

Interstate Power and Light Company

ELECTRIC TARIFF

Filed with the I. U. B.

Third Revised Sheet No. 205

ORIGINAL TARIFF NO. 1

Cancelling Second Revised Sheet No. 205

GENERAL RULES AND REGULATIONS FOR ELECTRIC SERVICE SUPPLYING ELECTRIC SERVICE

SECTION 4

4.01 SUPPLYING OF ELECTRIC SERVICE: Electric service will be supplied by Company under and pursuant to these General Rules and Regulations and any modifications or additions thereto lawfully made, and pursuant to such applicable rate schedules as from time to time may be lawfully fixed. Service will be supplied under an applicable rate schedule only at such point of delivery as may be adjacent to Company facilities of adequate and suitable capacity and voltage for the service desired.

4.02 CLASS OF SERVICE: The class or classes of electric service will be designated by Company and will depend on the location, size, type and other characteristics of the Customer's load requirements.

4.03 AVAILABILITY AND CHARACTERISTICS OF ELECTRIC SERVICE: All electric service will be supplied in the form of alternating current at primary and secondary voltages as available and as designated by Company except as otherwise may be provided in a service agreement.

4.03A Nominal secondary voltages, where available, are offered to the Customer under Company's standard rate schedules in accordance with ANSI standards.

4.03B Primary service is available under applicable rate schedules and service shall be provided at the primary voltage available.

4.04 EXTENSION OF ELECTRIC DISTRIBUTION SYSTEMS: Service will normally be supplied under an applicable rate schedule only at such point of delivery as may be adjacent to Company's facilities of adequate and suitable capacity and voltage for the service desired. When electric distribution systems are not readily available to the desired location of Customer, Company will make extension of its electric distribution system in accordance with the Section 11 of these General Rules and Regulations. [199--20.2(4)]

4.05 LOCATION OF CUSTOMER'S SERVICE ENTRANCE FACILITIES: The service entrance for all premises shall be located at a point designated by a Company representative. Customer, or Customer's authorized representative, shall contact Company and determine the location before any service entrance is installed.

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By: Mayuri Farlinger – Director, Operations IPL East

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4.06 CONSTRUCTION OF FACILITIES: Normally all transmission and distribution lines of Company will be of overhead construction. Company will install and maintain a set of service wires only when proper clearances, as established by the Iowa Electrical and National Electric Safety Codes, can be maintained, and only when the support at the point of delivery is adequate to meet such clearances. Customer shall provide and maintain a support on premises of sufficient strength for attachment of service wires. Underground distribution lines in a service area or on a Customer's premises will be made available pursuant to Section 11 of these General Rules and Regulations. However, Company reserves the right to place any transmission or distribution line underground where it is more economical for Company to do so.

4.07 COMPANY FACILITIES ON CUSTOMER PREMISES: Customer will supply and install a suitable device, where applicable, for the attachment of the service wires to premises. Customer will supply and install a suitable meter socket or box for Company's metering equipment. It is the Customer's responsibility to maintain and replace meter sockets that were originally supplied by Company or by Customer.

4.07A Customer shall without expense to Company provide and maintain on the premises at a location satisfactory to Company proper space for Company's transformer, metering equipment and appurtenances necessary to serve Customer.

4.07B Customers shall provide for the safekeeping of Company's meters and other equipment and shall reimburse Company for the cost of any alterations to Company's property necessitated by Customer and for any loss of or damage to Company's property located on Customer's premises unless such loss or damage is occasioned by Company's negligence or causes beyond the control of the Customer.

4.07C Details of Customer-furnished and Company-furnished equipment at the service entrance located on Customer's premises are contained in a booklet published by the Company entitled, "Electric Service Rules". [199--20.2(4)]

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4.08 OWNERSHIP OF FACILITIES: All facilities furnished and installed by Company on the premises of Customer for the supply of electric service to Customer shall remain the exclusive property of Company. All facilities on the premises of the Customer which are or become the property of Company shall be operated and maintained by and at the expense of Company and may be replaced or removed by Company when appropriate. [199--20.2(4)]

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4.09 SERVICE CONNECTIONS: All connections, permanent or temporary, between Company's lines and Customer's wiring shall be installed or removed only by authorized Company representatives.

4.09A For further details concerning service connections, see the Company's booklet entitled "Electric Service Rules." C

4.10 POINT OF DELIVERY: The point of delivery to Customer shall be established as follows:

4.10A Overhead service from an overhead distribution system. The point of delivery shall be the point where Company's service wires connect with Customer's service entrance or conductors on Customer's premises or other support furnished by Customer.

4.10B Underground service from an overhead distribution system. The point of delivery shall be at line-side terminals of the meter socket.

4.10C Underground service from an underground distribution system. In commercial or industrial applications, the point of delivery shall be the splicing block on the inside wall of Customer's premises or at the secondary terminals of the transformer or connection with Customer's switchgear. In residential applications, the point of delivery shall be at the line-side terminal of the meter socket serving Customer.

4.10D Other types of service. The point of delivery for other types of services covered by service agreement shall be determined in accordance with that agreement.

4.11 ELECTRIC SERVICE INFORMATION ON INSTALLATION OF CUSTOMER OWNED FACILITIES: All wiring and equipment on Customer's side of the point of delivery, except metering equipment, shall be furnished, installed and maintained at Customer's expense in a manner approved by the public authorities having jurisdiction over the same, the National Electrical Code in force at the time of installation, and in accordance with the requirements set forth by the Company.

4.11A The meter and associated instrument transformers shall be owned by the Company. The wiring between the instrument transformers and the meter shall be owned or controlled by the Company. [199--20.2(4)]

4.12 INSPECTIONS: Company does not inspect inside wiring except as it affects the service entrance, the meter location, or as it may jeopardize Company facilities and its service to others. No Company inspection shall be construed to impose any liability upon Company to Customer or any other person by reason thereof. Company shall not be liable for any injury, loss, or damage which may result in the use of, or defects in, Customer's wiring or equipment.

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4.13 RELOCATION OF COMPANY'S FACILITIES: When the Company is required by properly constituted governmental authority having jurisdiction to move or alter its existing distribution system or service wires, thereby necessitating a change in the location of Customer's service outlets at the point of delivery, Company will designate a new point of delivery. Customer shall be responsible for such relocation of Customer's facilities at Customer's own expense.

4.13A Company reserves the right to require Customer, or other entity to reimburse Company for any costs due to change in location of Company facilities or other apparatus made at the request of Customer or other entity. Reimbursement to Company for relocation of Company facilities made at the request of governmental units will be under the provisions of Rider GFR – Government Facilities Relocation. Rider GFR shall be applied in a manner which compliments but does not conflict with any applicable franchise agreement. In the case of a conflict between Rider GFR and an applicable franchise agreement, the franchise agreement shall supersede this rider. Such removal and relocation of Company's facilities and other equipment will be performed only by authorized Company representatives. T
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4.14 CHANGE IN TYPE OF SERVICE: If, in order to provide a more efficient distribution system to meet the increased demands of existing and proposed Customers in a service area, Company adopts a change in its primary distribution voltage and such change affects Customers now taking primary service from the old standard primary distribution system, the following rules will prevail: [199-20.4(22)]

4.14A Whenever such conversion is made in any area, the old standard primary distribution voltage will no longer be available to such Customers, and thereafter such Customers will be required to take service at either a secondary voltage or at the new primary voltage level.

4.14B At the time such a conversion is scheduled by Company which will affect a Customer taking primary service at the old standard primary distribution voltage, Company will notify Customer with respect to the expected date of conversion and will assist Customer:

4.14B(1) In determining the method of disposing of any substation equipment owned and used by Customer to accept service at the old standard primary voltage, and

4.14B(2) In the selection of the most advantageous rate then applicable.

4.14C If Customer does not wish to dispose of such substation equipment elsewhere, Company may purchase such substation equipment on a depreciated original cost basis, assuming a 30-year life for such facilities.

4.15 CONTINUITY OF SERVICE: Company will use all reasonable care and diligence to provide continuous service but does not assume responsibility for irregularities and interruptions of electric service, and it shall not be liable to Customer for any injury, loss, or damage resulting from the use of service or arising from the interruption or irregularity of electric service.

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4.16 INTERRUPTIONS OF SERVICE: Company shall make reasonable efforts to avoid interruptions of service but when interruptions occur, service shall be reestablished within the shortest time practicable, consistent with safety.

4.17 PLANNED INTERRUPTION OF SERVICE: Company shall have the right to suspend electric service to Customer under planned interruptions for temporary periods that may be necessary for the inspection, maintenance, alteration, change, replacement or repair of electric facilities or for the preservation or restoration of system operations. Whenever possible, planned interruptions shall be made at a time that will not cause unreasonable inconvenience to Customers and interruptions planned for longer than one hour will be preceded by adequate notice to those who will be affected. [199--20.7(11)]

4.17A Company shall have the right of selective interruption or restoration of service through the operation of protective system equipment or by any other means deemed by it necessary to preserve or restore the operational integrity of Company's interconnected system or any part thereof.

4.18 DISCONTINUANCE OF SERVICE:

4.18A Upon Customer's request: Provided Customer has fulfilled his or her contractual obligations, Company will disconnect service to residential Customers and non-residential general service Customers upon 2 days' written or verbal notice, excluding Saturdays, Sundays and holidays. Contractual Customers will be disconnected as per the terms of the contract. Contractual Customers are required to confirm promptly in writing any verbal requests for disconnection of service. Where such notice is not received by Company, Customer will be liable for service until final reading of the meter. Notice to discontinue service will not relieve a Customer from any minimum charge or guaranteed payment on any agreement or applicable rate. [199--20.2(4)]

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4.18B By Company, with notice: Company may discontinue its service to Customer upon written notice setting forth the reason for the notice and the final date by which the account is to be settled or specific action taken. The notice shall be considered rendered to the Customer when deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the notice shall be considered rendered when delivered to the last known address of the person responsible for payment for the service. [199--20.4(15)]

4.18C By Company, with notice: The date for refusal or disconnection of service shall be not less than 12 days after the notice is rendered. The date for refusal or disconnection of service for Customers on shorter billing intervals under Section 7.01 shall not be less than 24 hours after the notice is posted at the service premises. [199--20.4(15)]

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4.18 DISCONTINUANCE OF SERVICE: By Company, With Notice (continued)

4.18C(1) Notice of a pending disconnection will be issued and electric service refused or disconnected for violation of or noncompliance with the Company's rules and regulations on file with the Iowa Utilities Board.

4.18C(2) Notice of a pending disconnection will be issued and electric service refused or disconnected for failure of the Customer or prospective Customer to furnish the service equipment, permits, certificates or rights-of-way which are specified to be furnished, in the Company's rules filed with the Iowa Utilities Board, as conditions of obtaining service, or for the withdrawal of that same equipment or for the termination of those same permissions or rights, or for the failure of the Customer or prospective Customer to fulfill the contractual obligations imposed as conditions of obtaining service by any contract filed with and subject to the regulatory authority of the Iowa Utilities Board.

4.18C(3) Notice of a pending disconnection will be issued and electric service refused or disconnected for failure of the Customer to permit the Company reasonable access to its equipment. [199--20.4(15)]

4.18C(4) Notice of a pending disconnection will be rendered and electric service refused or disconnected for nonpayment of the electric bill or deposit except as limited by Section 4.19, provided the Company has made a reasonable attempt to effect collection. [199--20.4(15)]

4.18C(4)a Electric service may be refused or disconnected if the individual requesting service is either not creditworthy or is not able to establish satisfactory credit.

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4.18C(5) Notice of a pending disconnection will be rendered and electric service refused or disconnected for nonpayment of the electric bill or deposit except as limited by Section 4.19, provided the Company has given the Customer, and any other person or agency designated by the Customer, written notice that the Customer has at least 12 days in which to make settlement of the account, together with a written summary of the rights and responsibilities available to avoid disconnection. Customers billed more frequently than monthly pursuant to Section 7.01 shall be given posted written notice that they have 24 hours to make settlement of the account, together with a written summary of the rights and responsibilities available to avoid disconnection. All written notices will include a toll-free or collect telephone number where a qualified Company representative will be available to answer questions concerning disconnections. Each Company representative will provide his or her name to the caller, and will have immediate access to current, detailed information concerning the Customer's account and previous contacts with the Company. [199--20.4(15)]

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4.18 DISCONTINUANCE OF SERVICE - By Company, With Notice (continued)

4.18C(6) Notice of a pending disconnection will be rendered and electric service refused or disconnected for nonpayment of the electric bill or deposit except as limited by Section 4.19, provided the Company has when disconnecting service to a residence, made a diligent attempt to contact, by telephone or in person, the Customer responsible for payment for service to the residence to inform the Customer of the pending disconnection and his or her rights and responsibilities. If an attempt at personal or telephone contact of a Customer occupying a unit which the Company knows or should know is a rental unit has been unsuccessful, the landlord of the rental unit, if known, shall be contacted to determine if the Customer is still in occupancy and, if so, his or her present location. The landlord shall also be informed of the date when service may be disconnected. [199--20.4(15)]

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4.18C(6)a During the period November 1 to April 1, if the attempt fails, the premises will be posted with a notice informing the Customer of the pending disconnection and rights and responsibilities available to avoid disconnection at least one day prior to disconnection. If the disconnection will affect occupants of residential units leased from the Customer, the premises of any building known by the Company to contain residential units affected by disconnection must be posted, at least 2 days prior to disconnection, with a notice informing any occupants of the date when service will be disconnected and the reasons therefore.

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4.18C(7) Notice of a pending disconnection will be rendered and electric service refused or disconnected for nonpayment of the electric bill or deposit except as limited by Section 4.19, provided the Company has given the Customer a reasonable opportunity to dispute the reason for the disconnection and, if to the extent applicable, complied with each of the following:

4.18C(7)a Disputed bill. In the event there is a dispute concerning a bill for electric service, the Company may require the Customer to pay a sum of money equal to the amount of the undisputed portion of the bill pending settlement and thereby avoid discontinuance of service for nonpayment of the disputed bill for up to 45 days after the rendering of the bill. The 45 days shall be extended by up to 60 days if requested of the Company by the Iowa Utilities Board in the event Customer files a written complaint with the Board. [199--20.4(15)]

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4.18 DISCONTINUANCE OF SERVICE - By Company, With Notice (continued)

4.18C(7)b Reconnection. Disconnection of a residential Customer may take place only between the hours of 6 a.m. and 2 p.m. on a weekday and not on weekends or holidays. If a disconnected Customer makes payment or other arrangements during normal business hours, or by 7 p.m., all reasonable efforts shall be made to reconnect the Customer that day. If a disconnected Customer makes payment or other arrangements after 7 p.m., all reasonable efforts shall be made to reconnect the Customer not later than 11 a.m. the next day.

4.18C(7)c Severe Cold Weather. A disconnection may not take place where electricity is used as the only source of space heating or to control or operate the only space heating equipment at the residence, on any day when the National Weather Service forecast for the following 24 hours covering the area in which the residence is located includes a forecast that the temperature will be 20 degrees Fahrenheit or below. In any case where the Company has posted a disconnect notice as set forth in Section 4.18C(6) & 4.18C(6)a, but is precluded from disconnecting service because of a National Weather Service forecast, the Company may immediately proceed with appropriate disconnection procedures, without further notice, when the temperature in the area where the residence is located rises to above 20 degrees and is forecasted to be above 20 degrees for at least 24 hours, unless the Customer has paid in full the past due amount or is entitled to postponement of disconnection under some other provision of these rules and regulations. [199--20.4(15)]

4.18C(7)d Health of a resident. Disconnection of a residential Customer shall be postponed if the discontinuance of service would present an especial danger to the health of any permanent resident of the premises. An especial danger to health is indicated if one appears to be seriously impaired and may, because of mental or physical problems, be unable to manage their own resources, carry out activities of daily living or protect oneself from neglect or hazardous situations without assistance from others. Indicators of an especial danger to health include but are not limited to: age, infirmity, or mental incapacitation; serious illness; physical disability, including blindness and limited mobility; and any other factual circumstances which indicate a severe or hazardous health situation. The Company will require written verification of the especial danger to health by a physician or a public health official, including the name of the person endangered, a statement that the person is a resident of the premises in question, the name, business address, and telephone number of the certifying party, the nature of the health danger and approximately how long the danger will continue. Initial verification by the verifying party may be by telephone if written verification is forwarded to the Company within 5 days. [199--20.4(15)]

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4.18 DISCONTINUANCE OF SERVICE - By Company, With Notice (continued)

4.18C(7)d(1) Verification shall postpone disconnection for 30 days. In the event service is terminated within 14 days prior to verification of illness by or for a qualifying resident, service shall be restored to that residence if a proper verification is thereafter made in accordance with the foregoing provisions. The Customer must enter into a reasonable agreement for the retirement of the unpaid balance of the account within 30 days and keep the current account paid during the period that the unpaid balance is to be retired.

4.18C(7)e Reasonable payment agreement. Disconnection may not take place until after the Company has offered the Customer an opportunity to enter into a reasonable payment agreement pursuant to Section 8.05.

4.18C(7)f Winter energy assistance (November 1 through April 1). If the Company is informed that the Customer's household may qualify for energy assistance or weatherization funds, there shall be no disconnection of service for 30 days from the date of application to allow the Customer time to obtain assistance. Disconnection will not take place from November 1 through April 1 for a resident who is a head of household and who has been certified to the Company by the community action agency as eligible for either the low-income home energy assistance program or weatherization assistance program. [199--20.4(15)]

4.18C(7)g Deployment. If the Company is informed that one of the heads of household as defined in Iowa Code section 476.20 is a service member deployed for military service, as defined in Iowa Code section 29A.90, disconnection cannot take place at the residence during the deployment or prior to 90 days after the end of the deployment. [199—20.4(15)]

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4.18C(7)h Abnormal electric consumption. A Customer who is subject to disconnection for nonpayment of bill, and who has electric consumption which appears to the Customer to be abnormally high, may request the Company to provide assistance in identifying the factors contributing to this usage pattern and to suggest remedial measures. The Company will provide assistance by discussing patterns of electric usage which may be readily identifiable, suggesting that an energy audit be conducted, and identifying sources of energy conservation information and financial assistance which may be available to the Customer. [199--20.4(15)]

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4.18 DISCONTINUANCE OF SERVICE - (continued)

4.18D By Company, without notice - Company may discontinue its service to Customer, without notice, for any of the following reasons: [199--20.4(15)]

4.18D(1) If the condition or installation of any part of Customer's lines, apparatus or appliances is found to be dangerous to life, health or safety of any person.

4.18D(2) If Customer, or anyone on Customer's behalf uses equipment in such a manner as to adversely affect the Company's equipment or Company's service to others.

4.18D(3) If any electric consuming devices are connected on the line-side of Company's meter, or if connections or devices of any kind are found installed on the premises of Customer which would prevent the meter from registering the total amount of the electricity used.

4.18D(4) In the event Customer has tampered with or allowed anyone to tamper with equipment furnished and owned by Company. A broken or absent meter seal alone shall not constitute tampering.

4.18D(5) When ordered by municipal, state or governmental authority.

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4.18 DISCONTINUANCE OF SERVICE - By Company, Without Notice (continued)

4.18D(6) If Customer interferes with any Company employee attempting to service Company's equipment or fulfill the orders of appropriate governmental authorities.

4.18D(7) Where Company determines an interconnection with a qualifying facility defined in Section 16 is creating a safety hazard or is disrupting service to other Customers on Company's distribution system, the Company may disconnect the facility upon any of the conditions and provisions listed in IAC 199 – 15.10 and IAC 199 – 45.

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4.18D(8) In a state of an emergency, if necessary for safety reasons.

4.18D(9) In the event of unauthorized use.

4.18D(10) Notice of a pending disconnection will be issued and electric service refused or disconnected without the written 12 day notice, for failure of the Customer to comply with the terms of a payment agreement provided the refusal or disconnection is in compliance with the applicable provisions of Section 8.05C(1), and Section 4.18C.

4.19 NO DISCONTINUANCE OF SERVICE: Company shall not refuse service for any of the following: [199--20.4(16)]

4.19A Delinquency in payment for services by the previous occupant of the premises to be serviced.

4.19B Failure to pay for merchandise purchased from Company.

4.19C Failure to pay for different type or class of Company service.

4.19D Failure to pay the bill of another Customer as guarantor thereof.

4.19E Failure to pay the back bill due to under registration of meter.

4.19F Failure to pay a back bill rendered for undercharge as a result of incorrect reading of the meter, incorrect application of rate schedule, incorrect connection of the meter, or other similar reason.

4.19G Failure of a residential Customer to pay a deposit during the period from November 1 through April 1 for the location at which he or she has been receiving service.

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4.19 NO DISCONTINUANCE OF SERVICE: (continued)

4.19H Delinquency in payment for service by an occupant if the customer applying for service is credit worthy and able to satisfy any deposit requirements.

4.20 CUSTOMER RIGHTS AND RESPONSIBILITIES TO AVOID DISCONNECTION: A summary of a Customer's rights and responsibilities under the rules of the Iowa Utilities Board to avoid disconnection of utility service, shall be provided with the written notice of disconnection, when service disconnection is pending for nonpayment of a bill or a deposit. Customers rights and responsibilities to avoid disconnection are included in the Discontinuance of Service provisions of Section 4.18C.

4.21 RECONNECTING SERVICE: Company may impose a reconnection charge as a condition precedent to the restoration of electric service to a Customer whose electric service has been discontinued for any reason whatsoever, including discontinuance at the request of Customer (see Section 7.14 for charges).

4.22 LIABILITY OF COMPANY: Company shall not be considered in default of its service agreement and shall not be otherwise liable on account of any failure by Company to perform any obligation if prevented from fulfilling such obligation by reason of delivery delays, breakdown or damage to Company facilities, acts of God or the public enemy, strikes or other labor disturbances involving Company or Customer, or civil, military or governmental authority, or any other cause beyond the control of Company.

4.23 ATTACHMENT TO COMPANY'S FACILITIES: Except upon written prior consent of Company, no person shall attach anything of any kind or nature to the electric facilities of Company wherever located and Company reserves the right to remove forthwith and without notice any such unauthorized attachment to its facilities.

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