

TERMS AND CONDITIONS OF SERVICE (Cont'd)19. **SPECIAL CHARGES. CONT'D**E. **Work performed on Company's Facilities at Customer's Requests**

Whenever, at the request and for the benefit of the Customer, work is performed on the Company's facilities, including the relocation, or replacement of the Company's facilities, the Customer shall pay to the Company in advance of the Company undertaking the work the estimated total cost of such work. This cost shall be itemized by major categories and shall include the Company's overheads and shall be credited with the net value of any salvageable material. The actual cost for the work performed shall be calculated at the completion of the work and the appropriate charge or refund will be made to the Customer.

Reasonable notice of not less than three working days shall be given to the Company for all requested work except for the covering of the Company's lines. Notice of any request for the Company to cover its lines shall be given at least two days in advance. The Company will endeavor to comply with all timely requests, but work may be delayed because of demands on the Company's personnel and equipment.

If the cost, as calculated above, is \$500 or less for covering the Company's distribution facilities no charge will be imposed. All costs in excess of \$500 for covering the Company's distribution facilities, shall be paid by the Customer, in advance of the Company undertaking the work. The actual cost for the work performed shall be calculated at the completion of the work and the appropriate charge or refund will be made to the customer.

20. **REFUNDS TO RESIDENTIAL CUSTOMERS**

When necessary, the Company shall make a refund to residential customers by one of the following means: a credit to the Customers bill, a prepaid card, a check or electronic funds transfer (EFT).

(Cont'd on Sheet No. 2-12)

DATE OF ISSUE: November 20, 2015

DATE EFFECTIVE: Service Rendered On And After December 20, 2015

ISSUED BY: JOHN A. ROGNESS III

TITLE: Director Regulatory Services

By Authority Of an Order of the Public Service Commission

In Case No. 2015-XXXXX Dated

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