



1. Application for Service. (Per Policy Bulletin 4.15)

Each prospective Member desiring electric service shall be required to sign Cooperative's standard form of application for service or contract before service is supplied by the Cooperative.

2. Deposit. (Per Policy Bulletin 4.15 & Operating Bulletin 8.25)

A deposit or suitable guarantee approximately equal to twice the highest monthly bill may be required of any Member before electric service is supplied. For residential class customers, a credit rating from a previous electric utility acknowledging good credit may be considered in lieu of a security deposit. Upon termination of service, deposit may be applied by Cooperative against unpaid bills of Member, and if any balance remains after such application is made, said balance shall be refunded to Member.

3. Point of Delivery. (Per Policy Bulletin 4.15)

The point of delivery is the point, as designated by the Cooperative, on Member's premises where electricity is to be delivered to building or premises. All wiring and equipment beyond this point of delivery shall be provided and maintained by Member at no expense to Cooperative.

4. Customer's Wiring – Standards. (Per Operating Bulletin 8.2)

All wiring of Member must conform to State Electrical and Cooperative requirements and accepted modern standards, as specified in the current edition of the National Electric Code.

5. Inspections. (Per Operating Bulletin 8.2)

Cooperative shall have the right, but shall not be obligated, to inspect any installation before electricity is introduced or at any later time, and shall reserve the right to reject any wiring or appliances not in accordance with Cooperative's standards; but such inspection or failure to inspect or reject shall not render Cooperative liable or responsible for any loss or damage resulting from defects in the installation, wiring, or appliances, or from violations of Cooperative's rules or from accidents which may occur upon Member's premises.

6. Member's Responsibility for Cooperative's Property. (Per Policy Bulletin 4.15)

All service connections and other equipment furnished by Cooperative shall be, and remain, the property of Cooperative. Member shall provide a space for and exercise proper care to protect the property of Cooperative on its premises, and

in the event of loss or damage to Cooperative's property arising from neglect of Member to care for same, the cost of the necessary repairs or replacements shall be paid by Member.

7. Right of Access. (Per Policy Bulletin 4.15)

Cooperative's identified employees and authorized representatives shall have access to Member's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, or exchanging any or all equipment belonging to Cooperative. Cooperative also has the right to maintain the Right of Way for all cooperative equipment.

8. Billing. (Per Policy Bulletin 4.1)

Bills will be rendered monthly and shall be paid at the office of Cooperative or at other locations designated by Cooperative. Failure to receive bill will not release Member from payment obligation. When bills are not be paid by due date specified on the bill, the Cooperative may, after following current Cooperative policies, disconnect service. Bills paid after due date specified on bill may be subject to additional charges. Should the due date of the bill fall on day that the Cooperative office is closed (ex. Weekend, holiday, Cooperative training day) the business day next following the due date will be held as a day or grace for delivery of payment.

9. Discontinuance of Service by Cooperative. (Per Policy Bulletin 4.4, Operating Bulletins 8.3 and 8.8)

Cooperative may refuse to connect or may discontinue service for violation of any of its Rules and Regulations, for violation of any of the provisions of the Schedule of Rates and Charges or of the application of Member, or for violation of the contract with Member. Cooperative may discontinue service to Member for the theft of current or the appearance of current theft devices on the premises of Member. The discontinuance of service by Cooperative for any causes as stated in this rule does not release Member from his obligation to Cooperative for the payment of minimum bills as specified in application of Member or contract with Member.

10. Connection, Reconnection and Disconnection Charges. (Per Operating Bulletin 8.25)

Cooperative may establish and collect standard charges to cover the reasonable average cost, including administration, of connecting or reconnecting service or disconnecting service as provided above. Higher charges may be established and collected when connections and reconnections are performed after normal office hours, or when special circumstances warrant.

11. Termination of Contract by Member.

Members who have fulfilled their contract terms and wish to discontinue service must give written notice per the contract to that effect, unless contract specifies otherwise. Notice to discontinue service prior to expiration of contract term will not relieve Member from any minimum or guaranteed payment under any contract or rate.

12. Service Charges for Temporary Service. (Per Policy Bulletin 4.15)

Members requiring electric service on a temporary basis shall be required by Cooperative to pay all costs for connection and disconnection incidental to the supplying and removing of temporary service. Charges for temporary service that will result in permanent service, will be added to the cost of providing permanent service. This rule applies to circuses, carnivals, fairs, temporary construction, and the like.

13. Interruption of Service.

Cooperative will use reasonable diligence in supplying current, but shall not be liable for breach of contract in the event of loss, injury, or damage to persons or property resulting from interruptions in service, excessive or inadequate voltage, single-phasing, or otherwise unsatisfactory service.

14. Shortage of Electricity.

In the event of an emergency or other condition causing a shortage in the amount of electricity for Cooperative to meet the demand on its system, Cooperative may, by an allocation method deemed equitable by Cooperative, fix the amount of electricity to be made available for use by Member and/or may otherwise restrict the time during which Member may make use of electricity and the uses which Member may make of electricity. If such actions become necessary, Member may request a variance because of unusual circumstances including matters adversely affecting the public health, safety and welfare. If Member fails to comply with such allocation or restriction, Cooperative may take such remedial actions as it deems appropriate under the circumstances including temporarily disconnecting electric service and charging additional amounts because of the excess electricity. The provisions of the section entitled Interruption of Service of this Schedule of Rules and Regulations are applicable to any such allocation or restriction.

15. Voltage Fluctuations caused by Member.

Electric service must not be used in such a manner as to cause unusual fluctuations or disturbances to Cooperative's system. Cooperative may require Member, at his own expense, to install suitable apparatus which will reasonably limit such fluctuations.

16. Additional Load.

The service connection, transformers, meters, and equipment supplied by Cooperative for each Member have definite capacity, and no addition to the equipment or load connected thereto will be allowed except by consent of Cooperative. Failure to give notice of additions or changes in load, and to obtain Cooperative's consent for same, shall render Member liable for any damage to any of Cooperative's lines or equipment caused by the additional or changed installation.

17. Standby and Resale Service. (Membership Application)

All purchased electric service (other than emergency or standby service) used on the premises of Member shall be supplied exclusively by Cooperative, and Member shall not, directly or indirectly, sell, sublet, assign, or otherwise dispose of the electric service or any part thereof.

18. Notice of Trouble.

Member shall notify Cooperative immediately should their service become unsatisfactory for any reason, or should there be any defects, trouble, or accidents affecting the supply of electricity. Such notices, if verbal, should be confirmed in writing.

19. Non-Standard Service.

Member shall pay the cost of any special installation necessary to meet his peculiar requirements for service at other than standard voltage regulation than required by standard practice.

20. Meter Tests. (Per Policy Bulletin 4.13)

Cooperative will, at its own expense, make periodical tests and inspections of its meters in order to maintain a high standard of accuracy. Cooperative will make additional tests or inspections of its meters at the request of Member. If tests, made at Members request show that the meter is accurate within two percent (2%), slow or fast, no adjustment will be made in Members bill, and Cooperative's standard testing charge shall be paid by member. If testing shows meter to be in excess of two percent (2%) fast or slow, an adjustment shall be made in Member's bill over a period of not over thirty (30) days prior to date of such test, and cost of making test shall be borne by Cooperative.

21. Relocations of Outdoor Lighting Facilities.

Cooperative shall, at the request of Member, relocate or change existing Cooperative owned equipment if Cooperative deems such relocation is reasonably possible. Member shall reimburse Cooperative for such changes at actual cost including appropriate overheads.

22. Billing Adjusted to Standard Periods.

The basic service charge for set forth in the rate schedules are based on billing periods of approximately one month. In the case of the first billing of new accounts (temporary service, cotton gins, grain bins, and other seasonal customer excepted) and final billings of all accounts (temporary service excepted) where the period covered by the billing involves fractions of a month, basic service charge will be adjusted to a basis proportionate with the period of time during which service is extended.

23. Scope (Per Policy Bulletin 4.17).

This Schedule of Rules and Regulations is a part of all contracts for receiving electric service from Cooperative, and applies to all services received from Cooperative, whether the service is based upon contract, agreement, signed application, or otherwise. A copy of this schedule, together with a copy of Cooperative's Schedule of Rates and Charges, shall be kept open to inspection at the offices of Cooperative.

24. Revisions.

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

25. Conflict.

In case of conflict between any provision of any rate schedule and the Schedule of Rules and Regulations, the rate schedule shall apply.

If you have an issue or complaint that you have been unable to resolve with MLEC, TVA's Complaint Resolution Process may provide assistance. Methods of contact:

Online - www.tva.com/complaintresolution

Email - complaintresolution@tva.gov

Phone - 1-888-289-8409