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SERVICE RULES AND REGULATIONS MANUAL

June 2024

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Application of Service Rules and Regulations

- These Service Rules and Regulations are applicable to all members and have been approved by the Board of Directors. They are a part of every contract for service made by St. Croix Electric Cooperative (the Cooperative), unless modified by special terms written therein, and govern all service classes. The Cooperative will supply electric service to members under the standard form of application based on the applicable rate schedule and these service regulations. Copies of the *Service Rules and Regulations Manual* and the SCEC Bylaws are available at www.scecnet.net or at St. Croix Electric Cooperative's corporate office: 1925 Ridgeway Street, Hammond, WI 54015.

Application for Membership

- Applications for membership will only be accepted from applicants that meet the requirements defined in the Bylaws of the Cooperative and all other requirements listed in this *Service Rules and Regulations Manual*. All applicants must agree to accept and be bound by the Bylaws of the Cooperative and pay any required fees and charges.
- **Disconnect for Non-Application:** An account will be subject to disconnection and/or service extension if a completed application is not received in a timely manner. During the months of November to March, the Cooperative may choose to install a service extender in lieu of full disconnection. If an account has a service extender installed, the member will receive full power for 60 minutes and no power for 60 minutes. The power will continue to cycle on and off until the application, credit risk deposit (if required) and all fees associated with the disruption are received in full.

Identity Verification and Credit Risk Deposits

- An identity verification and credit risk assessment will be performed for all electric service applicants not currently active members of the Cooperative. The Cooperative will use the services of the On-Line Utility Exchange (OUE) for this purpose. The credit risk assessment will be the basis for determining if a new member applicant shall be required to pay a deposit. Collection of such a deposit from members will provide a limited financial safe guard for the Cooperative for amounts owed and unpaid by a member. In determining the need for a credit risk deposit, the Cooperative will use the following criteria:
 - Credit risk percentage of established credit history of the member;
 - Bankruptcy filing;
 - Unpaid utility balances; and
 - Any other factor having a realistic bearing on the member's financial dependability.

- **Residential:** The credit risk deposit amount ranges from \$200.00 to \$400.00. Applicants who do not supply a Social Security Number will be assessed the maximum credit risk deposit amount. The Cooperative may waive the credit risk deposit with two (2) acceptable written letters of credit from other utilities.
- **Commercial:** The credit risk deposit amount will be \$200.00. The Cooperative may waive the credit risk deposit with two (2) acceptable written letters of credit from other utilities.
- Credit risk deposits held will bear no interest in any form and will be refunded upon payment of a final billing by the member or not earlier than one-year after electric service was first provided and contingent on the member having made twelve (12) consecutive payments posted by the due date. Credit risk deposits, regardless of who pays them, shall be refunded as a credit to the member's account. In the event of the non-payment of a final billing by the due date, any deposit held shall be applied against the amount due the Cooperative with any remaining balance refunded to the member.

Rate Schedules

- For rate schedules, please call the Cooperative. The official rate schedules take precedence over any information contained in these Service Rules and Regulations.

Billing and Payments

- The Cooperative has one (1) billing cycle. Electric bills and Miscellaneous Receivable bills will be rendered monthly and mailed the first business day of each month. Bills are due within 15 days from the date of the bill.
- Bills are considered delinquent if payment is not received in the office by 4:00 p.m. on the due date of the bill. Payments made via the depository after the close of business will be marked paid as of the next business day. Payments made by phone through the IVR secure pay system or on-line through SmartHub will be marked paid as of the time the payment is made by the member.
- Failure to receive a bill does not relieve the member's obligation to pay.
- The rates for electric energy are net amounts. The amount of three (3) percent will be added to any remaining unpaid bill at the close of business on the due date in the form of a forfeited discount. One (1) forfeited discount will be waived per year.
- Members are responsible for all energy used until the service is disconnected or the Cooperative receives proper notice of the date service should be transferred and/or discontinued.

- Any check or E-check that is returned or declined by the bank marked insufficient funds, non-sufficient funds, account closed, stop payment, invalid account, invalid routing or no account shall be declared delinquent and service may be disrupted without further notice. A returned payment fee shall be assessed to the account. Returned checks and E-checks must be paid by cash, credit/debit card or money order.

Adjustment of Billing Errors

- The Cooperative will correct billing errors that are found related to the accuracy of a billing or failure by the Cooperative to render a bill.
- **Single Phase Accounts:** Upon learning of a billing error the Cooperative shall calculate the corrected amount owed or overpaid for a period of twelve (12) months prior to the date the error was discovered.
- **Three Phase Accounts:** Upon learning of a billing error the Cooperative shall calculate the corrected amount owed or overpaid for a period of twenty-four (24) months prior to the date the error was discovered.
- In the event the member has paid amounts in excess of the corrected billing, the member shall have the option of receiving the overpayment amount by check or as a credit to the account. In the event the member has paid less than the corrected billing amount owed, the unbilled amount will be collected in equal amounts over a six (6) month period.

Bankruptcy Filing

- Members or their trustees who are the subject of federal bankruptcy, state receivership or debt amortization proceedings and continue to receive electric service from the Cooperative shall, within twenty (20) days after the filing of the petition, furnish adequate assurance of payment in the form of a cash deposit for service provided after the date of the petition filing. Members failure to provide the cash deposit by the required date may be subject to disruption of service.

Resale of Power

- The resale of electric energy by members will be under the direction and approval of the Cooperative. The Cooperative will comply with all applicable State and Federal laws.

Metering

- **Advanced Metering Infrastructure:** The Cooperative employs an Advanced Metering Infrastructure (AMI) system for remote meter reading, logging of daily energy usage and hourly interval data, power verification, outage detection and load monitoring.
- **Usage Information:** The Cooperative receives voltage at the meter, the meter reading, meter ID and meter status alarms. No other information is transmitted between the AMI system and the Cooperative.
- **AMI Opt-Out:** The Cooperative does not allow members to opt-out of the AMI system.
- **Meter Reading:** Meters will be read remotely through the Cooperative's AMI or manually by a meter technician if necessary.
- **Monthly Billing Readings:** If the Cooperative is unable to obtain a reading, and the meter technician cannot gain access to the meter, the meter reading will be estimated based on the member's previous usage.
- **Incorrect Meter Reading:** Corrections shall be made whenever meters are read incorrectly. Whenever possible, the correct reading shall be ascertained, and the bill will be recalculated to reflect the correct usage.
- The Cooperative shall have the right to access a member's service location at all reasonable times as is necessary to install, inspect, test, remove, read, repair or replace its electric meter(s) and any related Cooperative-owned equipment.

Meter Testing

- The Cooperative shall perform a test on a random sample of not less than five (5) percent of all new single-phase electronic meters before installation to verify the accuracy of the manufacturer's records and the accuracy of the meter, as well as any meter that is removed from service before it's placed back in service. Results of the manufacturer's test of each meter shall be maintained within the records of the Cooperative for as long as the meter is in use.
- Three-phase and single-phase commercial instrument rated meters will be tested at an interval of not more than every four years.
- No meter with one half of one percent or more deviation from one hundred (100) percent shall be placed into service.
- **Member Requested Meter Tests:** At the member's request the Cooperative will perform a test on their meter(s). The test will be made after prepayment of a meter test fee. If the meter is found to have an average error of less than two (2) percent from one hundred (100) percent, the meter test fee shall be forfeited. If the meter is found to have an average error of two (2) percent or more from one hundred (100) percent, the meter test fee will be refunded, and the member's account will be adjusted.

Disconnection/Reconnection Procedures

- **Disconnect for Failure to Pay:** When an account is more than 30 days past due, it will be subject to disconnection and/or service extension if payment is not received prior to the deadline on the final notice. During the months of November to March, the Cooperative may choose to install a service extender in lieu of full disconnection. If an account has a service extender installed, the member will receive full power for 60 minutes and no power for 60 minutes. The power will continue to cycle on and off until full payment is received. Delinquent accounts will receive the following notices:
 - The first past due notice is provided on the subsequent billing statement indicating a “Balance Forward” amount due.
 - A minimum of eight (8) calendar days prior to the disruption of service, the final notice will be sent by mail to each member whose past due bill remains unpaid. The final notice will be mailed to the current mailing address on file.
 - A minimum of seventy-two (72) hours prior to the disruption of service, an automated phone call will be made advising the member of pending service disruption, provided a valid number has been provided by the member.
- In accordance with applicable laws, no less than ten (10) days and no more than fifteen (15) days after the mailing of the final notice, any remaining unpaid accounts shall be subject to immediate disruption on the date and time specified in the final notice.
- Before reconnecting any service that has been disrupted, a disconnect fee, reconnect fee and a security deposit or additional security deposit will be required.
- Reconnections requested after 3:00 p.m., Monday through Friday, or on Saturday, Sunday or holidays, will be charged an after-hours reconnection fee.
- If the payment made to avoid disruption or to be reconnected is returned for any reason, service may be disrupted without further notice.
- **Disconnect for Other Reasons:** The Cooperative reserves the right to disconnect electric service to any member immediately, and without notice, for any of the following reasons:
 - Fraudulent representation as to the use of electric service;
 - Discovery of a hazardous condition;
 - Repairs or emergency operations;
 - Unavoidable shortage or interruption in the Cooperative’s source of supply or grid reliability;
 - Whenever necessary to protect the Cooperative from fraud or abuse;
 - Abuse or tampering with service wires, connections, meters, seals or any other facilities belonging to the Cooperative; or
 - Diversion of electric current or any unauthorized electrical connection.
- Electrical service disconnected for any of the above reasons will be reconnected upon correction of infractions.

- **Inactive Accounts:** Inactive accounts will be reconnected during normal business hours after an application has been received (if applicable) and all fees associated with the reconnection have been paid.
- **Temporary Disconnect for Repairs:** The member must contact the Cooperative and request a temporary disconnect prior to making any repairs or improvements to their electric service. An inspection may be required before the service is reconnected. Any disconnection by someone other than a Cooperative employee will result in tampering charges to the member.
- **Member Requested Temporary Disconnect:** If a member requests disconnection of a service location and requests the service to be reconnected at a later date, a reconnection charge of up to a maximum of five (5) months of the daily fixed charge will be assessed prior to reconnection. This amount will need to be paid in full prior to the service being re-energized.
- **Limited Term Electric Service:** The Cooperative will provide limited term service to disconnected accounts for the purpose of inspection, cleaning or repair of vacant dwellings frequently resulting from, but not limited to, natural disasters, fire, foreclosure and/or winterization. Authorized individuals may request reconnection for up to a maximum of five (5) days. Fees will be required for this service.
- **Medical Priority Members:** The Cooperative will provide priority outage restoration to those members that have a medical priority form on file with the Cooperative. Having a medical priority form on file does not prevent disconnection for non-pay. The member should have a backup source for the medical equipment and an action plan if needed.

Idle Services

- Idle services represent a non-revenue producing investment in the utility plant. While producing no revenue, these services have direct and indirect costs for the Cooperative associated with ongoing maintenance of the utility right-of-way and the repair and replacement of the Cooperative's facilities. If the member wishes to keep the service in place, they may be subject to a monthly idle service charge. The Cooperative may remove the equipment at their discretion without further notice.

Tampering/Power Diversion

- No person other than a qualified Cooperative employee may cut or remove the Cooperative's meter seal, install or remove a meter, or any other tampering that may cause a power fail notification.
- The Cooperative will immediately and vigorously investigate any suspected electrical power diversion or tampering with meters and/or other equipment or property of the Cooperative. If substantial evidence exists that any person or persons have attempted fraudulent activity, diverted power, tampered with or destroyed the meter and/or equipment in any manner, the service to that member shall be immediately disconnected. If equipment is damaged and requires an inspection, the inspection must be completed prior to reconnection.

- An estimate will be made in the amount of revenue lost by such fraudulent activity and charged to the member or person(s) responsible. Estimated costs will include the following:
 - The cost to repair or replace damaged property owned by the Cooperative including reasonable labor costs;
 - Reasonable costs for the use of specialized equipment to investigate or calculate the amount of unlawfully obtained electricity services, including reasonable labor costs; and
 - The amount of unlawfully obtained electricity.
- A tampering fee may also be charged to the party deemed responsible. This fee may also be applied to investigate cut meter seals. Exceptions will only be made when a seal has been cut by emergency response personnel. Only licensed electricians may cut meter seals upon explicit authorization from Cooperative personnel.
- Charges must be paid in full prior to reconnection of the service.
- Information gathered in the investigation may be turned over to authorities and the Cooperative may bring legal charges against the member or party responsible under [Wisconsin Statute 941.36 \(1\)\(a\) Fraudulent Tapping of Wires/Meters/Pipes](#).

Application for New Construction/New Installation of Service

- The Cooperative shall require a completed application for any new construction or new installation of a service from any person(s) or entity(s) for each service location. All fees must be paid prior to the receipt of electric service. Construction charges are subject to terms and conditions specified in the "Construction Authorization & Cost Worksheet." Installation Costs are listed on our website under the **My Co-op** tab, under **Price List**.

Installation of Specialty Services

- Installation costs for specialty services may vary based on load factor, transformer size and intended use of the service. The Cooperative reserves the right to charge different installation costs than those listed on the Price List. Please contact the cooperative for more information

Area of Coverage

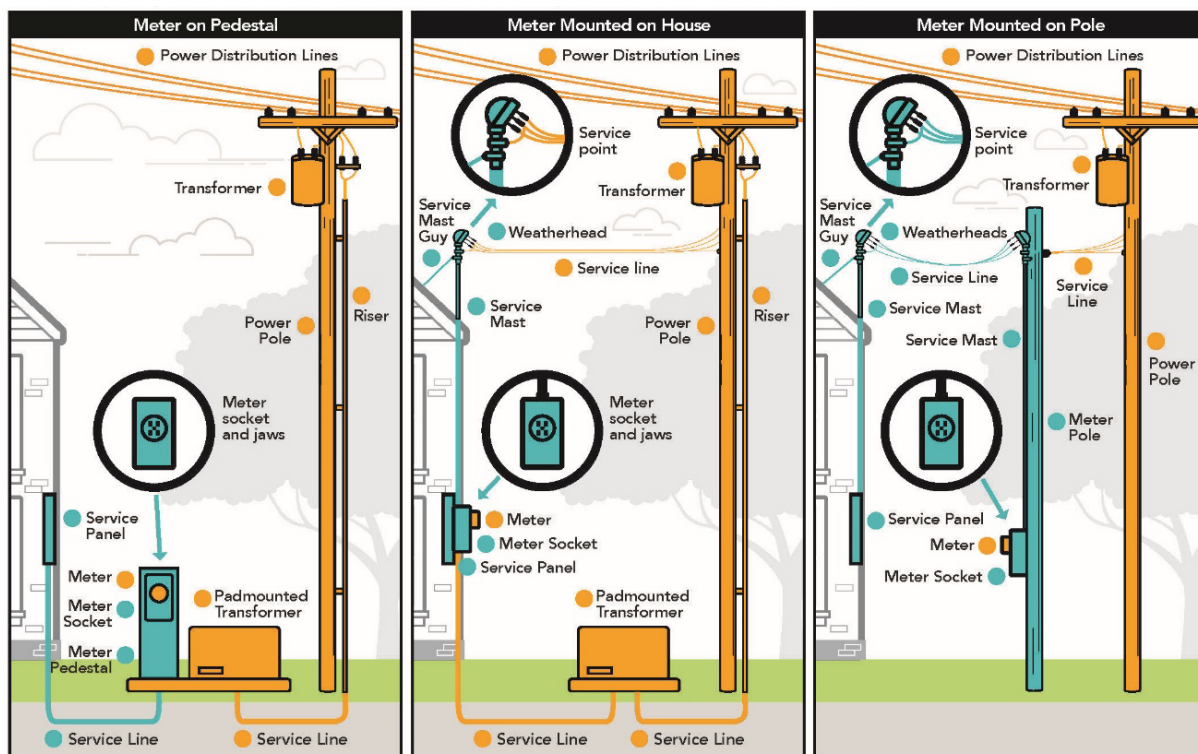
- The Cooperative shall extend electric service to all unserved persons within the service territory who desire service and meet the service requirements. The Cooperative will offer basic electric service, including standard metering, to all new and/or improved installations at current standard rates. The cost to provide additional capacity greater than the basic electric services may require the member/applicant to pay a substantial portion or all the Cooperative's costs to upgrade or replace its existing facilities to provide the requested level of service.

Service Requirements

- The Cooperative will comply with [Wisconsin Statute 101.865](#) requiring the completion of a wiring affidavit by a qualified person or the completion of a certificate of inspection by a licensed inspector for all permanent services.
- Certificates of Inspection must be received by the Cooperative before electric service can be energized in any single/duplex family dwelling.
- A completed affidavit must be received by the Cooperative before electric service will be energized to a new service or before electric service can be reconnected and energized to a new service entrance at an existing electric account.
- No affidavit or inspection certificate is required for temporary services. A Certificate of Inspection is required for a modular or mobile home when the home is placed on a foundation or has an attachment such as a garage.
- Members are required to install a meter socket(s) provided by the Cooperative or to have a member provided socket approved for installation on a permanent structure five feet above final grade. The meter socket must not be located inside a building or an enclosure of any type. Free and easy access to the meter socket may not be limited by permanent or temporary structures such as decks, storage sheds, vehicles, etc. The use of any meter socket(s) not provided by the Cooperative must be approved by the Cooperative. A service will not be energized until an approved meter socket is in place.
- All overhead service entrance loops and pole top switches are owned by and the responsibility of the member or property owner, not the Cooperative. The Cooperative owns and will maintain the overhead service wire up to the point of attachment on a building, pole or point of entry into a mast or pole top switch and all underground wire leading into the meter socket. For underground services the top of the meter will be the point of demarcation between the Cooperative and the member with the Cooperative owning the meter.
- At each meter location the member, builder or property owner is required to install two (2) 1/2-inch by 8-foot copper ground rods. The ground rods are to be installed a minimum of eight (8) feet apart and no closer than two (2) feet from the structure or as required by prevailing codes as administered by the authority having jurisdiction. If a National Electrical Code (NEC) approved Ufer ground is installed at the meter location, the two ground rod requirement is waived, contingent on the approval of the electrical inspector.
- Cooperative knowledge of a violation of the Wisconsin State Electrical Code or the National Electric Safety Code or the authority having jurisdiction shall prevent the Cooperative from energizing a service or compel the Cooperative to disconnect service if such violation, after proper notice is given, is not corrected within ten (10) days.
- All code and rule interpretations shall favor the Cooperative and be considered non-precedent setting for any subsequent activities.

Cooperative-Owned Equipment vs Member-Owned Equipment

- All meters, service connections and other equipment furnished by the Cooperative shall be, and will remain, the property of the Cooperative.
- The member shall exercise proper care to protect the property of the Cooperative on their premises and, in the event of loss or damage to the Cooperative's property arising from neglect of the member to care for the equipment, the cost of necessary repairs or replacement shall be paid by the member.
- The graphic below depicts equipment owned by the Cooperative (in gold) and the member (in teal). If a storm damages any equipment owned by the Cooperative, the Cooperative is responsible for repairs. If a storm damages any member-owned equipment, the member is responsible for repairs. Members should hire a licensed electrician when making any repairs to member-owned equipment.



- Co-op owned
- Member-owned

Note: These graphics depict overhead and underground service. Please be aware of which type of service you receive at your home or business.

Easements and Right of Access

- **Easements:** Right-Of-Way (ROW) easements permit the Cooperative to maintain rights-of-way. Where a written easement (Utility or ROW) is not available, the Cooperative's standard maintenance rights apply (see next section "Right-of-Way Vegetation Management").
- Each member shall, upon request, execute and deliver to the Cooperative grants of easement or ROW, without cost or charge, over, on and under such lands owned by the member and in accordance with such reasonable terms and conditions as the Cooperative shall require, for the furnishing of electric service to the member or other members, or for the construction, operation, maintenance, inspection or relocation of the Cooperative's electric facilities.
- The Cooperative also maintains ingress and egress rights over and across other member lands as necessary to reach said right-of-way easement.
- **Right of Access:** The Cooperative's identified employees and/or contractors shall have the right of access to members' premises at all reasonable times for maintaining right-of-way; reading meters; testing, repairing, removing, maintaining and exchanging any or all equipment and facilities which are the property of the Cooperative and in the event of an emergency such as service interruptions. For non-emergency work, the Cooperative shall make every effort to notify the members in writing, by email, text or phone in advance to inform them of the work being done. The Cooperative does not take responsibility for the failure to update personal contact information on the member's account.

Right-of-Way Vegetation Management

- **Easements:** Right-Of-Way (ROW) easements permit the Cooperative to maintain rights-of-way. Where a written easement (Utility or ROW) is not available, the Cooperative's standard maintenance rights apply as stated below:
 - The Cooperative's standard ROW maintenance necessary to maintain its electrical facilities is a width of:
 - 20 feet for underground lines;
 - 30 feet for single phase lines;
 - 40 feet for three-phase lines; and
 - 10 feet for overhead secondary lines
- **The Cooperative has the following maintenance rights:** To enter said premises to inspect lines; to perform necessary maintenance and repairs; to remove from the right-of-way, at any time, any trees, structures or other obstructions that may endanger the proper maintenance and operation of lines and remove trees of any species that the Cooperative determines will grow at maturity to a height that will endanger the proper maintenance and operation of said lines.

- The Cooperative retains the right to trim, clear and maintain the right-of-way for transmission and distribution power lines by mechanical and chemical means according to the distances determined by the Cooperative to maintain adequate clearances to ensure employee and public safety, deter property damage and increase system reliability.
- The Cooperative also has the right to trim or remove and to keep trimmed or removed dead, diseased, weak or leaning trees or limbs outside of the right-of-way easement which, in the opinion of the Cooperative, might interfere with or fall upon the Cooperative's facilities within the right of way strip from center line on each side.
- Trees that endanger Cooperative-owned secondary lines (that portion of the line located beyond the transformer to the meter location) may be cut down or pruned by the Cooperative to eliminate any immediate hazard. Covered secondary lines will not receive the same level of priority as uncovered lines.
- The Cooperative is responsible for maintaining tree clearance only on secondary lines owned by the Cooperative. Responsibility for tree clearance on member owned lines belongs to the member. When the line belongs to the member, the hiring of a professional tree service is recommended to ensure member safety and prevent damage to electric lines.
- As an alternative to performing member requested tree work near a secondary line, the Cooperative may offer to drop the line from the pole to the meter to allow the member to safely complete the work. This service should be scheduled during normal work hours. If disconnection or reconnection of service is requested outside of normal work hours, the member will be required to pay the standard overtime charge.
- During maintenance cycle work, small branches may be mulched or windrowed. Larger limbs and tree trunks will be left on site for disposal by the property owner.
- When work is necessary, because trees have caused a power outage or because trees have died and present a hazard, all debris will be left for disposal by the property owner.
- The Cooperative will provide cost-effective vegetation management services on a scheduled maintenance cycle that ensures vegetation clearance from power lines and equipment is consistent with Rural Utilities Service (RUS) guidelines and Cooperative specifications.
- It is the practice of the Cooperative to use herbicides to manage trees and brush within the right-of-way corridor. Tree growth regulators may be used to control the growth rate following pruning.
- Applications of chemicals to manage vegetation will be performed according to appropriate State and Federal regulations that govern their use.
- Members that do not want chemicals used for vegetation management must contact the office to be placed on the "No Spray List." They may then be liable to maintain the right-of-way by other means, at their own cost, to ensure access to the right-of-way easement.

Metering Equipment, Meter Socket and Meter Loop

- All service entrance loops are the responsibility of the owner of the property. The Cooperative owns and will maintain the service wire to the point of attachment on the building or to the meter pole in the yard.
- Meter poles are owned and maintained by the member. The member is responsible for replacement of the meter pole and their equipment on the pole.
- The specifications for main service entrance, meter sockets and meter loops shall be a minimum of a 200 amp lever bypass meter socket with wire matching the amperage rating of the installation.
- The Cooperative shall have the right to reject the type of equipment installed if it does not meet the Cooperative's standards.
- All electric meters are the property of the Cooperative.
- All meter data is the property of the Cooperative.
- The Cooperative owns and maintains all current transformer (CT) meter sockets and related apparatus.
- The member owns and is responsible for maintenance and replacement of all non-CT meter sockets.
- At all locations where electric energy is supplied or purchased by the Cooperative, only radio frequency (RF) enabled meters will be used.
- The Cooperative shall have the right to access a member's service location at all reasonable times as is necessary to install, inspect, test, remove, read, repair and replace its electric meter(s) and any related Cooperative owned equipment.
- The Cooperative shall use remote disconnect / reconnect enabled meters at locations it deems to be beneficial to its operations and/or for the safety of its employees
- Upon request, the Cooperative will provide members with instructions to obtain on-line access to view up to two years of hourly interval meter data for their metered account(s).
- Upon request, the Cooperative will, at no-charge, unseal and remove a meter and reinstall the meter to allow a member to complete electrical work on the load side of the service.

Minimum Construction Specifications

- The following are minimum construction specifications and requirements for Cooperative owned and/or maintained primary and secondary service distribution plant:

Overhead Service

Meter Socket	200 amp
Poles	40' Class 4
Primary Single Phase	1/0 ACSR
Primary Three Phase	4/0 ACSR
Secondary	1/0 Overhead Triplex

Underground Service

Meter Socket	200 amp
Primary Single Phase	1/0 URD
Primary Three Phase	4/0 URD
Secondary	4/0 Underground Triplex

Relocation of Existing Facilities

- The Cooperative shall relocate existing electric facilities upon the request of a member or other party. Such relocation costs shall be the responsibility of the member or other party requesting the change. The Cooperative may relocate existing facilities at no cost if such relocation is necessary to remove a potential safety hazard or if such relocation is deemed to be a Cooperative system improvement.
- The relocation of existing facilities for road construction purposes shall be at the expense of the Cooperative in those cases where the existing facilities are located on a highway right-of-way.

Single Phase Transformers and Metering

- Single-phase services with a transformer sizing of 75kVa or greater will be demand (kW) and energy (kWh) metered. The Cooperative will supply the meter, socket and current transformers (CT) for this purpose.
- The maximum transformer provided or allowed per single-phase service shall be 100kVa.
- Pricing for the installation charges are listed in the "Price List" on our website, scecnet.net.

Three Phase Transformers and Metering

- Three-phase services will be assessed by the size and voltage of the service request from the member and final determination of the transformer sizing will be determined by the Cooperative. The member will be responsible for providing the Current Transformer (CT) Cabinet, the secondary wire from the transformer to the CT Cabinet, and the wires beyond that point. The Cooperative will supply the meter, socket, CT's and Voltage Transformers (VT's) for the service installation.
- Pricing for the installation and transformer charges are listed in the "Price List" on our website.

Raising, Lowering and De-energizing of Lines

- Cooperative electric lines will be raised and lowered to permit the movement of buildings and other bulky projects. Certain conditions must be met for the work to be performed.
- Timely notice of such movement shall be provided to the Cooperative.
- The Cooperative's staff will investigate the request for such work and make an estimate of the cost. The requesting party will be charged a non-refundable fee for preparing the estimate. This fee must be paid before the estimate will be prepared.
- If the actual cost of raising, lowering or restoring the lines should exceed the estimate, the party(s) responsible for the movement shall be responsible for all costs incurred.
- The cost of a requested outage for raising, lowering, guarding or de-energizing a line shall include time, material, administrative costs and a charge of the greater of \$250.00 or \$5.00 per member that will experience a power outage.

Defective Wiring or Equipment

- If it should come to the attention of the Cooperative that a member's wiring or other equipment is defective and in danger of causing personal harm or damage to the member's property or to the Cooperative equipment, notice shall be made in writing to the member. The notice shall include the description of the deficient equipment and a statement indicating the member's responsibility to upgrade such equipment.
- A statement of agreement shall then be signed by an agent of the Cooperative and the member that notice of such equipment deficiency has been received by the member. The Cooperative shall then consider it the member's responsibility should damage occur to the Cooperative's equipment and any other costs incurred as a result of any subsequent equipment failure on the member's part.

Crop Damage

- To facilitate the installation of underground conductors, the Cooperative shall reimburse landowners for damage done to field crops during installation. Such damages shall be computed based on the acreage affected and prevailing commodity market price.

Cable Locating

- All Cooperative lines shall be located upon request to avoid dig-in damage. Such services shall be done without fee to the requesting party. A valid locate ticket number must be obtained through [Diggers Hotline](#) by the party completing the work and digging must occur during the 10-day period allowed for a valid locate ticket.
- Failure to request such location service or digging under an expired ticket, shall make the party causing damage to the Cooperative's lines responsible for the cost of repairing such damage in addition to an administrative fee and a cost per member of the greater of \$250.00 or \$5.00 per member that experiences an outage. The party causing the damage may also be subject to forfeitures under [Chapter 943 of the Laws of Wisconsin](#).
- In the event a proper locate is completed and the requesting party improperly excavates the site and damages the cable and/or causes an outage, the party shall be responsible for the cost of repairs, in addition to an administrative fee, and a cost per member of the greater of \$250.00 or \$5.00 per member that experiences an outage. The party causing the damage may also be subject to forfeitures under Chapter 943 of the Laws of Wisconsin.

Notification of Planned Outages

- The Cooperative will attempt to inform its members regarding planned electric outages. This notification may be made by personal contact, e-mail, text, telephone or mailed notice. It is important for the member to have updated contact information on file to avoid missing the notifications. It is up to the member to update their information and the Cooperative is not responsible for incorrect contact information causing the member to miss a notification.

Distributed Generation

- Where distributed generation is installed by a member, the member must complete and comply with the Cooperative's Interconnection Agreement and adhere to the Cooperative's interconnection requirements prior to installation. For interconnection applications and requirements, contact the Cooperative.

Load Management

- Where members are enrolled in a Cooperative load management program, they must complete and comply with the Cooperative's Load Management Agreement. This agreement can be obtained by contacting the Cooperative.

Standby Generators

- Where a standby generator is installed by a member, a double throw switch must be installed to prevent possible injury to Cooperative employees. Meter mounted transfer switches are not approved to be installed onto the Cooperative's system.

Neutral Isolation

- The Cooperative has adopted the Public Service Commission's (PSC) steady state level of concern of two (2) milliamperes as an acceptable level of current to be measured in animal confinement areas. Further, the Cooperative accepts the PSC's findings which provides that mitigation should be initiated when it is determined that over one (1) milliampere in the animal confinement area is attributed to the primary system, in which case it will take appropriate action to reduce the steady state contribution to one (1) milliampere, or less if possible.
- After completing the necessary testing as recommended by the PSC, if it is determined the primary system's contribution to the steady state current is one (1) milliampere or greater in the animal contact area (root mean square value with a 500 Ohm shunt resistor in parallel in measurement), and it has been determined by a State Electrical Inspector that the farmstead meets [Article 250 of the National Electrical Code](#) (grounding and bonding), then the Cooperative may install a neutral isolator as a permanent means of mitigation, or as a temporary mitigating device until an alternate means of mitigation is implemented.
- In the event the member's electrical system does not meet the conditions of Article 250, a neutral isolator will not be installed.
- The Cooperative will provide, install and maintain a neutral isolator at the member's request upon satisfaction of the following terms and conditions:
 - The requesting member has had their electrical facilities inspected by a State Certified Electrical Inspector;
 - The cost for the inspection and any changes to achieve compliance are paid by the requesting member;
 - A signed copy of the results of the inspection have been provided to the Cooperative by the person performing the inspection, which must include a signed statement that the overall electrical condition of the farmstead is adequate for the installation of a neutral isolation device;

- The member has paid the current pricing for the installation cost of the isolator and has agreed to the monthly pricing of the isolator; and
- The member has filed a signed and notarized Neutral Separation Agreement and a signed and notarized Hold Harmless Agreement with the Cooperative. These agreements can be obtained by contacting the Cooperative.
- The Cooperative reserves its right to remove a neutral isolator if it has evidence that the farmstead's secondary electrical distribution system is no longer in compliance with Article 250 of the National Electrical Code, is unsafe as determined by a State Certified Inspector or is otherwise incompatible with the use of a neutral isolator.
- The Cooperative retains ownership of the neutral isolator and assumes all responsibility for maintenance, repair and replacement of the device.
- No isolator shall be installed or remain installed at a location other than an active livestock producer.

Disclaimers

- **LIABILITY:** The member acknowledges the delivery of electric service may at times be interrupted by causes beyond the Cooperative's control, including weather conditions, vandalism and other power supply issues. The member assumes the risk of potential service disruption. The Cooperative assumes no liability for damages resulting from the interruption of electric service.
- The Cooperative President/CEO may, at their sole discretion, consider deviating from the Service Rules and Regulations based on individual circumstances.

Contact Information

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