

**Subpart C—Utility Service Administration**

**§ 175.20 Gratuities.**

All employees of the utility are forbidden to accept from a customer any personal compensation or gratuity rendered related to employment by the utility.

**§ 175.21 Discontinuance of service.**

Failure of customer(s) to comply with utility requirements as set forth in this part and the operations manual may result in discontinuance of service. The procedure(s) for discontinuance of service shall be set forth in the operations manual.

**§ 175.22 Requirements for receiving electrical service.**

In addition to the other requirements of this part, the customer, in order to receive electrical service, shall enter into a written service agreement or special contract for electrical power services.

**§ 175.23 Customer responsibilities.**

The customer(s) of a utility subject to this part shall:

- (a) Comply with the National Electrical Manufacturers Association Standards and/or the National Electrical Code of the National Board of Fire Underwriters for Electric Wiring and Apparatus as they apply to the installation and operation of customer-owned equipment;
- (b) Be responsible for payment of all financial obligations resulting from receiving utility service;
- (c) Comply with additional requirements as further defined in the operations manual;
- (d) Not operate or handle the utility's facilities without the express permission of the utility;
- (e) Not allow the unauthorized-use of electricity; and
- (f) Not install or utilize equipment which will adversely affect the utility system or other customers of the utility.

**§ 175.24 Utility responsibilities.**

A utility subject to this part shall:

- (a) Endeavor to provide safe and reliable energy to its customers. The spe-

cific types of service and limitations shall be further defined in the operations manual;

- (b) Construct and operate facilities in accordance with accepted industry practice;

- (c) Exercise reasonable care in protecting customer-owned equipment and property;

- (d) Comply with additional requirements as further defined in the operations manual;

- (e) Read meters or authorize the customer(s) to read meters at intervals prescribed in the operations manual, service agreement, or special contract, except in those situations where the meter cannot be read due to conditions described in the operations manual;

- (f) Not operate or handle customer-owned equipment without the express permission of the customer, except to eliminate what, in the judgment of the utility, is an unsafe condition; and

- (g) Not allow the unauthorized use of electricity.

**Subpart D—Billing, Payments, and Collections**

**§175.30 Billing.**

(a) *Metered customers.* The utility shall render bills at monthly intervals unless otherwise provided in special contracts. Bills shall be based on the applicable rate schedule(s). Unless otherwise determined, the amount of energy and/or power demand used by the customer shall be as determined from the register on the utility's meter at the customer's point of delivery. A reasonable estimate of the amount of energy and/or power demand may be made by the utility in the event a meter is found with the seal broken, the utility's meter fails, utility personnel are unable to obtain actual meter registrations, or as otherwise agreed by the customer and the utility. Estimates shall be based on the pattern of the customer's prior consumption, or on an estimate of the customer's electric load where no billing history exists.

- (b) *Unmetered customers.* Bills shall be determined and rendered as provided in the customer's special contract.