interruptions - [Top](#)**

It is mutually understood that the cooperative does not guarantee continuous or uninterruptible power. The Cooperative will exercise reasonable diligence to avoid outages and to reduce service interruptions. It is expressly understood that the Cooperative will not be liable for occurrences such as power disturbances, accidents, equipment failures, loss production, Acts of God and other factors beyond its control.

**209 - Reduced Voltage Starting – [Top](#)**

The member will consult with and furnish to the Cooperative specific electric motor load characteristics as required by the Cooperative to determine the inrush tolerance from the motor load source back to the substation based on the motor's locked rotor amps, code letter and horsepower.

It is mutually understood that the member may be required to install and use a reduced voltage starter to protect against unanticipated variations in system-supplied voltage due to full line motor voltage across-the-line starting. Limitation of electric motor starting will be determined by the Cooperative.

It is further understood that the member should consider installing phase protection equipment to automatically prevent three phase motors or other equipment from operating or attempting to start up under open phase or single-phase conditions. This motor protective measure should eliminate damages and subsequent downtime resulting from single phasing conditions.

**300 – METERING REQUIREMENT**

**301 – Electric Service Meters - [Top](#)**

The Cooperative will install, own, read, operate and maintain all automated and conventional watt-hour and demand electric meters. The member or prospective member is responsible for installing the meter base with service connections wired at a point of delivery approved by the Cooperative and in accordance with Cooperative's specifications and the National Electric Safety Code. The Cooperative will require a separate meter installation at each separate location for measuring electric energy through a single point of delivery.

The Cooperative will address all metering and billing issues such as meter failure, inaccuracy, reading, tampering, and meter testing in accordance with approved Cooperative bylaws and applicable South Carolina codes of law.

**302 – Location of Meters - [Top](#)**

The member or prospective member will consult with the Cooperative to determine a mutually agreeable point of delivery before wiring or installing the service entrance for Cooperative metering installation. It is mutually understood that meters will be installed at a suitable location based on

metering specifications and in accordance with the Line Extension Plan and the National Electric Safety Code.

### **303 – Conventional Meter Reading - [Top](#)**

The Cooperative will read and render billing statements monthly. Meter reading may be obtained manually for conventional meters on the member's premises, or remotely as applicable. In cases where a meter cannot be read on or about the scheduled date, the meter reading and energy usage for the corresponding period will be estimated and billed based on historical usage. Any account billed on an estimated basis will be adjusted as necessary when actual readings are obtained.

### **304 – Automated Meter Reading - [Top](#)**

The Cooperative will read all meters equipped with Advanced Metering Infrastructure (AMI) technology based on near real-time consumption to render monthly billing, which will be due and payable at the office of the Cooperative based on a defined payment schedule. The Cooperative reserves the right to use consumption analysis, diagnostics, and other meter reading status data to remotely troubleshoot and manage energy issues relative to the member and Cooperative.

### **305 - Meter Tests - [Top](#)**

It is mutually understood that the Cooperative will test any meter upon request by the member. The Cooperative may require a reasonable service charge to defray the cost of testing services. It is further understood that meter test results outside defined tolerations, as approved by the Cooperative and published by South Carolina codes of law, will be subject to service billing adjustments. Furthermore, the Cooperative will apply industry best practices to conduct selective sample periodic meter testing in compliance with approved Cooperative guidelines and utility regulatory requirements.

### **306 – Meter Failure and Inaccuracy - [Top](#)**

The Cooperative will perform meter service adjustments to resolve under and overbilling conditions at the premises of the member when such conditions are caused by Cooperative meter failures and inaccuracies. The adjusted usage will be in accordance with approved Cooperative guidelines and South Carolina codes of law.

### **307 – Service Billing Adjustment - [Top](#)**

The Cooperative will complete service billing adjustments in accordance with Cooperative approved guidelines and South Carolina codes of law to correct billing errors.

### **308 – Meter Tampering - [Top](#)**

It is expressly understood that the member will not interfere with the Cooperative metering equipment or circumvent the delivery and/or registration of electric energy on the member's premises. The Cooperative reserves the right to refuse, suspend, discontinue and remove the property of the Cooperative in the event of unauthorized or fraudulent use of electric service on the member's

premises. The member is responsible for damages and unauthorized use of electric service, if discovered on the member's premises, and the member may be required to pay for unauthorized estimated usage, inspection costs, investigation and other costs before service is restored. The basis for applying meter tampering charges will be in accordance with Cooperative policy and the South Carolina codes of law.

#### **400 – ELECTRIC SERVICE BILLING**

##### **401 – Billing Period and Payment Term – Top**

It is mutually understood that meters will be read and bills rendered from the Cooperative to the member monthly. All bills are due and payable on the date of the bill. Furthermore, electric service billing statements are payable during regular business hours and at the offices of the Cooperative.

Failure by the member to make payment before the past due date shown on the bill will subject the account to a late payment charge based on the past due balance as defined by the applicable rate schedule. The Cooperative may disconnect electric service for the past due amount if payment has not been received by the past due date.

##### **402 – Adjustment of Billing Errors - Top**

The Cooperative will adjust and correct billing errors discovered from billing issues such as, but not limited to misapplied rates, inaccurate meter readings, stopped meters, contractual issues, abnormal billings, misapplied payments and other errors producing under billing and overbilling conditions. The standard bearer for adjustments will be based on Cooperative policy and South Carolina codes of law.

##### **403 – Extension of Credit - Top**

The Cooperative reserves the right to extend credit to the member based on, but not limited to, the following conditions:

- 1) In the event service disconnection would constitute undue hardship, and a short term extension or arrangement would not unduly impair the Cooperative's ability to collect the bill, or
- 2) In the event it has been reasonably ascertained that the member's failure to pay resulted from Cooperative error, or a mistake for which the member was not responsible, or
- 3) In the event of fire destruction, natural disaster, or other casualty beyond the member's control, or
- 4) In the event service disconnection would impose immediate life-threatening danger or when the household is immediately and directly affected by a death

##### **404 – Advance Pay Plan - Top**

Application for electric service under the Cooperative's Advance Pay plan may be made by any member or prospective member at any time based on the following terms and conditions:

- 1) The member will purchase electric service from the Cooperative in accordance with the present and any future rate schedule of the Cooperative on a pay-as-you-go basis for the above-referenced account.
- 2) The member understands that the terms and conditions set forth in the member's Application For Membership and/or Electric Service continue to apply in addition to the terms and conditions of this Agreement and Advance Pay plan, subject, however, to any changes set forth in this Agreement.
- 3) The member will pay any membership, transfer, connect and/or applicable fees as fixed by the Cooperative bylaws and the policies, rules and regulations of the Board of Trustees as may be required for the member to participate in the Advance Pay plan.
- 4) Any deposit fee previously paid by the member to the Cooperative will be applied to the member's outstanding balance at the commencement of participation in the Advance Pay plan and any credit remaining after application of the deposit fee shall be applied to the member's Advance Pay account balance.
- 5) As a result of participation in the Advance Pay plan, the member will not be mailed a monthly statement for electric usage or other applicable fees or charges.
- 6) The member will pay all applicable daily service charges as appropriate and set forth by the Cooperative's rate schedule.
- 7) The Cooperative will furnish member a home display unit, at no charge, and the member agrees to be responsible for the cost of replacing the initial home display unit furnished by the Cooperative to the member in the event the home display unit is damaged as the result of neglect or abuse as solely determined by the Cooperative.
- 8) The member is solely responsible to regularly monitor the balance on the Advance Pay account and understands that electric service will be subject to disconnection without any written notification from the Cooperative to the member once the balance of the account reaches zero. However, the Cooperative will make a reasonable attempt to contact the consumer once the balance of the account is close to a \$25 credit.

**405 – Notice of Service Disconnection - [Top](#)**

At any time after a member's account has become delinquent, the Cooperative will give to the member at least five (5) calendar days written notice of the Cooperative's intention to discontinue electric service. The notice of disconnection will be rendered electronically by mail to the member's last known address on record at the Cooperative.

**406 – Disconnection, Reconnection of Service - [Top](#)**

It is mutually understood that electric service will be discontinued at any time if the account, including any subsequently rendered bill for service that has also become delinquent, is not paid in full by the due date specified on the notice of disconnection.

Furthermore, it is understood that whenever service is discontinued for nonpayment and the member

requests that service be restored, a reconnection charge will be added to the member's delinquent account and will become due and payable as part of the account for service rendered. Payment of the reconnection charge and all amounts owed on the account may be required before electric service is restored.

The Cooperative reserves the right to deny service, at the time of application, to any prospective member at the same premises known to have benefitted from electric services to the disconnected account.

#### **407 – Postponing Termination Due to Special Conditions - Top**

It is mutually understood that the Cooperative will postpone the termination of electric service to all residential members during weather conditions marked by extremely cold temperatures. Electric service termination will be postponed to residential members on any day when the temperature falls below thirty-three (33) degrees and will remain suspended until such time as the temperature rises above thirty-two (32) degrees Fahrenheit as measured by the National Weather Service.

Conversely, whenever there are consecutive days falling under a heat advisory, nonpayment disconnection procedures for residential members will be suspended on those days that the National Weather Service forecasts temperatures in the Cooperative's service area to reach ninety-eight (98) degrees Fahrenheit or a heat index of one hundred and five (105) degrees Fahrenheit. The Cooperative will suspend nonpayment disconnection procedures on the second consecutive day and will not resume nonpayment disconnection until the advisory is lifted.

Moreover, the Cooperative will suspend the termination of electric service to special needs account members with a certificate on file at the Cooperative signed by a licensed health care provider stating that termination of electric service would be dangerous to the health of the member or a person residing in the member's household at the premises to which electric service is rendered.

The basis for applying this service rule will be in accordance with Cooperative policy as filed with the South Carolina Office of Regulatory Staff pursuant to South Carolina Code 33-49-1410 through 1450.

#### **500 – POWER FACTOR**

##### **501 – Power Factor Corrections - Top**

It is mutually understood that the maintenance of high power factor is of primary importance in the economic operation and maintenance of the Cooperative's electrical distribution system. Instances where the member's aggregate power factor is less than ninety (90%) percent lagging, the Cooperative reserves the right to require the member to install power factor correction equipment at his own expense. Furthermore, the Cooperative may adjust the member's billing demand as specified by the service agreement and/or applicable rate schedule for a nonconforming load.

The Cooperative reserves the right to measure the power factor for unity purposes at any time.



## **600 – GENERAL REQUIREMENTS**

### **601 – Standby Power - Top**

It is mutually understood that no electric power sold by the Cooperative will be used as reserve or standby service, or in any way in conjunction with any other service of power without the Cooperative's prior written consent.

### **602 – Resale of Power - Top**

It is expressly understood that members will not directly resell the Cooperative's electric energy for any purpose, except that, in the case of rental facilities, the cost of electric utilities may be included in the rent charged the tenant. Member will not divert electric energy to other premises, or use it for purposes other than those permitted by the bylaws and regulations of the Cooperative and by the state or local laws, rules and codes.

**SANTEE ELECTRIC COOPERATIVE  
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**APPENDIX A**

**SUMMARY OF RATE SCHEDULES**

*The summary of services supplied by the Cooperative and available rate schedules are as follows:*

1. **Residential Service** – this schedule is available only for domestic purposes to consumers living in private households, apartments and other residential dwelling units including its appurtenances if served through the same meter.
2. **Residential Net Metering- Time Of Use Retail Sales** – this schedule is available for metering electric energy generated by a consumer from an eligible on-site generating facility and delivered to the Cooperative distribution facilities to offset energy provided by the Cooperative in all territory served by the Cooperative.
3. **General Service** – this schedule is available for electric service to any nonresidential consumers at a single point of delivery with transformer capacity up to 125 KVA. This Schedule is not available for seasonal or standby service or for any contract period less than 12 months. This Schedule shall apply to loads such as small commercial, industrial, churches, schools, farms and other miscellaneous loads.
4. **General Service High Load Factor** – this schedule is available for electric service to any nonresidential consumers with a High Load Factor (HLF). This Schedule is not available for seasonal or standby service or for any contract period less than 12 months. This Schedule shall apply to nonresidential loads such as commercial, industrial, churches, schools, farms and other miscellaneous loads.
5. **Large Power Demand Service** – this schedule is available for electric service to any nonresidential consumer at a single point of delivery with transformer capacity equal to or greater than 125 KVA. This Schedule is not available for seasonal or standby service or for any contract period less than 12 months. This Schedule shall apply to nonresidential loads such as commercial, industrial, churches and schools.
6. **Large Industrial Power Service** – this schedule is available for electric service to any single commercial, industrial or municipal consumer with load greater than 750 kW\* served from the Cooperative's distribution facilities or directly from the transmission system. This Schedule is also

available to any consumer who qualifies under Central Electric Power Cooperative, Inc.'s P1 and IL4 with associated riders for which the consumer qualifies.

7. **Area Lighting Service** – this schedule is available for the leasing of mercury vapor; metal halide and sodium vapor outdoor lighting units to any member/owner served by the Cooperative and subject to established Service Rules and Regulations.
8. **Public Street Lighting Service** – this schedule is available for the purpose of lighting dedicated public streets, highways, parks or public places for municipal, county, state and federal governments in all territory served by the Cooperative.
9. **Residential Subdivision Street Light Service** – this schedule is available for lighting residential dedicated public streets within residential subdivisions.
10. **Multi-Purpose Sports Field Lighting Service** - this schedule is available for lighting multi-purpose community sports fields that are normally used for baseball, softball, football, tennis, soccer and other organized competitive sports in the territory served by the Cooperative.
11. **Line Extension Policy** - The purpose of this line extension policy is to govern the construction of distribution line extensions to all residential, commercial and industrial customers.
12. **Intermittent Load Rider** - this schedule is available in conjunction with any schedule when service is taken for electric furnaces, X-ray apparatuses, welding equipment, elevator motors, or other similar equipment and the Customer thereby imposes on the Cooperative's system a highly fluctuating or intermittent load requiring facilities above those needed to serve the Contract Demand. Hence, there is incurred an additional charge for the installation and use of said facilities.
13. **Load Control Off Peak Service Rider** - this schedule is available in conjunction with the Large Power Demand Schedule LD-D for seasonal services greater than 50 KVA and a contract period of at least 12 months.
14. **Residential and General Service Net Metering Rider NM** - this schedule is available in conjunction with the Cooperative's Residential Rates (RES-B4) and the Cooperative's General Services Rate (GS-5). All retail members who own and operate a solar photovoltaic, wind-powered, biomass-fueled, or micro-hydro generating system, located and used at the member's primary legal residence or business where a part or all of the electrical requirements of the member can be supplied from the member's generating system can receive service under this rider.

Santee Electric Cooperative  
Service Rules and Regulations

**SANTEE ELECTRIC COOPERATIVE  
SERVICE RULES AND REGULATIONS FOR ELECTRIC SERVICE**

**APPENDIX B**

**CHARGES FOR CUSTOMERS**

<b>RULE</b>	<b>DESCRIPTION</b>	<b>AMOUNT</b>	<b>APPLICATION OF CHARGE</b>
101	Membership Fee	\$5	New member application for membership
101	Application Fee	\$15	Per Occurrence
305	Meter Testing	\$20	If the meter tests in accordance to acceptable standards
309	Investigation of Unauthorized Usage	\$50	Per investigation, Cooperative will charge \$50 for first evidence of unauthorized usage
		\$100	\$100 will be charged for each subsequent offense
404	Advance Pay	\$20	Monthly service charge
		\$100	In home display
401	Late Fee	10%	Apply ten percent (10%) to the first \$25
		2%	Apply two percent (2%) to remainder of bill
406	Nonpayment Reconnection	\$30	If service is restored during normal business hours
		\$65	If service is restored after hours (including weekends and holidays)
104	Underground Service Charge	\$150	Basic one-time charge for UG service lateral is \$150. Contribution-in-aid of construction will be calculated based on Cooperative Line Extension Plan
106	Returned Check Charge	\$30	Per Occurrence

**SANTEE ELECTRIC COOPERATIVE  
SERVICE RULES AND REGULATIONS FOR ELECTRIC SERVICE**

**APPENDIX C**

**CAPITAL CREDITS**

CAPITAL CREDITS

Retirement of capital credits will be made whenever the Board of Trustees approves such retirements under the standards set forth in the Cooperative's Bylaws and Policies. Such retirements will be consistent with good management practice and with the provisions of the mortgage contracts between the Cooperative and the United States Rural Utility Development Program and the Cooperative Financial Corporation. When retirements are made, current and former members shall be treated the same for the credits being retired.

Capital credits may be paid to the estate of a deceased patron upon proper application and proof by the personal representative of the member's estate. These retirements will be discounted in association with a discounted present value calculation. The amount to be discounted and paid will be based on all the Capital Credits assigned to the Member or Patron as of the latest year assigned on the Cooperative's books at the time of retirement/payment. Any Capital Credits later assigned to a deceased Member or Patron will be recorded as retired capital.

If a Member or a Member's estate does not claim capital credits by cashing the retirement check within 90 days of the check date, the Cooperative will maintain the capital credits on its books. The Cooperative will charge a per month fee beginning 90 days after the issuance of the retirement check to maintain the retired capital credit account.

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**APPENDIX D**

**REVISION HISTORY**

<b>Revision</b>	<b>Effective Date</b>	<b>Description</b>
Original	July 15, 2012	<i>Delineates standard and leading organizational and business practices</i>