

RULE NO. 16

CUSTOMER RESPONSIBILITIES

A. METER INSTALLATIONS

All meters and facilities furnished by Company, at its expense, and installed within the Customer's premises shall be, and remain, the property of Company, and may be removed by Company upon discontinuance of service. The Customer shall provide space for, and exercise proper care to protect, Company's property on their premises, and shall not break the Company's meter seals. If the Company's meter seals are broken, the Customer of record will be assessed a tampering charge, as set forth in Rule 12.F. In the event of loss or damage to Company's property, arising from neglect, carelessness or misuse by the Customer, the cost of necessary repairs or replacements shall be paid by the Customer.

Where electricity is furnished for EV charging, a customer may use electric vehicle service equipment (EVSE) as a submeter to measure EV charge load, and ancillary EV charge service (i.e., demand response, vehicle-grid integration, etc.). All EVSE used for submetering purposes must meet the requirements established in the Plug-in Electric Vehicle Submetering Protocol.

B. CUSTOMER FACILITIES

The Customer shall install and maintain all wiring and equipment beyond the point of delivery except for the Company's metering equipment, and except under conditions specified by Company in writing or conditions set forth in Rule 17 hereof.

The Customer's wiring and meter base and entrance facilities must be installed and maintained by the Customer in conformity with applicable municipal or state requirements and to accepted modern standards required by the National Electrical Safety Code and the National Electrical Code; and if an affidavit or certificate of inspection is required by law, the same must be furnished before service is connected. Company may disconnect service or refuse to connect service when the Customer's wiring or facilities are in Company's judgment unsafe or hazardous to the Customer or others.

C. CUSTOMER RESPONSIBILITY FOR EQUIPMENT

The Customer shall, at its own sole risk and expense, furnish, install, inspect and keep in good and safe condition all electrical wires, lines, and assume protection for machinery and apparatus of any kind or character which may be required for: (1) receiving electric energy from the lines of Company regardless of the location of the transformers, meters or other equipment of Company, and (2) applying and utilizing such energy, including all necessary protective appliances and suitable housing therefore. The Customer shall hold Company harmless from and indemnify it for any and all liabilities, actions or claims for injury, loss or damage to persons or property arising from or related to the transmission or delivery of electric energy over or through wires, lines or equipment owned or leased by the Customer, regardless of the place where such electric energy may be transformed or metered.

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RULE NO. 16 (Continued)

CUSTOMER RESPONSIBILITIES

D. CUSTOMER'S RESPONSIBILITY FOR SAFETY

The Customer shall comply with all Federal, State and local laws and regulations, as well as all applicable laws of negligence concerning all activities in the vicinity of Company's electrical wires, lines and equipment whether on the Customer's premises or used to deliver electricity from the generating facilities to his premises. The Customer shall comply with such laws and regulations to protect self, family, employees, Company and all third parties from injury, loss or damage. The Customer shall hold Company harmless from and indemnify it for that portion of any and all actions, claims or liabilities for injury, loss or damage to persons or property, including costs and attorneys' fees, both at trial and on appeal, which arises from, is caused by or is contributed to by the Customer's violation of such laws or regulations, excepting only such injury, loss or damage as may be caused solely by the fault or negligence of Company. If Company serves the Customer by means of primary voltage or transmission voltage circuits on the Customer's premises or if the Customer resells power and energy furnished by Company, Company may require the Customer to obtain and retain insurance coverage which Company deems adequate to satisfy the duty of indemnification described in this Tariff.

E. COMPANY ACCESS TO CUSTOMER PREMISES

The Customer shall permit access by the Company's representatives at all hours to maintain electric distribution facilities on the Customer's premises. Customers shall also provide Company with regular, safe and unobstructed access to the meter for the purpose of meter reading.

F. COMPANY ACCESS TO CUSTOMER PREMISES FOR VEGETATION MANAGEMENT

The Customer shall permit Company representatives to access the Customer's premises for vegetation management activities necessary to avoid interference with the Company's lines and to protect public safety. If the Customer refuses access to such Customer's premises for vegetation management activities, the Company shall have the right to discontinue service, subject to the following conditions:

1. The authority to discontinue service is limited to situations where there is a breach of the minimum vegetation clearances for power lines required by General Order 95, Rule 35, Table 1, Case 13 and 14;
2. The authority to discontinue service to Customers who obstruct vegetation management activities does not extend to Customers that are state and local governments and agencies;
3. The authority to discontinue service is limited to one meter serving the Customer's primary residence, or if the Customer is a business entity, the entity's primary place of business. This one meter is in addition to discontinuing service, if necessary for public safety, at the location of the vegetation-related fire hazard;
4. Prior to discontinuing service for vegetation hazards that do not pose an immediate threat to public safety, the Company shall follow the procedures and notice requirements for discontinuance of service for non-payments outlined in Rule 11;

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RULE NO. 16 (Continued)

CUSTOMER RESPONSIBILITIES

F. COMPANY ACCESS TO CUSTOMER PREMISES FOR VEGETATION MANAGEMENT (Continued)

- 5. For vegetation hazards that pose an immediate threat to public safety, the Company may discontinue service to the obstructing Customer's residence or primary place of business at any time without prior notice, except when the Customer receives service under a medial baseline allowance. If the Company determines that the vegetation hazard requires the immediate disconnection of a medical baseline Customer, the Company shall attempt to contact the Customer by telephone prior to the disconnection.
- 6. If power is disconnected without prior notice, the Company will:
 - a. Attempt to contact the Customer for five consecutive business days by daily visits to the Customer's residence or primary place of business, and
 - b. Send a written notice to the Customer advising why the service was disconnected and what needs to be done before service can be restored.

G. LIABILITY

Company's liability will cease at the point of delivery and the use of electric service beyond said point is at risk of the Customer.

H. CUSTOMER'S LOAD AND OPERATIONS

Customer shall provide devices adequate to protect his equipment from high and low voltage, and from overload, and from the effects of "single phasing" of a three-phase delivery, and shall make no material addition to, or change in, his electrical facilities without Company's agreement that the additional or changed load is of such a size and has such characteristics that service can be furnished without detriment to other Customers or damage to Company's facilities. Customer shall provide the necessary control equipment which will, to Company's satisfaction, eliminate excessive starting current or undesirable voltage fluctuations on Company's circuits.

I. MOTOR PROTECTION AND EQUIPMENT

Customer's motor equipment must conform with the following requirements:

- 1. Motors that cannot be safely subjected to full rated voltage on starting, or that drive machinery of such a nature that the machinery itself, or the product it handles, will not permit the motor to resume normal speed upon the restoration of normal supply voltage or creates a hazard if unexpectedly started, shall be equipped with devices that will disconnect them from the line upon failure of supply voltage and will prevent the automatic reconnection of the motors upon restoration of normal supply voltage. It is also recommended that such devices be provided with suitable time delay relays.
- 2. All motors of 1 horsepower or larger shall be equipped with thermal relays, fuses or overcurrent interrupting devices automatically controlled to disconnect such motors from the line as a protection against damage due to overheating. In case of three-phase motors, such overcurrent devices shall be installed in all three-phase conductors in accordance with the National Electric Code or California Administrative Code Title 24.

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RULE NO. 16 (Continued)

CUSTOMER RESPONSIBILITIES

I. MOTOR PROTECTION AND EQUIPMENT (Continued)

3. Three-phase motors driving elevators, hoists, tramways, cranes, conveyors, or other equipment, which would create hazard to life in the event of uncontrolled reversal of motor rotation, shall be provided with reverse-phase and open-phase protection to disconnect the motors from the line in the event of phase reversal or loss of one phase.

J. MOTOR STARTING OR FLUCTUATING LOADS

The Company may require the use of special equipment or motor design to limit starting or surge currents to acceptable values. The Company may also require that the Customer control the timing or frequency of starts or surges.

K. WORK PERFORMED AT CUSTOMER'S REQUEST

1. Trouble Call Charge

A charge as listed in Schedule No. 300 may be collected whenever a Customer requests a trouble call and service failure is found to be in Customer's facilities.

2. Other Work At Customer's Request

For work which a Customer requests the Company to perform, and remuneration is not given in the Electric Service Schedules or addressed or referenced in these Regulations, the Company may collect a charge specified in Schedule No. 300 when it performs work at the Customer's request.

L. CHANGE IN CUSTOMER'S SERVICE OR EQUIPMENT

Before making any material change in the size, character or extent of the utilizing equipment or operations for which the Company is supplying electric service Customers shall give the Company notice of the extent and nature of the change.

M. AVAILABILITY OF FACILITIES

The Company shall not be required to maintain facilities in place or to continue the availability of facilities installed for Consumer's service when:

1. Facilities have not been utilized to provide service in accordance with an application for service for a period of 12 consecutive months; or
2. When such service is not furnished in accordance with contract provisions set forth in this Tariff.

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