825 NE Multnomah Street, Suite 2000 Portland, Oregon 97232



December 21, 2023

# VIA ELECTRONIC FILING

Kathy Hunter Acting Executive Director and Secretary Washington Utilities and Transportation Commission 621 Woodland Square Loop SE Lacey, WA 98503

# RE: Advice 23-06—Rule 14—General Rules and Regulations—Line Extensions

In accordance with RCW 80.28.050 and WAC 480-80-121, PacifiCorp d/b/a Pacific Power & Light Company (PacifiCorp or Company) submits the following revised tariff sheet applicable to PacifiCorp's electric service in the state of Washington. The Company respectfully requests an effective date of February 23, 2024.

The changes requested in this filing are to limit the Line Extension Allowance for customers requesting service at or above 46,000 volts or with loads greater than or equal to 25,000 kilowatts (kW). Revisions to the affected tariff sheets are enclosed for filing as Attachment B, and include:

First Revision of Sheet No. R14.1	Rule No. 14	Line Extensions
First Revision of Sheet No. R14.5	Rule No. 14	Line Extensions
First Revision of Sheet No. R14.6	Rule No. 14	Line Extensions
First Revision of Sheet No. R14.7	Rule No. 14	Line Extensions
First Revision of Sheet No. R14.8	Rule No. 14	Line Extensions
Second Revision of Schedule 300	Schedule 300	Charges as Defined by the Rules and Regulations

PacifiCorp is increasingly receiving service requests from large customers, such as data center owners and developers, for tens to hundreds of megawatts of load. The load size of these customers makes them uniquely difficult to plan for, and singularly risky to serve. If a customer's load never fully ramps to their anticipated total capacity or if they only receive service for a short period of time, there is no reasonable assurance that a new customer will assume the significant unused capacity left behind by these very large customers. Under these circumstances, the current tariff structure leaves a risk for other customers to bear the cost burden of expensive infrastructure improvements in rates without any offsetting revenue from

the very large customers the infrastructure improvements were constructed to serve. Large customers and customers taking service at high voltages require very large Line Extension investments to connect to PacifiCorp's system, including substation upgrades and radial transmission facilities. If a customer's anticipated load does not materialize, the current tariff structure presents a risk that the Company's other customers will be left to bear the costs of expensive infrastructure without offsetting revenue from the customer for whom the infrastructure was constructed. To mitigate this risk, the Company proposes tariff changes to limit the Extension Allowance to nonresidential customers requiring more than 25,000 kW or taking service at or above 46,000 volts to the cost of metering equipment necessary to measure the Customer's usage.

If the Company's proposed changes to Rule 14 are approved by the Commission, each Customer with an executed master electric service agreement ("MESA") with the Company prior to the effective date of the tariff changes would receive an Extension Allowance in accordance with the terms of the executed MESA. For Customers that have previously received a written Extension Allowance estimate under the current provisions of Rule 14, the Company proposes to allow these Customers six months from the effective date of the Company's revised tariff to execute a MESA with the Company using the Allowance included in the written estimate. Subsequent load requests would be subject to the provisions of the revised tariff once approved by the Commission.

These changes, if approved by the Commission, would create greater uniformity between the Company's tariff policies in Washington and the other five states that it serves. PacifiCorp currently limits the Extension Allowance to the cost of metering for transmission-voltage customers in all other states within its service territory. The Company has recently obtained approval for similar provisions to its tariffs in Utah, Wyoming, and Oregon to limit allowances to customers with large loads. The Company has submitted applications to make this change to limit allowances for customers with large loads in its California and Idaho service territories as well, and these applications are currently under consideration by the respective state commissions.

An explanation of each proposed modification to the tariff language to effectuate the reduction to customer allowances proposed in this filing is provided as follows.

# Rule 14, Line Extensions

I(D). CONDITIONS AND DEFINITIONS, Extension Allowance

The Company is recommending a change to this subsection to clarify that Allowances for customers will depend on total load size and service voltage, in addition to customer service classification. To this end, the italicized language below was added to amend the second sentence of this subsection as follows:

The portion will vary with the class of service that the Applicant requests, *the Applicant's service voltage, and the Applicant's total load request,* and shall not exceed the Extension Costs.

Unifying all sections of the Line Extension Regulation pertaining to customer Allowances removes ambiguity from the regulation.

# III.A. NONRESIDENTIAL EXTENSIONS, Extension Allowances – Delivery at Transmission Voltage

The Company is recommending the addition of this subsection to limit the Line Extension allowance granted to customers requesting service at 46,000 volts or above.

# (A) <u>EXTENSION ALLOWANCES – DELIVERY AT TRANSMISSION VOLTAGE:</u>

The Company will grant Consumers taking service at 46,000 volts or above an Extension Allowance of the metering necessary to measure the Consumer's usage. Applicants who have been provided a written Line Extension Allowance estimate dated prior to December 21, 2023, shall be granted an Extension Allowance equal to two times the estimated annual revenue which the Applicant is expected to pay the Company in a year of normal operations under cost-based service, provided there are no material changes or updates to the Applicant's service request, and the Applicant enters into a written Line Extension agreement with the Company no later than August 23, 2024.

Other than the Allowance, Consumers taking delivery at transmission voltage are subject to the same line Extension provisions as a Consumer requiring more than 1,000 kW who takes service at less than 46,000 volts.

# III.B. NONRESIDENTIAL EXTENSIONS, Extension Allowances – Delivery at Secondary or Primary Voltage

The Company is recommending several modifications to this subsection to limit the Line Extension allowance granted to customers requiring 25,000 kW or more. The first recommended modification is to III.B.2., formerly III.A.2., to limit customer provisions that were previously applicable to all customers requiring more than 1,000 kW to only apply to customers requiring over 1,000 kW but less than 25,000 kW. The following language was added to the beginning of this subsection, italicized below:

2. OVER 1,000 KW *AND LESS THAN 25,000 KW* The Company will grant Nonresidential Applicants requiring more 1,000 kW or greater, *but less than 25,000 kW*, an Extension Allowance equal to two times the estimated annual revenue the Applicant will pay the Company.

Following this change to the language of III.B.2., the Company recommends adding a new subsection III.B.3. to address provisions specific to customers requiring over 25,000 kW. The proposed new section would read as follows:

# *3. 25,000 KW OR GREATER:*

The Company will grant Nonresidential Applicants requiring 25,000 kW or more an Extension Allowance of the metering necessary to measure the

> Customer's usage. Applicants who have been provided a written Line Extension Allowance estimate dated prior to December 21, 2023, shall be granted an Extension Allowance equal to two times the estimated annual revenue which the Applicant is expected to pay the Company in a year of normal operations under cost-based service, provided there are no material changes or updates to the Applicant's service request, and the Applicant enters into a written Line Extension agreement with the Company no later than August 23, 2024.

Apart from the Extension Allowance, the Customer is subject to the same Extension provisions as a customer requiring more than 1,000 kW.

If this change is approved by the Commission, the subsection previously titled III.A.3. addressing Remote Service would become subsection III.B.4., the subsection addressing Seasonal Service would become III.B.5., and the subsection addressing Street Lighting would become III.B.6. The Company recommends adding an additional section, III.B.7., to clarify the Allowance provided to existing customers requesting additional capacity.

# 7. ADDITIONAL CAPACITY:

The Extension Allowance for Customers where it is necessary for the Company to increase the capacity of their facilities to serve the Customer's additional load is calculated on the increase in revenue estimated to occur as a result of the additional load. The Extension Allowance for Additional Capacity is subject to the same provisions of new line extensions, according to Customer service voltage, total load size, and permanency.

# Schedule 300, Charges as Defined by the Rules and Regulations

To create consistency in the tariff, the Company also proposes to update the voltage threshold used to differentiate between transmission- and distribution-voltage facilities from 69,000 volts to 46,000 volts for the purpose of calculating facilities charges in Schedule 300. 46,000 volts was used by the Company in its proposed tariff in the most recent general rate case for transmission-voltage pricing. The proposed change to Schedule 300 is as follows:

<u>Rule No.</u>	Sheet No.	Description	Charge
14	R14-2	<u>Facilities Charges:</u> On Facilities at Less than <i>46</i> ,000 Volts Installed at Customer's expense Installed at Company's expense For Facilities at and above <i>46</i> ,000 Volts	0.5% per month 1.2% per month
		Installed at Customer's expense Installed at Company's expense	0.2% per month 0.9% per month

This is the final material change recommended by the Company to effectuate the change to limit the Line Extension allowance provided to customers requiring more than 25,000 kW or service at or above 46,000 volts to the cost of metering equipment necessary to measure the Customer's usage.

PacifiCorp respectfully requests that all data requests regarding this matter be addressed to:

By e-mail (preferred): <u>datarequest@pacificorp.com</u>

Please direct informal questions to Ariel Son, Regulatory Affairs Manager, at (503) 813-5410.

Sincerely,

/s/ Matthew McVee Vice President, Regulation Policy and Operation PacifiCorp 825 NE Multnomah Street, Suite 2000 Portland, OR 97232 (503) 813-5585 Matthew.Mcvee@PacifiCorp.com

Enclosure

Attachment A: List of Proposed Tariff Sheets Attachment B: Proposed Tariff Sheets

23-06-PAC-Attach-A-12-21-23.pdf 23-06-PAC-Attach-B-12-21-23.pdf The proposed tariff sheets to be revised in PacifiCorp dba Pacific Power & Light Company's currently effective Tariff WN U-76 are designated as follows:

First Revision of Sheet No. R14.1	Rule No. 14	Line Extensions
First Revision of Sheet No. R14.5	Rule No. 14	Line Extensions
First Revision of Sheet No. R14.6	Rule No. 14	Line Extensions
First Revision of Sheet No. R14.7	Rule No. 14	Line Extensions
First Revision of Sheet No. R14.8	Rule No. 14	Line Extensions
Second Revision of Schedule 300	Schedule 300	Charges as Defined by the Rules and Regulations



First Revision of Sheet No. R14.1 Canceling Original Sheet No. R14.1

# Rule 14 GENERAL RULES AND REGULATIONS—LINE EXTENSIONS

### I. CONDITIONS AND DEFINITIONS:

#### A. <u>CONTRACTS:</u>

Before Building an Extension, the Company may require the Applicant to sign a contract. Where a tenant occupies the service location, the Company may require the property owner to sign the contract.

### B. <u>CONTRACT MINIMUM BILLING:</u>

The Contract Minimum Billing is the greater of: (1) the customer's monthly bill; or (2) 80% of the customer's monthly bill plus the Facilities Charges. Customers on a seasonal rate receive an annual Contract Minimum Billing of the greater of: (1) the customer's annual bill; or (2) 80% of the customer's annual bill plus the Annual Facilities Charge. The Annual Facilities Charge is 12 times the Facilities Charges. Contract Minimum Billings begin on the date service is first made available by the Company, unless a later date is mutually agreed upon. The Applicant or subsequent customer(s) shall pay the Contract Minimum Billing as specified by this Rule.

### C. ENGINEERING COSTS:

The Company includes designing, engineering and estimating in its Extension Costs. The Company will provide these services at no charge unless, in the Company's judgment, it determines the extension is large, complex or speculative.

For large, complex or speculative Extensions, the Applicant or customer must advance the Company's estimated Engineering Costs, but not less than \$200. The Company will apply this advance payment to its Extension Costs. If the Extension Allowance exceeds the Extension Costs, the Company will refund the excess up to the amount of the Applicant's or customer's advance.

If Applicant or customer requests changes that require additional estimates, they must advance the Company's estimated Engineering Costs, but not less than \$200 for each additional estimate. The Company will not refund or credit these payments.

### D. EXTENSION ALLOWANCE:

The Extension Allowance is the portion of the Extension that the Company may provide, or allow, without cost to the Applicant. The portion will vary with the class of service that the Applicant requests, the Applicant's service voltage, and the Applicant's total load request, and shall not exceed the Extension Cost. The Extension Allowance does not include additional costs resulting from: additional voltages; duplicate facilities; additional points of delivery; or any other Applicant requested facilities that add to, or substitute for, the Company's standard construction methods or preferred route. The Extension Allowance is not available to Customers receiving electric service under special pricing contracts.

Company meters, and any associated current and voltage transformers, required to determine a customer's usage for billing of electric service in accordance with the Company's filed tariff are provided at no cost to the customer. These meters are provided in addition to any applicable Extension Allowance.

(continued)

**Issued:** December 21, 2023 **Advice No.** 23-06 Effective: February 23, 2024

### Issued By PacifiCorp d/b/a Pacific Power & Light Company

By: \_\_\_\_\_\_Matthew McVee

Title: Vice President, Regulation



First Revision of Sheet No. R14.5 Canceling Original Sheet No. R14.5

# Rule 14 **GENERAL RULES AND REGULATIONS—LINE EXTENSIONS**

#### II. **RESIDENTIAL EXTENSIONS:** (continued)

F. UNDERGROUND EXTENSIONS:

The Company will construct an Extension underground when requested by the Applicant or if required by local ordinance or conditions. The Applicant must pay for the conversion of any existing overhead facilities to underground, under the terms of Section VI of this Rule. The Applicant may provide trenching and backfilling, imported backfill material, conduits, and equipment foundations that the Company requires for the Extension. If the Applicant requests, the Company will provide these items at the Applicant's expense, less any allowance not otherwise utilized in providing electrical equipment and conductors to serve the Applicant.

#### III. NONRESIDENTIAL EXTENSIONS:

#### Α. EXTENSION ALLOWANCES - DELIVERY AT TRANSMISSION VOLTAGE:

The Company will grant Consumers taking service at 46,000 volts or above an Extension Allowance of the metering necessary to measure the Consumer's usage. Applicants who have been provided a written Line Extension Allowance estimate dated prior to December 21, 2023, shall be granted an Extension Allowance equal to two times the estimated annual revenue which the Applicant is expected to pay the Company in a year of normal operations under cost-based service, provided there are no material changes or updates to the Applicant's service request, and the Applicant enters into a written Line Extension agreement with the Company no later than August 23, 2024.

Other than the Allowance, Consumers taking delivery at transmission voltage are subject to the same line Extension provisions as a Consumer requiring more than 1,000 kW who takes service at less than 46,000 volts.

#### Β. EXTENSION ALLOWANCES - DELIVERY AT SECONDARY OR PRIMARY VOLTAGE:

(N) (T)(C)

(N)

1. LESS THAN 1,000 KW:

The Company will grant Nonresidential Applicants requiring less than 1,000 kW an Extension Allowance equal to two times the estimated annual revenue the Applicant will pay the Company. The Applicant must advance the costs exceeding the Extension Allowance prior to the start of construction.

The Company may require the Customer to pay a Contract Minimum Billing for five years.

2. 1,000 KW OR GREATER, BUT LESS THAN 25,000 KW:

(C) The Company will grant Nonresidential Applicants requiring 1,000 kW or greater, but less (N) than 25,000 kW, an Extension Allowance equal to two times the estimated annual (N) revenue the Applicant will pay the Company. The Applicant must advance the costs exceeding the Extension Allowance. Fifty percent of the advance is due when the contract is executed with the remaining balance due upon completion of the Extension.

The Customer must pay a Contract Minimum Billing for 10 years from the date service is taken.

(K) to pg. 6 (continued) **Issued:** December 21, 2023 Effective: February 23, 2024 Advice No. 23-06 Issued By PacifiCorp d/b/a Pacific Power & Light Company

Matthew McVee Bv: -



First Revision of Sheet No. R14.6 Canceling Original Sheet No. R14.6

# Rule 14 GENERAL RULES AND REGULATIONS—LINE EXTENSIONS

III.	III. NONRESIDENTIAL EXTENSIONS: (continued)			
B.	<u>EXTE</u> (contin 2.	NSION ALLOWANCES – DELIVERY AT SECONDARY OR PRIMARY VOLTAGE: nued) <u>1,000 KW OR GREATER, BUT LESS THAN 25,000 KW: (continued)</u> If service is terminated within the first 10 years, the Customer must pay a termination charge equal to the Extension Allowance less 1/10th of the allowance for each year service was taken.	(M) from pg. 5	
	3.	25,000 KW OR GREATER: The Company will grant Nonresidential Applicants requiring 25,000 kW or more an Extension Allowance of the metering necessary to measure the Customer's usage. Applicants who have been provided a written Line Extension Allowance estimate dated prior to December 21, 2023, shall be granted an Extension Allowance equal to two times the estimated annual revenue which the Applicant is expected to pay the Company in a year of normal operations under cost-based service, provided there are no material changes or updates to the Applicant's service request, and the Applicant enters into a written Line Extension agreement with the Company no later than August 23, 2024.	(N)	
		Apart from the Extension Allowance, the Customer is subject to the same Extension provisions as a customer requiring more than 1,000 kW.	(N)	
	4.	REMOTE SERVICE: The Company will grant Applicants for Remote Service requiring less than 25,000 kW and taking service at less than 46,000 volts an Extension Allowance equal to two times the estimated annual revenue the Applicant will pay the Company. The Applicant must advance the costs exceeding the Extension Allowance prior to the start of construction. The Applicant must also pay a Contract Minimum Billing for as long as service is taken, but in no case less than five years.	(T)(M) from pg. 5 (N) (N)   (M)	
	5.	SEASONAL SERVICE (INCLUDING FROST PROTECTION SERVICE): The Company will grant Applicants for Seasonal Service requiring less than 25,000 kW and taking service at less than 46,000 volts an Extension Allowance equal to two times the estimated annual revenue the Applicant will pay the Company. The Applicant must advance the costs exceeding the Extension Allowance prior to the start of construction. The Applicant must also pay an annual Contract Minimum Billing in November of each year, for as long as service is taken, but in no case less than five years. However, Customers on Agricultural Pumping Schedules shall pay an annual Contract Minimum Billing in November of each year, for only five years.	(T) (N) (N)	
	6.	<u>STREET LIGHTING:</u> The Extension Allowance to streetlights taking service under Rate Schedules 51 or 53 is equal to five times the annual revenue from the lights to be added. The Applicant must advance costs exceeding the Extension Allowance prior to the lights being added.	(T)	
			(K) to pg. 7	

(continued)

Effective: February 23, 2024

# Issued By PacifiCorp d/b/a Pacific Power & Light Company

By: \_\_\_\_\_\_ Matthew McVee

Title: Vice President, Regulation



First Revision of Sheet No. R14.7 Canceling Original Sheet No. R14.7

# Rule 14

# **GENERAL RULES AND REGULATIONS—LINE EXTENSIONS**

#### III. <u>NONRESIDENTIAL EXTENSIONS:</u> (continued) B. EXTENSION ALLOWANCES – DELIVERY AT S

EXTENSION ALLOWANCES – DELIVERY AT SECONDARY OR PRIMARY VOLTAGE: (continued)

7. <u>ADDITIONAL CAPACITY:</u> (N) The Extension Allowance for Customers where it is necessary for the Company to increase the capacity of their facilities to serve the Customer's additional load is calculated on the increase in revenue estimated to occur as a result of the additional load. The Extension Allowance for Additional Capacity is subject to the same provisions of new line extensions, according to Customer service voltage, total load size, and permanency. (N)

#### C. <u>ADDITIONAL CUSTOMERS, ADVANCES AND REFUNDS:</u> 1. INITIAL CUSTOMER – LESS THAN 1,000 KW:

- <u>INITIAL CUSTOMER LESS THAN 1,000 KW:</u> Refunds are subject to the provisions of Section I.H. Refunds are computed based on 25% of the cost of the shared facilities.
- <u>INITIAL CUSTOMER 1,000 KW OR GREATER:</u> Refunds are subject to the provisions of section I.H. Refunds are computed on a proportionate share basis.

Proportionate Share =  $(A + B) \times C$ 

Where:

A = [Shared footage of line] x [Average cost per foot of the line]

B = Cost of the other shared distribution equipment, if applicable

C = [New additional connected load]/[Total connected load]

# 3. ADJUSTMENT OF CONTRACT MINIMUM BILLING:

The Facilities Charges of Customers that receive refunds are reduced by the Facilities Charge amount associated with the refund and are allocated to the Applicant paying the refund.

# D. UNDERGROUND EXTENSIONS:

The Company will construct Extensions underground when requested by the Applicant or if required by local ordinance or conditions. The Applicant must pay for the conversion of any existing overhead facilities to underground, under the terms of Section VI of this Rule. The Applicant may provide trenching and backfilling, imported backfill material, conduits, and equipment foundations that the Company requires for the Extension. If the Applicant requests, the Company will provide these items at the Applicant's expense, less any allowance not otherwise utilized in providing electrical equipment and conductors to serve the Applicant.

# E. <u>STREET LIGHTING:</u>

The Extension Allowance to streetlights taking service under rate schedules 51 or 53 or 54 is equal to five times the annual revenue from the lights to be added. The Applicant must provide a non-refundable advance for costs exceeding the Extension Allowance prior to the lights being added. Facilities charges and Contract Minimum Billings do not apply to streetlights.

**Issued:** December 21, 2023 **Advice No.** 23-06 (continued)

(K) to pg. 8

# Issued by PacifiCorp d/b/a Pacific Power & Light Company

By: \_\_\_\_\_\_ Matthew McVee

Effective: February 23, 2024

(M) from pg. 6

(M)



First Revision of Sheet No. R14.8 Canceling Original Sheet No. R14.8

# Rule 14 GENERAL RULES AND REGULATIONS—LINE EXTENSIONS

### IV. EXTENSIONS TO PLANNED DEVELOPMENTS:

#### A. <u>GENERAL:</u>

Planned Developments, including subdivisions and mobile home parks, are areas where groups of buildings or dwellings may be constructed at or about the same time. The Company will install facilities in developments before there are actual Applicants for service under the terms of a written contract.

### B. <u>ALLOWANCES AND ADVANCES:</u>

For Nonresidential developments the Developer must pay a non-refundable advance equal to the Company's estimated installed costs to make primary service available to each lot.

For Residential developments the Company will provide the Developer an Extension Allowance of \$2,700 for each lot. The Developer must pay a non-refundable advance for all other costs to make secondary voltage service available to each lot. No Extension Allowance will be provided to the Developer for lots without secondary voltage service to the lot line.

For both Nonresidential and Residential developments the Company may require the Developer to pay for facilities to provide additional service reliability or for future development.

### C. <u>REFUNDS:</u>

Refunds are subject to the provisions of section I.H. Refunds and computed based on 25% of the cost of the shared facilities.

### D. <u>UNDERGROUND EXTENSIONS</u>:

The Company will construct Extensions underground when requested by the Developer or required by local ordinances or conditions. The Developer must pay for the conversion of any existing overhead facilities to underground, under the terms of Section VI of this Rule. The Developer may provide trenching and back filling, imported backfill material, conduits, and equipment foundations that the Company requires for the development. If the Developer requests, the Company will provide these items at the Developer's expense, less any allowance not otherwise utilized in providing electrical equipment and conductors to serve the Developer.

### V. EXTENSION EXCEPTIONS:

### A. <u>APPLICANT BUILT EXTENSIONS:</u>

1. GENERAL:

An Applicant may contract with someone other than the Company to build an Extension. The following circumstances, however, are not an option for Applicant Built Line Extensions: relocations, conversions from overhead to underground, going from single phase to three-phase, or increasing the capacity of facilities. The Applicant must contract with the Company before starting construction of an Applicant Built Line Extension. When the Applicant has completed construction of the Line Extension and the Company approves it, the Company will connect it to the Company's facilities and assume ownership.

**Issued:** December 21, 2023 **Advice No.** 23-06 (continued)

Effective: February 23, 2024

### Issued By PacifiCorp d/b/a Pacific Power & Light Company

By: \_\_\_\_\_\_ Matthew McVee

Title: Vice President, Regulation

(M)

(M) from pg. 7



Second Revision of Sheet No. 300.3 Canceling First Revision of Sheet No. 300.3

# Schedule 300 CHARGES AS DEFINED BY THE RULES AND REGULATIONS

SERVICE CHARGES: (Continued)

<u>Rule</u> <u>No.</u>	Sheet No.	Description	Charge	
10. 10	R10.4	Paperless Billing Credit	-\$0.50	
	R10.4	Autopay Credit (Pilot)	-\$1.00	
11D	R11D.5	Reconnection Charge: Monday through Friday except holidays 8:00 A.M. to 4:00 P.M 4:00 P.M. to 7:00 P.M. Weekends and holidays 8:00 A.M. to 7:00 P.M.	\$25.00 \$50.00	
11D	R11D.5	Field Visit Charge:	\$75.00 \$15.00	
11D	R11D.5	Unauthorized Reconnection/Tampering Charge:	\$75.00	
14	R14-2	<u>Facilities Charges:</u> On Facilities at Less than 46,000 Volts Installed at Customer's expense Installed at Company's expense For Facilities at and above 46,000 Volts Installed at Customer's expense	0.5% per month 1.2% per month 0.2% per month	(C) (C)
14	R14-11	Installed at Company's expense <u>Temporary Service Charge:</u> Service Drop and Meter only	0.9% per month \$156.00	
25	R25.1	<u>Customer Guarantee Credit 1:</u> Restoring Supply After an Outage For each additional 12 hours	\$50.00 \$25.00	
25	R25.1	<u>Customer Guarantee Credit 2:</u> Appointments	\$50.00	
25	R25.2	Customer Guarantee Credit 3: Switching on Power	\$50.00	
25	R25.2	Customer Guarantee Credit 4: Estimates for New Supply	\$50.00	
25	R25.2	Customer Guarantee Credit 5: Responding to Bill Inquiries	\$50.00	
25	R25.2	Customer Guarantee Credit 6: Resolving Meter Problems	\$50.00	
25	R25.3	Customer Guarantee Credit 7: Notifying of Planned Interruptions	\$50.00	

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