

Canceling

Alaska Electric Light and Power Company

State of Alaska
Public Utilities Commission

RULES AND REGULATIONS

6. Service Conditions

6.1 Application for Service

Each applicant for electric service is required to complete and sign the Company's form of application for electric service or a special contract at the Company's offices. Applicants are also required to produce proof of identity. As an alternative to providing social security numbers on the application form, such proof can be provided by one type of photo-bearing identification (e.g. a passport or current driver's license) or two other types of identification (e.g. birth certificate, certified school records, etc.). In special cases for large industrial or commercial customers, a special contract may be written and shall contain such provisions and stipulations as may be necessary or desirable to protect the interest of both the Company and the customer. All fees shall be paid at the time of the service application or prior to construction. Acceptance of service, with or without a signed application or contract, shall be subject to compliance with the terms of the applicable rate schedule or schedules and the customer service policies contained herein in this tariff.

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If an application for service is made by two or more individuals, the Company has the right to collect the full amount owed from any one of the applicants.

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L - Material formerly shown on Original Sheet No. 29 relocated to Original Sheet No. 29.1.

Pursuant to U-94-96(5)

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Canceling

Sheet No.

Alaska Electric Light and Power Company

**State of Alaska
Public Utilities Commission**

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6. Service Conditions (continued)

6.2 Connection and Disconnection

Electric service will normally be connected or disconnected only upon the receipt of the customer's written request at the Company's offices. All orders for connection or disconnection of electric service must be executed by the customer, or by a customer's attorney-in-fact or duly authorized agent, by an officer or duly authorized agent of an organization, association, corporation, political body or governmental agency, or by either applicant in the case of a joint application. The applicant is responsible for services up to the later of the [continued on sheet 30]

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6. Service Conditions (continued)

disconnection date requested by the customer or three working days after the Company receives the written request to discontinue service.

The Company shall establish service to existing facilities within five working days following a request by an applicant who has been accepted for service by the Company. For the purpose of this paragraph, "existing facilities" means customer facilities which are ready and acceptable to the Company, where the Company needs only to install a meter, read a meter or turn on the service.

If within the five-day period referred to above, the Company establishes service at the customer's request during a period other than regular working hours, the Company may impose an after-hours charge for the service connection.

If the Company cannot establish service to new customer facilities within thirty days after it receives an application, it shall, within fifteen working days from the date of application, advise the applicant in writing of the reason for the delay, any interim type of service which may be available, and an estimated date when the requested service will be provided. For the purpose of this paragraph, "new customer facilities" means customer facilities which require the Company to do more than install or read a meter before service can be provided.

When the Company finds it is unable to meet any previously scheduled date for establishment of service under the above paragraph, it shall advise [continued on sheet 31]

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6. Service Conditions (continued)

the customer in a timely manner of the revised date upon which service will reasonably be available.

The Company may refuse to establish new service only if any of the following conditions exist:

(1) An applicant falsifies any information in its application form relied on by the Company pursuant to 3 AAC 52.410(b) and fails to subsequently correct the falsification with documentation acceptable to the Company;

(2) A former customer who is indebted to the Company and attempts by some agency, relationship, or otherwise, to obtain service; and has not made arrangements acceptable to the Company for payment;

(3) An applicant has an outstanding amount past due for electric service and has not made arrangements acceptable to the Company for payment;

(4) A condition exists or would exist upon establishment of service at the service premises which the Company believes is unsafe or hazardous to the applicant, a member of the public, the Company's personnel or facilities, or the integrity of the Company's energy delivery system;

(5) An applicant does not meet the credit criteria for waiver of deposit requirements under 3 AAC 53.420(c) and fails to provide the Company with a deposit; or

(6) An applicant refuses to furnish those funds, services, equipment or rights-of-way which have been [continued on sheet 32]

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RULES AND REGULATIONS

6. Service Conditions (continued)

specified by the Company in its tariff as a necessary condition for providing service.

6.3 Term of Service

Unless otherwise specified by special contract, service is rendered for full billing periods, and as such, monthly flat charges are not subject to proration.

6.4 Easements

The customer shall, without charge to the Company, execute an easement providing for a suitable right-of-way for the Company's distribution lines crossing the customer's property as outlined in Section 7 - Line Extension Policy.

6.5 Right of Access

The Company, through its authorized employees or agents, shall have free access to its equipment at all reasonable times for the purpose of reading meters and testing, repairing, or replacing any equipment which is the property of the Company. In special cases with the Company's consent, the Company's metering equipment may be restricted by locked entrances for which a key will be made available to the Company. Where access is denied, the Company reserves the right to terminate service after written notice is given to the customer, except in emergencies, in which case the Company reserves the right to terminate service immediately.

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RULES AND REGULATIONS

6. Service Conditions (continued)

6.6 Establishment of Credit and Deposits

Each customer will be required to establish and maintain credit satisfactory to the Company as a condition of receiving service. Satisfactory credit may be established by either of the following:

- (1) The applicant has previously established a good payment record with the Company by, for example, receiving service from the Company at another location within the past two years without delinquency in payment during the last 12 consecutive months of service; or
- (2) The applicant provides a letter or other written verification from the electric utility which last provided comparable service to the applicant stating that the applicant was not delinquent in payment for the last 12 consecutive months of service at the prior location.

If satisfactory credit as outlined above is not established, a deposit of the higher of at least one month, but not more than two months estimated average monthly bill for the applicant's service location or the average monthly bill of that customer class will be required.

If satisfactory credit as outlined above is subsequently established, the Company will refund any deposit paid within ninety (90) days.

If an account has a delinquent balance and is subject to notice of the Company's intent to disconnect service for non-payment, A total deposit of not [continued on sheet 34]

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6. Service Conditions (continued)

more than two times the estimated average monthly bill for the customer's service location or two times the average monthly bill of that customers class may be required. A customer's deposit will not exceed the higher of two times the estimated average monthly bill for the customer's service location or two times the average monthly bill of that customer class.

The Company will provide for a deferred payment arrangement of any residential deposits required in cases of customer economic hardship.

The Company will issue to the applicant a written receipt for the amount of the deposit. The applicant is not required to produce this deposit receipt in order to receive a refund of the deposit.

The Company will pay interest on deposits when the deposit is over \$100.00 and delinquent payments have not resulted in interruption of service. Interest will be paid at the current rate earned by the Company on the account in which those deposits are placed. If delinquent payments result in disconnection of service, the Company will not pay interest for twelve months after reestablishment of service.

Deposits will be refunded with accrued interest within thirty (30) days after the earlier of:

(1) Twelve months continuous service if the customer has not been past due in the payment of electric utility bills more than twice, has not been delinquent in the last six months, and is not past due at review; or

(2) Termination of service, to the extent the amount held, plus accrued interest, exceeds any balance due the Company for electric service and finance charges for that account.

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RULES AND REGULATIONS

6. Service Conditions (continued)

6.7 Applicable Rate

When a customer applies for service, Company personnel will advise the customer of the most economical class of service available and assist the customer in making an informed choice in service offerings where alternate classes of service are available to that customer.

When a customer desires service on an applicable rate schedule other than the one on which he is being billed, he shall so notify the Company in writing and the change in schedule will become effective after the next regular meter reading. The Company shall not be required to make more than one change in rate schedule for any customer within one year unless a new schedule is made effective or the customer's operating conditions have changed permanently so as to warrant a change in schedule.

6.8 Resale of Electricity

A customer shall not sell to others any of the electric energy furnished by the Company unless the customer holds a valid Certificate of Public Convenience and Necessity issued by the Alaska Public Utilities Commission for retail distribution of electric energy. No service will be supplied through a master meter for sub-metering for resale. This rule does not prohibit a customer from furnishing unmetered electric service to rental units constructed prior to December 31, 1982 where the cost of electricity is included in the rental charge.

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6. Service Conditions (continued)

6.9 Protection of Company's Property

The customer shall provide space for, and shall be responsible for, the safekeeping of the Company's meter installation on their premises, including: meters, wires, and other metering facilities installed by and remaining the property of the Company. In the event of loss or damage to Company property due to the negligence of the customer, the Company may collect from the customer the cost of repairs or replacement.

6.10 Authorized Breaking of Meter Seal

Under certain circumstances, a customer may request permission to break a meter seal to facilitate disconnection for electrical work. Such requests should be addressed to the Company. A fee will be charged for resealing the equipment.

6.11 Tampering with Company Property

Unauthorized tampering with meters and other facilities of the Company is a civil offense under Alaska Law as described in A.S. 42.20.030 and is a criminal offense under A.S. 11.46. The Company will pursue its legal recourses, including possible criminal prosecution, concerning unauthorized tampering.

The Company presumes that a person intended to deprive the Company of compensation for electric service if:

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6. Service Conditions (continued)

(1) The person possesses or has access to a Company service metering device which is being used to meter service and has been interfered with, avoided, or altered to inhibit or prevent the accurate measurement of electric service without the permission of the Company or the person has access to a Company line which has been tapped or diverted without the permission of the Company; and

(2) The person enjoys the use or receives the economic benefit of the unmetered service.

6.12 Customer's Wiring and Equipment

It is the customer's responsibility to install and maintain all wiring and equipment beyond the agreed point of delivery, except meters and other special facilities installed or furnished by the Company. The customer will also provide an Underwriter's Laboratory approved meter socket or sockets as specified by the Company for the appropriate types of service. If instrument transformers supplied by the Company are required, the customer will provide the necessary space and equipment enclosures for mounting these devices as specified by the Company's Engineering Department.

It shall be the customer's responsibility to provide suitable protective equipment such as fuses, circuit breakers, and relays to adequately protect the customer's equipment.

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6. Service Conditions (continued)

The Company shall not be held liable for any loss or damage to persons or property resulting from any contacts with, or defects in, the customer's installation or equipment, or the delivery of electric energy thereto.

6.13 Interconnection of Customer Owned Alternate Technology and Fossil Fuel Standby Generation Equipment (Under 100 kW Installed Capacity)

Alternate Technology Generation

(1) The Company will permit the interconnection and operation of alternate technology generation facilities that are determined to be a "qualifying facility" (QF) as prescribed by Section 201 of the Public Utility Regulatory Policies Act upon compliance by the customer with the following provisions:

(a) The Customer shall make written application to the Company at least 45 days prior to the date on which any connection will occur in any way to electric circuitry common to the Company's integrated distribution system.

(b) The customer shall submit to the Company along with the request for interconnection complete documentation of the alternate technology generation equipment, including, but not limited to, schematics, wiring diagrams, performance specifications, descriptions of energy storage devices, circuit protection equipment, regulation equipment, automatic disconnect equipment and any other proprietary device provided by the equipment manufacturer.

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6. Service Conditions (continued)

(c) Upon approval of the interconnection by the Company, the customer shall agree to pay the cost of any special metering equipment or circuit modifications determined by the Company as necessary to accomplish the interconnection.

(d) See Section 4 of this tariff for safety standards regarding the interconnection of qualifying facilities to the Company's system.

Fossil Fuel Standby Generation

The Company will not permit the interconnection and operation by customers of fossil fuel standby generation facilities, such as diesel or gasoline engine driven generators, with its integrated distribution system under any circumstances. Fossil fuel standby generators shall be connected to the customer's load only through a double throw switch that will prevent parallel operation with the Company's distribution system.

6.14 Customer Power Outage

If a power outage occurs, the customer should attempt to determine if fuses have been blown, breakers tripped, or equipment is at fault before calling the Company. If the customer determines the fault to be the Company's equipment, the Company will send a [continued on sheet 40]

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6. Service Conditions (continued)

serviceman out to investigate the reported outage. If the cause of the outage is determined to be the failure of the Company's equipment, the Company will correct the problem and restore service as soon as possible. However, if it is determined that the customer's equipment is at fault, a charge may be made for the serviceman's visit to the customer's service location (See Schedule of Fees and Charges).

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