

Terms & Conditions

July 28, 2026



CENTRAL
rural electric cooperative

CENTRAL RURAL ELECTRIC COOPERATIVE
TERMS AND CONDITIONS OF SERVICE
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GENERAL STATEMENT

PURPOSE OF TERMS AND CONDITIONS OF SERVICE

These Terms and Conditions of Service are designed to govern the supplying and taking of electric service in a manner that will provide each member with reliable and adequate power, consistent with sound business practices and safety procedures for the protection of the member and Central Rural Electric Cooperative. They supersede and cancel all previous regulations pertaining to the supplying and taking of Central Rural Electric Cooperative's electric service.

APPLICABILITY

These Terms and Conditions of Service, and any modifications thereof and additions thereto lawfully made, are applicable to all standard service agreements and contracts now existing or which may be entered into by Central Rural Electric Cooperative and to all rate schedules which from time to time may be lawfully determined and adopted.

The Cooperative may refuse or discontinue service to any member or prospective member for noncompliance with the rules and regulations of the Cooperative, including but not limited to these Terms and Conditions of Service.

DEFINITIONS

The following expressions when used in these Terms and Conditions of Service, in rate schedules and in service agreements shall, unless otherwise indicated, have the meaning given below.

Applicant: Any person, firm, association, corporation, legal entity, or body politic or subdivision thereof requesting electric service from Central Rural Electric Cooperative.

Cooperative: Central Rural Electric Cooperative, Inc.

Trustees: The elected Board of Trustees as defined and provided for in Article IV of the Cooperative's bylaws.

Member: Any person, firm, association, corporation, legal entity, or body politic or subdivision thereof who has complied with the requirements for membership as provided in the Cooperative's bylaws and its Terms and Conditions of Service upon receipt of Cooperative services from the Cooperative.

GENERAL SOURCES OF AUTHORITY

- a. The bylaws of Central Rural Electric Cooperative as approved and amended from time to time by the membership of the Cooperative.
- b. The policies adopted by Central Rural Electric Cooperative's Board of Trustees.
- c. Federal and Oklahoma laws applying to the operation of rural electric cooperatives.

MODIFICATIONS

No agent, representative or employee of the Cooperative has the authority to modify the Terms and Conditions as stated herein, but the Cooperative has the right to amend these Terms and Conditions or make additional Terms and Conditions as necessary, subject to approval by the Board of Trustees and any other body having the jurisdiction to do so.

PART I GENERAL INFORMATION

101 APPLICATION FOR SERVICE

Any person, firm, association, corporation, legal entity, or body politic or subdivision thereof desiring to apply for electric service may do so by:

- a. Making application for membership, granting the necessary right-of-way easements, and agreeing to be bound by the provisions of the Articles of Incorporation, the bylaws of the Cooperative, the Terms and Conditions of Service, and all applicable Cooperative policies and procedures.
- b. Paying the membership and other service fees, as well as applicable deposits as described in Section 102.
- c. Signing a contract for service if an extension of the Cooperative's electric facilities is required.

Every application for electric service will be made in the legal name of the applicant desiring the service, and proof of identity may be required by the Cooperative. In case of violation of this provision, the Cooperative may discontinue the service.

The applicant, by paying the membership fee, assumes no personal liability or responsibility for any debts or liabilities of the cooperative, and it is expressly understood that under the law, the applicant's private property is exempt from the execution for any such debts or liabilities.

Electric service is not transferable by the member. Each new occupant of the premises must make application for service before service is begun.

A service initiation fee will be applied to the first bill of the member establishing service. This fee will be applicable to each account reconnected or a transfer of service. New construction services are exempt from this fee.

The applicant/member agrees that a small portion of the amount paid for electricity each year is for a subscription to *Oklahoma Living* magazine.

The applicant must furnish all permits required to enable the Cooperative to supply the service, except those for public space.

All contracts for service under the scheduled rates of the Cooperative, except those that make a definite exception, are effective for initial periods of five (5) years and are automatically renewed upon each expiration date on a month-to-month basis unless canceled by either party.

The Cooperative may accept a contract for a shorter period of time in the following instances:

- a. Services in subdivisions, recreational developments or urban areas where less than average investment per residence is required; or
- b. Services to commercial or industrial accounts where the annual revenue will exceed the investment cost of providing the electric facilities for the applicant.

The contract shall, at the option of the Cooperative, cease and terminate and all bills for service previously furnished become due and payable immediately whenever any act of bankruptcy is made by the member or any petition, either voluntary or involuntary, is filed by or against the member in bankruptcy.

102 SECURITY DEPOSIT

102.1 Residential

Requirement of a security deposit for new members will be determined by an outside credit scoring service. A security deposit will not be required for applicants with an excellent credit rating or those choosing the pre-paid metering option described in Section 104.3.

Applicants requesting service of 50 kW or greater may be required to pay a security deposit prior to service regardless of credit history or previous payment history. Deposits may be held for the life of the account.

Individuals who have had service with the cooperative and are reconnecting a service may be required to pay a security deposit. Rather than an outside credit scoring service, the deposit amount will be determined based on payment history with the cooperative. If the returning member is found to have tampered with the cooperative's meter or other equipment at any time during previous service history, the maximum deposit will be required.

Current members may be required to post a deposit or increase the amount of an existing deposit as a condition of continued service if one of the following conditions applies:

- Payment of undisputed charges is late more than two (2) out of the last twelve (12) billing periods.
- The member has had service terminated for non-payment during the last twelve (12) months.
- A payment is returned for insufficient funds.
- The member has significantly modified the type or nature of their service.
- The member's load has grown such that current billing exceeds more than two hundred percent (200%) of the value of the current deposit.
- The member is found to have tampered with the cooperative's meter or other equipment.

Security deposits, in addition to the retention of Capital Credits, may be used to reduce debt owed to the Cooperative after disconnection when other payment is not received.

The Cooperative will pay interest on the security deposits at a rate established annually by the Cooperative.

Each deposit will be reviewed annually and will be refunded with accrued interest provided that none of the aforementioned conditions occurred during the preceding twelve (12) months or the account is converted to a pre-paid account.

If an account is converted to a pre-paid account, the remaining balance of the deposit may be credited to the pre-paid account.

102.2 Commercial and Industrial

Applicants requesting service of 50 kW or greater are required to pay a security deposit prior to service for commercial and industrial accounts regardless of credit scores or previous service history. Security deposits for applicants requesting service of below 50 kW will be determined by an outside credit scoring service. Security deposits are calculated based on two months of the estimated annual bill for newly constructed services or twice the highest bill on a service with previous billing history. Security deposits shall typically be held for the life of the account and applied to the final bill upon disconnection. Security deposits may be refunded after twelve (12) months at the sole discretion of the Cooperative upon written request of the member.

An irrevocable surety bond with a value equal to or greater than the required amount of deposit may be accepted in place of the security deposit at the discretion of the cooperative.

Current members may be required to post a deposit or increase the amount of an existing deposit as a condition of continued service if one of the following conditions applies:

- Payment of undisputed charges is late more than two (2) out of the last twelve (12) billing periods.
- The member has had service terminated for non-payment during the last twelve (12) months.
- A payment is returned for insufficient funds.
- The member has significantly modified the type or nature of their service.
- The member's load has grown such that their current billing exceeds more than two hundred percent (200%) of the value of their current deposit.
- The member is found to have tampered with the cooperative's meter or other equipment.

Security deposits or irrevocable surety bonds will be used to reduce debt owed to the Cooperative after disconnection when other payment is not received.

In addition to a security deposit, the Cooperative may require an irrevocable surety bond to ensure the Cooperative recovers all sums due based on cost of service for discontinued service.

The Cooperative will pay interest on security deposits at a rate established annually.

103 SERVICE STANDARDS

103.1 Residential

Members served under the residential rate schedule shall be furnished single-phase service, 120/240V.

103.2 Commercial and Industrial

Members served under the commercial rate schedule shall be furnished either single-phase or three-phase service subject to the following provisions:

- a. Single-phase service shall be available for single-phase motors with individual capacities of ten (10) horsepower or less. Single-phase service may, at the Cooperative's option, be made available for motors over ten (10) horsepower each. Single-phase service will be available for services up to a capacity of 100 kVA.
- b. Three-phase service shall be available for three-phase motors with a total capacity of ten (10) horsepower or more; however, if a commercial member requires three-phase service for motors with a total capacity of less than ten (10) horsepower at a place where three-phase secondary service is available at or near the location, the Cooperative may opt to permit connection of these motors. When three-phase service is furnished, the member shall arrange his/her wiring so that all single-phase and three-phase service can be taken through one meter.
- c. The taking of single-phase or three-phase service shall be subject to the provisions of the Cooperative's Standard Line Extension (Part IV).

103.3 Exclusive Service on Installations upon Connections to the Cooperative's System

Standard electric rate schedules are based on exclusive use of the Cooperative's electrical service. Only electric services from a distributed generation source (i.e. wind, solar, geothermal,

etc.) that have been approved by the Cooperative can be used by the member in parallel with the Cooperative's service. This includes stand-by power that may be considered essential to life or property. A stand-by generator or power source may be used, with specially designed and approved switching equipment installed that will eliminate the hazard of back feeding onto the Cooperative's distribution system. The member is responsible for notifying the cooperative of stand-by power generation installation and use. Upon connection to the Cooperative's system, the Cooperative reserves the right to be the exclusive power provider as State and Federal law allow.

The member will not sell the electricity purchased from the Cooperative to any other agency, company or person unless the Cooperative has approved the contract.

103.4 Distributed Generation Installations Connected to the Cooperative's System

All distributed generation sources (i.e. wind, solar, geothermal, etc.) that any member requests to connect to the Cooperative's distribution system for the purpose of net metering shall adhere to the standards set forth by the National Electrical Code (NEC), American National Standards Institute (ANSI) and the Institute of Electrical and Electronics Engineers (IEEE). Furthermore, the installation procedure shall follow the policies and procedures set forth in the Cooperative's Distributed Generation Interconnection Agreement and Distributed Generation Interconnection Guidelines as adopted by the Cooperative's board of trustees. Additional compliance may be required depending on the location of service.

104 METER READING

The Cooperative's personnel and independent contractors shall at all reasonable times have access to meters, service connections and other property owned by the cooperative on a member's premises. Refusal on the part of the member to provide reasonable access for the above purposes shall be deemed to be sufficient cause for discontinuance of service on the part of the Cooperative after at least ten (10) calendar days of notice. In the event the member is a tenant, the Cooperative should attempt to notify the property owner, if identified with the account, of the access violation and pending disconnection of service. Service will be reconnected after a method of permanent access to the meter is agreed upon by the member and Cooperative. If the member and/or property owner does not correct unsafe conditions or obstructions, including aggressive animals, the Cooperative may relocate the meter to a safe and accessible location at the expense of the member and/or property owner.

In the event the Cooperative is unable to gain access for the purpose of reading the meter, an estimated reading will be used for billing purposes.

104.1 Billing

All residential and non-residential bills are payable no later than twenty-one (21) days from the date of the bill. A late fee will be added to all balances not paid by the due date.

When the member requests discontinuance of service, all bills for electric service shall be processed within the next billing cycle. All final bills are to be paid upon receipt. Unpaid final bills and member information will be shared with a third-party collections agency.

The Cooperative may mail to the member, at the address on the application for service or change of address order, a bill for electricity delivered. The Cooperative reserves the right to adopt other methods of delivering bills. It is the duty of the member to keep the Cooperative advised of the member's current contact information, including mailing address. Failure to receive a bill in no way exempts a member from payment for service.

104.2 Budget Billing Payment Plan

The Budget Billing Payment Plan is available to residential members. Budget billing serves to minimize large changes in monthly payment amounts by averaging billings for a rolling 12-month period. The monthly payment amount shall vary upward or downward as a result of variation in usage by the member.

Actual billing shall continue to be based upon the applicable rate and meter readings obtained to determine consumption. However, the budget billing amount shall be identified as a separate item on the bill so the member knows the amount to pay. The actual billing will also be reflected on the bill as a separate item as information for the member.

Participation in the budget billing plan shall have no effect on Central's approved rates and other billing charges.

Members must meet the following requirements to participate in the budget billing payment plan:

1. Residential member who has at least one (1) year of billing history with the cooperative and utilizes standard billing; and
2. No more than two (2) late payments in the last twelve (12) months; and
3. Bill payments are current.

Members must pay the average bill in full by the due date each month. When a member is removed from the budget billing plan, whether by a member's own request or that of the cooperative, payment of accounts must be made immediately and in full.

The cooperative reserves the right to remove any member from the budget billing payment plan at its sole discretion.

Payment of account(s) must be made in full when the member's service is disconnected for any reason.

104.3 Pre-Paid Service Plan

The Pre-Paid Service Plan enables the participating member to actively monitor and control their electricity consumption. Members may pay in advance, at their discretion, any amount they choose in order to maintain a credit balance on their account. The credit balance decreases as usage occurs.

Pre-paid service is available to all residential members as an option subject to meeting all of the following eligibility requirements:

- a. The membership and service initiation fees are paid in full prior to commencement of the service;
- b. Initial minimum payment is received in full;
- c. Account location installation requires a 100/200 amp, 240 volt (form 2S meter) with full automatic meter reading capabilities;
- d. Has no distributed generation interconnection.

In lieu of a monthly billing statement, the member's use and account balance are calculated daily using the appropriate rate schedule.

A full settlement of the account shall be made when participation in the pre-paid service plan terminates for any reason.

Pre-paid accounts become delinquent immediately upon failure to maintain a credit balance, regardless of time of day, day of week or holiday status. Payment can be made in any amount, however, electric service will be subject to immediate disconnection anytime the account does not have a credit balance. Medical conditions or inclement weather will not postpone a disconnection.

Accounts disconnected for insufficient funds will remain disconnected until a credit balance is achieved.

If service is terminated at the request of the member or the account is disconnected for nonpayment and remains disconnected for ten (10) days, the account will be settled and final billed. Disconnected accounts will receive a refund of any remaining credit on the account and the membership fee. At the time of disconnect, a balance may remain owing if the member's account has become negative. This in no way releases the member's responsibility for the owing balance and will be deducted from the membership fee at final billing. Unpaid balances and member information will be shared with a third-party collections agency.

104.4 Temporary Disconnects

When a meter is disconnected and the member requests reconnection within twelve (12) months, it will be termed as a "temporary disconnect." A temporary reconnect service charge may be paid to the Cooperative prior to the service being reconnected. When a meter is disconnected for a consecutive twelve (12)-month period, the Cooperative will determine if the service should be removed.

105 DELINQUENT BILLS

All bills presented for payment become delinquent twenty-one (21) days from the mailing of the bill. If the bill is not paid by the due date on the bill, the Cooperative will notify the member that service may be disconnected if the bill is not paid or satisfactory arrangements are not made for payment.

At the discretion of the Cooperative, meters capable of remote disconnect/reconnect, will be installed. If an account must be disconnected because of nonpayment, a fee may be charged for a disconnect and/or reconnect.

If service has been disconnected due to non-payment of a bill, or for a violation of policies and procedures of the Cooperative, the member must pay, or make suitable arrangements to pay, all delinquent bills and make payment to cover the cost for reconnection before the service is reconnected. The Cooperative may require a DNP disconnect/reconnect fee and the maximum security deposit in order to be reconnected.

Accounts disconnected for non-payment will be reconnected the same day if payment is received by 5:00 p.m. Payments received after 5:00 p.m. will be reconnected the next business day. There will be no reconnects done on weekends or holidays. When an account has been disconnected for a returned check, a check will not be accepted as payment for reconnection. The Cooperative also reserves the right to refuse to accept a check or debit card as a form of payment if the member's bank informs the Cooperative there are insufficient funds in the member's account.

All disconnected accounts must pay the past due bill via the Cooperative's approved payment methods, plus all fees before service is reconnected.

Deposits are not advance payments on a service account and will be applied to the final bill after the service is disconnected and final billed.

The Cooperative will not disconnect service for non-payment of bills between the hours of 3:00 p.m. and 8:00 a.m., Monday through Thursday; after 12:00 p.m. Fridays; on weekends; or on any day preceding a holiday observed by the Cooperative.

The Cooperative reserves the right to refuse service to a member at a different location as long as delinquent bills owed to the Cooperative are outstanding.

106 FRAUDULENT USE OF ELECTRICITY

If the fraudulent use of electricity or an attempt to fraudulently use electricity (tampering with metering equipment, breaking of meter seals/locks, bypassing of metering equipment or service wiring, etc.) is discovered, the Cooperative has the right to discontinue service immediately.

Service will not be resumed until the member has satisfied all:

- a. Outstanding bills, including those for energy consumed fraudulently
- b. Any costs for damage to the equipment
- c. A tampering fee and charges
- d. The maximum security deposit
- e. Signed the Waiver of Prosecution form in person

The Cooperative will waive all fees if satisfied that the member had no connection with, or knowledge of, the fraudulence. Failure to pay required fees and/or multiple offenses may result in prosecution. A third offense will result in termination of membership and loss of service.

107 METER TESTING

All testing of kilowatt-hour meters shall be done in accordance with standard industry practices.

107.1 Meter Error Billing Adjustment

- a. Fast Meters - Whenever any meter tested by the Cooperative, or its agent, is found to have an average error of more than two percent (2%) fast (or in favor of the Cooperative), the Cooperative will refund the member the overcharge based upon the corrected meter reading for a period equal to one-half the time elapsed since the last test, but not to exceed six (6) months, unless it can be established that the error was due to some cause, the date of which can be fixed with reasonable certainty, in which case the overcharge will be computed from that date.
- b. Slow Meters - Whenever any meter tested by the Cooperative or its agent is found to have an average error of more than two percent (2%) slow (or in favor of the member), the Cooperative may charge for the electricity consumed but not included in bills previously rendered. The charge will be based upon the corrected meter reading for a period equal to one-half of the time elapsed since the last test, but not to exceed six (6) months, unless it can be established that the error was due to some cause, the date of which can be fixed with reasonable certainty, in which case the charge will be computed from that date.
- c. Non-Registering Meter - If a meter is found not to register or to register intermittently for any period, the Cooperative may charge for an estimated amount of electricity use. The use will be calculated by averaging the amounts registered over corresponding periods in previous months, if that information is available, or it will be based on the calculated use of the connected load over similar periods prior or subsequent thereto.
- d. Incorrect Register or Multiplier on Meter - If a meter is found to have an incorrect register or multiplier, the error will be corrected. If the error is adverse to the member, the Cooperative will refund the excessive charges for the amount of electricity incorrectly metered over the period of time the meter was used in billing the member. If

the error is adverse to the Cooperative, the Cooperative may charge the member the undercharge for the amount of electricity incorrectly metered for the period of time the meter was used in billing the member and, if necessary, the Cooperative may receive payment in installments over a reasonable period of time.

107.2 Additional Billing Adjustments

Other appropriate adjustments in meter readings and on bills rendered for electric use may be made under the following circumstances:

- a. When meter readings are reported incorrectly.
- b. For estimated readings that are later found to vary considerably from the actual readings.
- c. When there is a change of residents at a location without a meter being removed and there is a question about the final or beginning readings.
- d. When there are other extraordinary circumstances such as extremely bad weather or disaster.

107.3 Meter Testing Requests

At the request of a member, the Cooperative will test any member's meter within ten (10) business days or in a reasonable period of time to determine the accuracy of the meter.

- a. A meter test charge may be required. If the meter is found to have an average error of more than two percent (2%) when tested, this charge will be waived.
- b. A member may make a written request to be present when the Cooperative, or its agent, conducts the meter test and have an expert or other representative present during the test. The Cooperative will make the test in the presence of those requested.
- c. A written report of the test shall be supplied to the member within ten (10) business days after completion of the test.

108 ACCESS TO MEMBER'S PREMISES AND GRANT OF EASEMENT

Member understands and agrees, the irrevocable, perpetual right and permission to freely enter upon member's real property at such time and with such vehicles or equipment as the Cooperative may deem necessary, and a right-of-way easement on, over and upon said property for the purposes of construction, inspection, maintenance and operation of Cooperative's electric or telecommunication system for the benefit of the member and/or other Cooperative members, is hereby granted and conveyed unto the Cooperative, its successors and assigns. Member also agrees to execute a separate easement agreement, if required by Cooperative. Member understands and agrees that the Cooperative and contractor personnel and equipment, in the course of operating and maintaining its system, shall have free and unencumbered access to Applicant's property along with the right to clear and control all brush, vines, shrubs, trees and tree limbs situated within the Cooperative power line right-of-way corridor utilizing mechanical methods and herbicide treatments.

The member shall not prohibit the Cooperative's personnel and/or its independent contractors to enter the member's premises at any time for any purpose incidental to the supplying and maintaining of electric service. Where access is limited by the use of a gate or other obstruction, the member shall provide access codes, lock combinations or allow the Cooperative to install a lock on the member's gate. This is necessary to allow Cooperative personnel and/or its independent contractors to perform their duties at any hour of the day in the event of power outages or other emergency situations where time and safety is critical to their efforts.

The member must furnish, without cost to the Cooperative, right-of-way for the Cooperative's circuits whenever the Cooperative is required to cross private property in order to serve the member. A fee may be assessed or service disconnected for failure to comply.

109 MEMBER'S RESPONSIBILITY FOR COOPERATIVE PROPERTY

The member will be responsible for all damage to, or loss of, the Cooperative's property located on member's premises, unless the damages or losses were beyond member's control, and shall not permit anyone who is not an agent of the Cooperative to remove or tamper with the Cooperative's property.

Members shall provide and maintain a clear and unobstructed work space suitable for the Cooperative's personnel or independent contractors to access the Cooperative's property. Members shall avoid building fences and planting shrubs, trees, or other vegetation, etc. around transformers and other Cooperative property. The Cooperative is not responsible for property damage incurred while working to restore a power outage or to properly maintain the electrical system if there are obstructions to the Cooperative's equipment.

109.1 Removal, Relocation or Modification of Cooperative's Facilities

The member will be responsible for all costs incurred by the Cooperative in the removal, relocation or modification of the Cooperative's distribution facilities when the removal, relocation or modification is made necessary by an act of the member which results in:

- a. Inaccessibility to the Cooperative's facilities; or
- b. A condition that is dangerous to persons or property; or
- c. Tampering with the Cooperative's facilities or diversion of service; or
- d. Infringement on the Cooperative's equipment or right-of-way that endangers, interferes with or hinders the operation and/or maintenance of the Cooperative's electrical distribution facilities.

110 STRUCTURE/EQUIPMENT MOVING CLEARANCE

Whenever a structure or equipment is to be moved along roadways over which the Cooperative's infrastructure is strung, the Cooperative must be advised of the route over which the house or structure is to be moved at least seventy-two (72) hours in advance and a suitable payment may be required to cover the cost of providing clearance of wires. In no case shall anyone other than authorized employees or agents of the Cooperative remove, cut, raise or handle any wires in connection with moving a structure or equipment.

111 INCREASED LOAD NOTIFICATION

In the event a member shall add significant new load to their electrical equipment, they shall notify the Cooperative so that the capacity of its meter and other equipment can be assessed and, if needed, modified to serve the increased load. The member will be liable for any damages incurred by the member connecting additional equipment without approval from the Cooperative. The Cooperative may disconnect service until the member pays to upgrade the Cooperative's facilities to serve the additional load.

Members will be responsible for the full cost of modifying the service in any of the following situations:

1. The additional load is not located within the primary residence.
2. The additional load is commercial or recreational in nature.
3. The load being added has a known or estimated load factor of less than seventy-five (75%) of the system average load factor making the ability to recover the investment of enlarging the service capacity through energy sales highly unlikely. These types of loads include, but are not limited to, on-demand electric water heaters and back-up electric strip heaters sized above that required by code.
4. The load being added is highly transient or temporary in nature such as an outlet to service a mobile RV, etc.

5. The load represents a financial risk to the Cooperative or the type of load is significantly speculative, i.e. the risk of the load terminating within 20 years of installation is significant.

111.1 Electric Vehicle Charging Station

It is the responsibility of the member to notify the Cooperative before installation of an EV charger at the member's home. The Cooperative will do a load assessment to determine if any electrical service upgrades are needed in order to support the addition of an EV charger. The member will be responsible for paying for any service upgrades for the purpose of an in-home EV charger installation that are beyond normal service standards.

112 CONTINUITY OF SERVICE

The Cooperative will be diligent in supplying reliable and continuous service at the point of delivery, but will not be liable for any damages or loss of production caused by irregularities or interruptions of service. The Cooperative may, without further notice, discontinue service to any member when a defective condition of wiring or equipment on the member's premises results, or is likely to result, in danger to life or property, or interferes with proper service.

In order to make repairs to or changes in the Cooperative's facilities for supplying electric service, the Cooperative reserves the right, without incurring any liability therefore, to suspend service without notice to the member for reasonable periods of time.

113 SERVICE CALLS

In the event, the Cooperative is called out to a member's service location for an outage or any other reason, and it is determined the reason for the call is on the member's side of the service, the Cooperative may charge a false outage fee or trip charge.

PART II ELECTRIC SERVICE REGULATIONS

201 POINT OF DELIVERY

The point of delivery of electric service shall be the point at which the lines of the Cooperative connect to the lines of the member. The location of the point of delivery will be designated by an authorized employee of the Cooperative. The Cooperative may, in its sole discretion, determine a different point of delivery allowing the member to construct, own and operate distribution facilities beyond the Cooperative's metering point. Distribution facilities will not interfere with the safe and reliable operation of the existing cooperative facilities and the obligation of the cooperative to furnish retail electric service within its certified territory. It will be the member's responsibility to provide a location for the point of delivery that provides reasonable access for construction and maintenance purposes, and allows for compliance with applicable electric codes.

The point of delivery will ordinarily be one of the following points:

201.1 Line or Service Pole

The Cooperative will furnish and install a meter loop on the pole. No meter loop will be furnished to members who desire to have the meter installed on a house or other structure.

- a. Overhead Take-Off: The point of delivery for overhead take-off will normally be at the top of the pole where the member's wiring is connected to the load side of the Cooperative's meter loop or disconnect.
- b. Underground Take-Off: The point of delivery for underground service will be on the load side of the meter socket or disconnect.

- c. When Current-Transformers are used with the Metering Equipment: The point of delivery when current-transformers are used with the metering equipment will be at the top of the pole in all instances.

201.2 Building or Other Structure

The point of delivery shall be the point at which the lines of the Cooperative connect to the lines of the member. This will normally be at the weatherhead or masthead on the service entrance, which contains the meter base on the building or other structure when overhead construction is used. When underground construction is used, it will be at the load side of the meter base. The Cooperative will furnish the meter base whether an overhead or underground service is installed.

201.3 Underground System

- a. Meter Pedestal: The point of delivery shall be on the load side of the meter socket.
- b. Pad-mounted Transformer: The point of delivery shall be at the secondary terminals of the transformer.

201.4 Standard Service Characteristics

For usual application, the Cooperative renders 60-cycle service from circuits with the following characteristics:

- a. Single-phase, 3-wire, 120/240 volts
- b. Single-phase, 3 wire, 240/480 volts
- c. Three-phase, 4 wire, 120/240 volts delta
- d. Three-phase, 4 wire, 120/208 volts wye
- e. Three-phase, 4 wire, 277/480 volts wye
- f. Three-phase, 3 wire, 480 volts delta
- g. Three-phase, 4 wire, 13,200 volts wye
- h. Three-phase, 4 wire, 24,900 volts wye

202 MEMBER'S WIRING

All electric wiring and equipment on the member's side of the point of delivery shall be installed at the member's expense, and shall be installed and maintained in accordance with the requirements of the NEC, the National Electrical Safety Code (NESC) and the Cooperative.

The Cooperative will not be responsible for any loss, injury or damage that may result from defects in electrical wiring or equipment on the member's premises.

The Cooperative may disconnect or refuse to make a connection when it has information or cause to believe that any installation on the member's premises is unsafe.

202.1 Vaults or Pads for Cooperative-Owned Equipment

Indoor Installation: Whenever an indoor installation of transformers or other equipment is required by the member, or whenever the condition of the member's facility is such that an outdoor installation is not feasible, the member shall furnish upon their property and without cost to the Cooperative, a building, room or vault adequate to house the equipment. The space must meet the requirements of the NEC, NESC and the Cooperative.

Pad-mounted Equipment: Whenever the installation requires a transformer or equipment pad of a size or type not usually supplied by the Cooperative, the member must furnish without cost to the Cooperative, a pad meeting the specifications of the Cooperative.

203 METERS AND METERING EQUIPMENT

The Cooperative will furnish and install necessary equipment and facilities to provide proper voltage and capacity to the point of delivery. Metering equipment type, capacity and location shall be determined by the Cooperative.

All meters, meter bases and other associated metering equipment necessary to properly measure the electrical consumption of the member will be furnished and maintained by the Cooperative. The Cooperative will make all attachments and connections to the Cooperative facilities involving primary voltages due to the safety hazards involved.

No meter loop shall be bypassed for any reason, including remodeling or replacement, without the approval of an authorized representative of the Cooperative.

203.1 Outdoor Meter Installations

All meters will be installed outdoors.

203.2 Cooperative Property

All meters, enclosures and other equipment furnished by the Cooperative will be maintained by the Cooperative and remain its property regardless of paid contribution in aid.

203.3 Net Metering/Distributed Generation

All net metering and/or distributed generation installations shall adhere to the policies and procedures set forth in the Cooperative's Distributed Generation Interconnection Agreement and Distributed Generation Interconnection Guidelines Agreement as adopted by the Cooperative's board of trustees (refer to Section 103.4).

PART III

QUALITY OF ELECTRIC SERVICE

301 SERVICE DESIGN

The Cooperative will design its service facilities to meet the requirements of the member in accordance with accepted Rural Utility Service and industry design practices, applicable codes and standards, and other general sources of authority as outlined at the beginning of these Terms and Conditions.

302 POWER QUALITY

In the event that any member operates or connects any electrical device to his/her electric system that causes interference, noise, distortions of the 60 Hz sine wave or other disturbance on the system of the Cooperative, its members, a communication company or its consumers, the Cooperative may:

- a. Require said member to take corrective measures by installing suitable or special equipment necessary to eliminate or reasonably limit such adverse effects; or
- b. Install, at the member's expense, equipment specifically designed to reasonably limit such adverse effects.

Said member shall bear all expenses necessary to eliminate the adverse conditions or be subject to a discontinuance of service after written notice so that other members are not deprived of the quality of service provided prior to the existence of the problem. Where the Cooperative believes the condition creates a hazard to the public, the Cooperative may disconnect the service without prior notice. However, the Cooperative shall notify the member as soon as practical after the disconnection.

302.1 Power Quality Monitoring

In addressing power quality monitoring, the Cooperative shall implement, to the extent reasonably practicable and in conformance with prudent operation, the practices outlined in the IEEE Standard 1159, IEEE Recommended Practice for Monitoring Electric Power Quality, or any successor IEEE standard, to the extent not inconsistent with state and federal statutes, orders and regulations.

303 POWER FACTOR

The member agrees to maintain unity power factor as nearly as practicable. Demand charges may be adjusted if the power factor is lower than ninety percent (90%). Measured demand may be increased by one percent (1%) for each one percent (1%) by which the average power factor is less than ninety percent (90%) lagging.

304 HARMONICS AND INTERFERENCE

The member agrees to maintain a current total harmonic distortion of twelve percent (12%) or less, and voltage total harmonic distortion of five percent (5%) or less, as set forth by the Oklahoma Corporation Commission and the IEEE.

If the Cooperative discovers a harmonics or other interference problem, the Cooperative and the member shall work together to rectify the issues. The party, either the Cooperative or the member(s) that created the issue, must bear the costs incurred in investigating and remedying the condition. Failure to remedy the problem within a reasonable timeframe will result in disconnection of services.

The Cooperative has the right to deny service to a member using silicon control rectifiers, triacs or other wave chopping devices capable of causing harmonics issues and subsequent interference to electronic devices on or near the Cooperative's lines.

305 UNAUTHORIZED POLE ATTACHMENTS

No posters, banners, placards, radio or TV antennae or any other objects will be attached to the Cooperative's poles without consent. The Cooperative will not install or permit installation of the member's distribution wires or equipment on the Cooperative's primary voltage poles, provided, however, that where metering is on primary voltage poles the member will be allowed to go underground from such meter.

PART IV STANDARD LINE EXTENSION

401 GENERAL

Standard Line Extension is considered in conjunction with the Cooperative's various rate schedules and other provisions of these Terms and Conditions of Service. The application of the Standard Line Extension is outlined below as applicable to varied situations and membership type. This supersedes all previous directives concerning the Standard Line Extension.

402 PERMANENT RESIDENTIAL SERVICE

A permanent residence is any dwelling unit which:

- a. Will be fixed at one location for at least five (5) years and is deemed a full-time resident by the Cooperative;
- b. Contains kitchen facilities;
- c. Is served by a public water system or other approved water system;

- d. Is connected to a health-department-approved sewage disposal system.

402.1 Residential Extension Allowance

The Cooperative will contribute a Residential Extension Allowance to extend service to a permanent residential service with access to a working water system if one of the following additional requirements are met:

- a. Connection to a health-department-approved sewage disposal system; or
- b. A permanent foundation in place.

Any additional costs in excess of the Cooperative's contribution will be paid by the member as non-refundable contribution-in-aid of construction. Applicant shall not pay any costs incidental to any increase in the size of the line in excess of that necessary to serve the applicant; costs incidental to future expansion plans or work plans of the Cooperative; costs necessary to correct inadequate capacity. In lieu of the stated requirements, the applicant may pay the full cost of construction to receive service. If applicant pays the full cost of construction and above requirements are met within two years from the date the line extension is provided to applicant, the standard allowance may be refunded. All property constructed on behalf of the cooperative with contribution-in-aid remains the property of the Cooperative.

402.2 Additional Provisions for Underground Residential Extension

In addition to the provisions in Section 402.1, the following provisions shall apply to extension of underground distribution facilities for permanent residential service:

- a. The Cooperative shall furnish, install and maintain all underground conductors to the meter base or other point of delivery approved by the Cooperative.
- b. Soil conditions shall be suitable for underground construction as determined by an authorized Cooperative representative.
- c. The Cooperative will provide a meter base to the applicant without charge. The applicant will be responsible for having the meter base properly installed at a point of delivery acceptable to both the applicant and the Cooperative.
- d. The applicant will be responsible for having conduit installed, as specified by the Cooperative, from the meter base to a point accessible by Cooperative trenching equipment.
- e. The Cooperative will not commence construction prior to receiving full payment for the service as described in Section 402.1. All line extension costs shall be calculated using the Cooperative's most recent cost analysis.

402.3 Addition to Extension

If a member makes a contribution for line extension, and if during the initial two (2) years of electric service, additional members are extended electric service from the original member's line extension, the Cooperative may recalculate the cost of the original extension and may make appropriate refunds to the original contributor.

403 NON-RESIDENTIAL SERVICE

The Cooperative shall extend its overhead distribution line to each non-residential applicant based upon the load requirements of the applicant, and based upon proper engineering methods and design standards as determined by the Cooperative. An impact fee and/or a contract for service may be required for extension of service.

403.1 Overhead Non-Residential Extension

The applicant will be required to pay contribution-in-aid of construction for each non-residential extension based upon the full cost of the extension. The applicant may have the

option to pay a minimum monthly charge sufficient to recover the extension cost during the term of the contract. If the applicant disconnects service for any reason during the initial contract term, the Cooperative may require immediate payment of any unrecovered extension costs. The Cooperative may also require the applicant to provide a deposit or irrevocable letter of credit to guarantee payment of the monthly minimum payment specified in the contract for electric service.

Every extension shall be at all times the property of the Cooperative regardless of whether a contribution is made in aid of its construction.

403.2 Underground Non-Residential Extension

The Cooperative shall extend its underground distribution facilities to an applicant for service, other than residential, in accordance with the provisions of Sections 402.2 and 403.1. However, there shall be no extension allowance.

403.3 Temporary Service

When a temporary service is required by an applicant, the Cooperative shall require the applicant to pay all of the cost of installing and removing the service in excess of any salvage realized, and may require a deposit of such cost in advance.

Temporary service is defined as service for purposes by which their very nature indicate short duration.

404 SUBDIVISIONS

In lieu of extensions pursuant to other provisions of these Terms and Conditions of Service, the Cooperative may require a developer who desires an extension to a prospective real estate subdivision or mobile home park to make a deposit or other guarantee based on the construction cost of the electric facilities to serve the subdivision. The deposit will be based on the cooperative's risk analysis considering the following:

- The type of home (site built or mobile/modular)
- The estimated energy usage per home
- The estimated energy efficiency rating per home
- The annual rate of home construction within the subdivision

The terms and conditions of such deposit or guarantee shall be specified in a contract for construction of electric facilities. Every extension shall be at all times the property of the Cooperative, regardless of whether a contribution is made in aid of its construction. This definition does not include travel trailers or recreational vehicle parks.

The cooperative will provide one (1) decorative (underground) or security light for every ten (10) residential lots served. For subdivisions with underground lines, additional decorative lights are available for purchase upon request. For subdivisions with overhead lines, additional security lights are available for rental upon request.

404.1 Overhead or Underground Extensions

The Cooperative shall extend its overhead or underground distribution facilities to serve in platted additions, development areas or subdivisions whenever six (6) or more contiguous lots are scheduled for immediate development, subject to the following conditions:

- a. The development or subdivision is not unduly speculative and will be developed in a step-by-step manner.
- b. The Cooperative may, at its option, install either a front or rear lot system.

- c. Grading and roadway work is substantially completed and at final grade.
- d. The developer provides all of the following:
 - 1. Right-of-way easements and covenants satisfactory to the Cooperative.
 - 2. An electronic copy of the certified final plat of the development as it is legally recorded with the proper entity. The plat will indicate easements, roads, finished grades, etc., and the location of all property pins.
 - 3. Necessary property pins to allow layout and construction of the Cooperative's facilities.
 - 4. The suitable service disconnect and entrance equipment for each lot in accordance with NEC requirements for mobile home parks.

Any extension allowances to be considered by the Cooperative will adhere to the line extension economic justifications listed in Section 406.

405 INACTIVE SERVICES AND FACILITIES

If electric service is inactive for greater than six (6) months, the Cooperative may, in its sole discretion, retire the service, distribution line, and/or related equipment used to serve the location. Additionally, the Cooperative reserves the right to remove from service, any distribution line and/or related appurtenances that are not serving an active service location. Upon the member's request and subject to Cooperative approval, an inactive service may remain in place if the member pays the applicable minimum monthly charge in addition to a usage charge equal to the average monthly calculated usage for the applicable rate class. Average usage shall be calculated and adjusted annually using audited Form 7 data. If service facilities are retired, any future request for electric service shall be processed as a new service in accordance with the Cooperative's policies in effect at that time.

406 LINE EXTENSION ECONOMIC JUSTIFICATION

If the Cooperative determines the need to calculate an economic justification for any further extension allowances in the appropriate sections above, the Cooperative will use costs from its recent cost analysis and cost of service study.

407 RELOCATION OR UPGRADE OF FACILITIES

The Cooperative will relocate its facilities on member's premises at member's request provided member has:

- 1. Provided a satisfactory easement for the new facilities; and
- 2. Paid in advance an estimate of all costs for the removal of the old facilities, less salvage value, and all costs for the construction of new facilities.

If the member requests or the Cooperative determines an upgrade of facilities is reasonably necessary, the member may be required to pay an amount not to exceed the actual cost of all construction.

PART V STANDARD RATE SCHEDULE

501 GENERAL

The Cooperative, at any time upon request, will determine for any member the rate best adapted to existing or anticipated service requirements as defined by the member. The responsibility for the choice between two or more applicable rates always lies with the member. The Cooperative reserves the right to determine the rate for a member's usage that is considered seasonal in nature or when the usage widely varies within the year. This will only occur when the Cooperative, in its sole

discretion, determines the member's usage has the potential to unfairly impact the rates for the membership as a whole.

501.1 Application of Rates

The Cooperative reserves the right to determine the rate for a member's usage that is considered non-residential in nature or when the usage widely varies within the year. This will only occur when the Cooperative, in its sole discretion, determines the member's usage has the potential to unfairly impact the rates of the membership as a whole.

It is the member's responsibility to notify the Cooperative of significant use changes that may affect their rate class.

Part VI FEE SCHEDULE

Type	Amount
DNP Disconnect/Reconnect Fee	\$150
False Outage	\$150
Late Fee	1.5% of total charges owed
Meter Test Charge	\$50
New Membership	\$50
Non-Sufficient Funds	\$25 per return
Residential Extension Allowance	Up to \$2,000 + the cost of a standard-size transformer and meter
Security Deposit	Poor credit: The greater of \$500 or two times the highest monthly bill Moderate credit: \$300 or \$150 with autopay
Service Initiation Fee	\$25
Tampering Fee	\$300, first offense \$600, second offense
Temporary Reconnect Service Charge	\$125
Trip Charge	\$150

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CREC Board Approval	February 2, 2012
AMENDED	October 4, 2012
AMENDED	January 10, 2013
AMENDED	May 3, 2013
AMENDED	May 5, 2016
AMENDED	May 12, 2016
AMENDED	June 2, 2016
AMENDED	October 27, 2016
AMENDED.....	March 23, 2026
AMENDED	July 28, 2026