

SCHEDULE OF RULES AND REGULATIONS

1. Application for Service. Each prospective Customer desiring electric service will be required to sign Distributor's standard form of "Application and Contract for Service" before service is supplied by the Distributor. Proof of identity is required and Distributor may make a credit investigation. Service will not be supplied by Distributor to any applicant (a) who is then indebted to Distributor or (b) who, at the time of application, is a member of the household of a former Customer who is indebted to Distributor or (c) who was member of the household of a former Customer when said indebtedness was incurred, except upon payment of such indebtedness.

2. Deposit. A deposit or suitable guarantee approximately equal to twice the average monthly bill may be required of any Customer before electric service is supplied. Annually, upon written request, the deposit requirement may be re-evaluated based on recent usage. Distributor may, at its option, return deposit to residential Customer after twelve (12) consecutive months in which all payments were made on or before the due date, no payments were rejected or declined by the Customer's financial institution, and a satisfactory credit rating is maintained. After the deposit is paid in full interest will accrue on a deposit held longer than twelve (12) months. The interest rate will be determined by the rates the Distributor earns on its general fund account. Upon termination of service, deposit and any accrued interest may be applied by Distributor against unpaid bills of Customer, and if any balance remains after such application is made, said balance shall be refunded to Customer. For additional information see Service Practice Policy section 3, Deposits.

3. Point of Delivery. The point of delivery is the point, as designated by Distributor, on Customer's premises where electric service is to be delivered to building or premises. All wiring and equipment beyond this point of delivery shall be provided and maintained by Customer at no expense to Distributor.

4. Customers Wiring Standards. All wiring of Customer must conform to Distributor's requirements and accepted modern standards, as exemplified by the requirements of the National Electrical Safety Code, National Electrical Code, State of Tennessee Division of Fire Prevention, or by local city or county codes. All meter locations must be approved by a representative of Distributor.

5. Inspections. Distributor will install electrical service only after a satisfactory inspection has been performed by an authorized representative of the Division of Fire Prevention, Department of Insurance, State of Tennessee. Distributor shall have the right, but shall not be obligated, to inspect any installation before electricity is introduced or at any later time, and reserves the right to reject any wiring or appliances not in accordance with Distributor's standards; but such inspection or failure to inspect or reject shall not render Distributor liable or responsible for any loss or damage resulting from defects in the installation, wiring, or appliances, or from violation of Distributor's rules, or from accidents which may occur upon Customer's premises.

6. Standard Service. Customer desiring excess beyond Standard Service from Distributor's electrical system must bear the excess cost incident thereto. Specifications and terms for such construction will be furnished by Distributor.
7. Customer's Responsibility for Distributor's Property. All meters, service connections, and other equipment furnished by Distributor shall be, and remain, the property of Distributor. Customer shall provide a space for and exercise proper care to protect the property of Distributor on its premises, and, in the event of loss or damage to Distributor's property arising from neglect of Customer to care for same, the cost of the necessary repairs or replacements shall be paid by Customer.
8. Right of Access. Distributor's identified employees shall have access to Customer's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing, or exchanging any or all equipment belonging to Distributor.
9. Billing. Bills shall be paid within a period of not less than 10 days nor more than 20 days from the date the bill is mailed/electronically transmitted by Distributor. Bills shall be paid at the office of Distributor or at other locations designated by Distributor. Failure to receive bill will not release Customer from payment obligation. Should bills not be paid by the period designated, an amount not to exceed 5% of the bill, computed by application of the charges for service under the appropriate resale schedule, will be added to the bill as additional charges for payment after the period so designated. Distributor may at any time thereafter, upon five (5) days written notice to Customer, discontinue service. Bills paid after due date specified on bill may be subject to additional charges. Should the due date of bill fall on a weekend or holiday, the next business day following the due date will be held as a day of grace for delivery of payment. For additional information see Service Practice Policy section 10, Billing.
10. Termination of Service by Distributor. Distributor may refuse to connect or may discontinue service for the violation of any of its Schedule of Rules and Regulations, of any of the provisions of the Schedule of Rates and Charges, or of the application of Customer or contract with Customer. Distributor may discontinue service to Customer for the theft of electric service or the appearance of theft devices on the premises of Customer, for safety reasons, or to be compliant with any state, city, or county regulations that require disconnection for safety reasons. The discontinuance of service by Distributor for any cause as stated in this rule does not release Customer from his obligation to Distributor for the payment of minimum bills as specified in application of Customer or contract with Customer. For additional information see Service Practice Policy section 11, Termination of Service by Utility.

Distributor evaluates weather conditions daily at www.weather.com for Rockwood, TN 37854, and in the event the average forecast temperature is not expected to exceed 32 degrees Fahrenheit or is expected to exceed 99 degrees Fahrenheit on that day, Distributor will not discontinue service of residential customers for non-payment. During such events where service is extended due to weather conditions, the service extension shall not exceed the extreme weather condition or past the customer's next due date, whichever comes first.

Accounts of customers identified by Distributor as chronically or seriously ill, handicapped, or on a life support system and whose health could be critically endangered if electric service is disconnected, may receive an extended grace period prior to disconnection for non-payment. It is the customer's responsibility, however, to let Distributor know if customer or someone in the household fits the criteria. In order to qualify, the customer must contact Distributor to obtain the necessary forms for a certified and licensed medical doctor to certify in writing that disconnection of electric service would critically endanger that person or person's health. Upon completion of necessary documentation, said customer may be granted arrangements up to 15 days past cut-off date.

11. Connection, Reconnection, Trip, and Disconnection Charges. Distributor may establish and collect standard charges to cover the reasonable average cost, including administration, of connecting or reconnecting service, collecting payments or disconnecting service provided above. Higher charges may be established and collected when connections and reconnections are performed after normal office hours, or when special circumstances warrant.
12. Termination of Contract by Customer. Customers who have fulfilled their contract terms and wish to discontinue service must give at least three (3) days written notice to the effect, unless contract specifies otherwise. Notice to discontinue service prior to expiration of contract term will not relieve Customer from any minimum or guaranteed payment under any contract or rate.
13. Service Charges for Temporary Service. Customers requiring electric service on a temporary basis will be required by Distributor to pay all costs for connection and disconnection incidental to the supplying and removing of service.
14. Interruption of Service. Distributor will use reasonable diligence in supplying electric power but shall not be liable for breach of contract in the event of, or for loss, injury, or damage to persons or property resulting from, interruptions in service, excessive or inadequate voltage, single-phasing, or otherwise unsatisfactory service, whether or not caused by negligence.

15. Shortage of Electricity. In the event of an emergency or other condition causing a shortage in the amount of electricity for Distributor to meet the demand on its system, Distributor may, by an allocation method deemed equitable by Distributor, fix the amount of electricity to be made available for use by Customer and/or may otherwise restrict the time during which Customer may make use of electricity and the uses which Customer may make of electricity. If such actions become necessary, Customer may request a variance because of unusual circumstances including matters adversely affecting the public health, safety and welfare. If Customer fails to comply with such allocation or restriction, Distributor 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 use of 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.
16. Voltage Fluctuations Caused by Customer. Electric service must not be used in such a manner as to cause unusual fluctuations or disturbances to Distributor's system. Distributor may require Customer, at his own expense, to install suitable apparatus which will reasonably limit such fluctuations.
17. Additional Load. The service connection, transformers, meters, and equipment supplied by Distributor for each Customer have definite capacity, and no addition to the equipment or load connected thereto will be allowed except by consent of Distributor. Failure to give notice of additions or changes in load, and to obtain Distributor's consent for same, shall render Customer liable for any damage to any of Distributor's lines or equipment caused by the additional or changed installation.
18. Standby and Resale Service. All purchased electric service (other than emergency or standby service) used on the premises of Customer shall be supplied exclusively by Distributor, and Customer shall not, directly or indirectly, sell, sublet, assign, or otherwise dispose of the electric service or any part thereof.
19. Notice of Trouble. Customer shall notify Distributor immediately should the service be unsatisfactory for any reason, or should there be any defects, trouble, or accidents affecting the supply of service. Such notices, if verbal, should be confirmed in writing.
20. Non-Standard Service. Customer shall pay the cost of any special installation necessary to meet his peculiar requirements for service at other than standard voltages, or for the supply of closer voltage regulation required by standard practice.

21. Meter Tests. Distributor will, at its own expense, make periodic tests and inspections of its meters in order to maintain a high standard of accuracy. Distributor will make additional tests or inspections of its meters at the request of Customer for a standard testing charge. If tests made at Customer's request show that the meter is accurate within two percent (2%), slow or fast, no adjustment will be made in Customer's bill, and Distributor's standard testing charge will be paid by Customer. In case the test shows meter to be in excess of two percent (2%) fast or slow, an adjustment shall be made in Customer's bill over a period not to exceed ninety (90) days prior to date of such test, and cost of making test shall be borne by Distributor.
22. Outdoor Lighting Facilities. Distributor shall supply, install, and maintain the Fixture, all the equipment pertaining to the Fixture, and furnish electrical energy to the Customer. Distributor shall, at the request of Customer, relocate or change existing Distributor-owned equipment. Customer shall reimburse Distributor for such changes at actual cost including appropriate overheads.
23. Billing Adjusted to Standard Periods. The demand charges and the blocks in the energy charges 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, and other seasonal customers excepted) and final billing of all accounts (temporary service excepted) where the period covered by the billing involves fractions of a month, the demand charges and the blocks of the energy charge will be adjusted to a basis proportionate with period of time during which service is extended.
24. Direct Load Control Program: Distributor operates load control and energy management equipment placed on the premises or equipment of Customers. Customer or Distributor, at their option, may cancel by written notice their participation in the Program in accordance with the policy of the Program, after which the load control or energy management equipment will be removed from the premises or equipment.
25. Scope. This Schedule of Rules and Regulations is a part of all contracts for receiving electric service from Distributor, and applies to all services received from Distributor, whether the service is based upon contract, agreement, signed application, or otherwise. A copy of this schedule, together with a copy of Distributor's Schedule of Rates and Charges, shall be kept open to inspection at the offices of Distributor.
26. 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.
27. Conflict. In case of conflict between any provision of any rate schedule and the Schedule of Rules and Regulations, the rate schedule shall apply.

28. Information to Consumers. Distributor shall reasonably inform customers about rates, rate changes and service practice policies by making such information available upon application for service and at other times upon request. Distributor, at its sole discretion and as it determines appropriate, shall utilize channels such as mail, newspaper, Distributor's website, text messaging, e-mail, or other technological means of communication, if available. Distributor's website is www.rockwoodelectric.com Distributor, upon request, shall make available customer's monthly consumption for the prior 12 months if it is reasonably ascertainable. For additional information see Service Practice Policy section 28, Information to Consumers.
29. TVA Complaint Resolution Process. In the case of billing disputes or other service issues, the customer is expected to resolve the dispute by notifying and working with the Distributor. If the dispute is not resolved, the Distributor will provide the customer with information regarding TVA's Complaint Resolution Process. Customers will be informed about the availability of the TVA Complaint Resolution Process upon application for service, at any time upon request, and through information provided on the Distributor's website or other technological means of communication, if available. *(Board approved on March 21, 2017 to add Section 29.)*

There are three ways to begin the process:

- Online at www.tva.com/complaintresolution
- E-mail complaintresolution@tva.gov
- Call the TVA Regulatory hotline at 1-888-289-8409