

# Terms and Conditions of Retail Electric Service

EFFECTIVE OCTOBER 31, 2018

YOU ARE HEREBY NOTIFIED THAT WHEN THIS ACCOUNT IS  
CLOSED, ANY CREDIT BALANCE UNDER \$1.00 IS RETAINED BY  
SANTEE COOPER AS A TERMINATION SERVICE CHARGE.

Revised April 2018

TABLE OF CONTENTS  
TERMS AND CONDITIONS

I. GENERAL ..... 1

(a) SCOPE..... 1

(b) AVAILABILITY ..... 1

(c) REVISION..... 1

(d) RATES..... 1

(e) FEE SCHEDULE..... 1

(f) RATE SCHEDULES..... 1

(g) AUTHORITY OF THE BOARD OF DIRECTORS / STATEMENTS BY AGENTS.....1

(h) NOTIFICATION AND DELIVERY ..... 1

(i) FORM AND METHOD OF PAYMENT..... 1

II. SERVICE LIMITATIONS ..... 1

(a) CHARACTER OF SERVICE..... 1

(b) SINGLE POINT OF DELIVERY..... 1

(c) COMPLIANCE WITH AVAILABILITY ..... 1

(d) LIMITATION OF LOADS ..... 1

(e) UNUSUAL CONDITIONS ..... 2

(f) INCREASED LOAD..... 2

III. SERVICE APPLICATIONS ..... 2

(a) METHOD OF APPLICATION..... 2

(b) APPLICATION FORMS AND AGREEMENTS..... 2

(c) SERVICE INFORMATION FROM SANTEE COOPER..... 2

(d) SELECTION OF APPLICABLE RATE SCHEDULES..... 2

(e) UNAUTHORIZED USE OR USE INCONSISTENT WITH THESE TERMS AND  
CONDITIONS..... 2

(l)	LIABILITY .....	5
(m)	CHANGES IN CUSTOMER'S SERVICE CONDITIONS.....	5
(n)	SAFETY CODE VIOLATIONS.....	5
(o)	SINGLE POINT OF SERVICE.....	5
(p)	TRANSIENT VOLTAGES.....	5
VI.	CUSTOMER'S INSTALLATION .....	5
(a)	INSTALLATION RULES .....	5
(b)	INSTALLATION APPROVAL .....	5
(c)	MARKING METER BASES.....	5
(d)	SERVICE CONNECTION.....	6
(e)	SERVICE ENTRANCE.....	6
(f)	METER SUPPORTS.....	6
(g)	ARRANGEMENTS FOR SPECIAL FACILITIES.....	6
(h)	TRANSFORMERS AND CONTROL EQUIPMENT.....	6
(i)	INSPECTION BY SANTEE COOPER.....	6
VII.	SANTEE COOPER'S SERVICE INSTALLATION .....	6
(a)	RIGHTS-OF-WAY .....	6
(b)	SERVICE SUPPLY LINES.....	6
(c)	METERS AND METERING EQUIPMENT.....	7
(d)	ADVANCE PAYMENT FOR SERVICE INSTALLATION.....	7
VIII.	CONNECTION TO CUSTOMER'S FACILITIES .....	7
(a)	WIRING IN PROGRESS.....	7
(b)	INSPECTION REQUIRMENTS.....	7
(c)	SANTEE COOPER'S RIGHT TO INSPECT.....	7
(d)	DEFECTIVE OR UNSATISFACTORY INSTALLATION.....	7
(e)	CONNECTION.....	7
IX.	SANTEE COOPER'S FACILITIES .....	7
(a)	OWNERSHIP AND REMOVAL.....	7
(b)	ATTACHMENT TO FACILITIES.....	7
(c)	MAINTENANCE OF FACILITIES.....	7
(d)	CUSTOMER'S RESPONSIBILITY.....	7
(e)	PAYMENT FOR REPAIR, LOSS OR RELOCATION.....	8
(f)	TAMPERING.....	8
(g)	ACCESS TO PROPERTY.....	8
X.	MEASUREMENT OF SERVICE .....	8
(a)	METERS.....	8
(b)		

(g) SEPARATE BILLING FOR EACH POINT OF DELIVERY.....	9
XII. SUSPENSION AND RECONNECTION OF SERVICE.....	9
(a) CAUSES FOR SUSPENSION OF SERVICE.....	9
(b) RECONNECTION OF SERVICE.....	10
XIII. WAIVER FORBEARANCE BY SANTEE COOPER .....	10
XIV. UNFULLFILLED CONTRACTS FOR COMMERCIAL SERVICE .....	10
(a) CUSTOMERS LIABILITY .....	10
(b) INCOMPLETE CONTRACT TERM.....	10
XV. SERVICE TERMINATION BY CUSTOMER .....	11
(a) TERMINATION NOTICE.....	11
(b) FINAL BILL .....	11



phaseloadsat its discretionand to specify characteristics of motors and type of starting equipment in order to limit potential voltage fluctuations and disturbances to other customers

- (e) UNUSUAL CONDITIONS : Santee Cooper may refuse to supply energy for loads with unusual characteristics that could affect the supply of energy or be a detriment to other customers of Santee Cooper. Service to such unusual loads may be supplied where the customer has installed necessary regulating and protective equipment according to the requirements and specifications of Santee Cooper.
- (f) INCREASED LOAD : It is the customer's responsibility to notify Santee Cooper whenever the Customer's load could be significantly increased to ensure that service design capabilities are not exceeded. Failure to give notice of additions or changes in load or location will render the customer liable for any damage to Santee Cooper's facilities caused by these additions or changes.

### III. SERVICE APPLICATIONS

- (a) METHOD OF APPLICATION : Prospective customers may apply for service by any approved method available at the time of application. A list of the available methods can be obtained from each of Santee Cooper's retail offices and [www.santeecooper.com](http://www.santeecooper.com)
- (b) APPLICATION FORMS AND AGM[1]2.1e to Sa ( o)-4S: Pp: (M[(10.253 0 T0.S)3.8 (a-9.1 (v)8 (e n)8 (o)-4 (t)2.9

- (g) CONTRACT TERM : Commercial customer contracts for electrical service will be for a term of one year except as otherwise provided in the applicable rate schedule. Where a large or special investment in service facilities is necessary, or other special conditions exist, contracts for a longer term than specified in the rate schedule, or with a special guarantee of revenue, or both, may be required.
- (h) TEMPORARY SERVICE : Where temporary service is required and facilities are installed that cannot be used permanently, the customer will be charged the installation and removal cost plus the non-reusable material costs of such facilities.

The customer is responsible for notifying Santee Cooper in writing when service under the temporary rate schedule is no longer required

#### IV. CREDIT, PAYMENT GUARANTEES AND DEPOSITS

- (a) PAYMENT OBLIGATION : The utility will

terminate service and upon payment of all debts owed to Santee Cooper.

Deposits and interest accrued may be applied to any past due unpaid amounts on an account. interest will accrue on a deposit after the account is terminated.

## V. SUPPLY AND USE OF SERVICE

- (a) CONTINUITY OF SERVICE: Santee Cooper will make reasonable provisions to ensure satisfactory and continuous service but does not guarantee a continuous supply of electric energy. Santee Cooper shall not be liable for damage occasioned by interruptions of service or failure to commence delivery caused by an act of God, or the public enemy, or for any cause reasonably beyond its control, including, but not limited to, the failure or breakdown of generating transmission or distributing facilities, floods, fire, strikes or action or order of any agency having jurisdiction in the premises, or for the interruptions which are necessary for inspection, repair or changes in the generating equipment or transmission and distribution system of Santee Cooper. The customer shall notify Santee Cooper immediately of any defects, trouble or accident which may in any way affect the delivery of power by Santee Cooper to the customer. Both the customer and Santee Cooper use reasonable commercial efforts removing any causes which prevent the delivery or use of electrical power and energy hereunder.
- (b) THREE-PHASE EQUIPMENT:



- (j) SINGLE SOURCE OF POWER SUPPLY: Electrical energy supplied by Santee Cooper shall be used by a customer in conjunction with any other method of electrical energy supply, by use of switches or other connections, without written approval from Santee Cooper and only at the appropriate rates charges provided for such multiple service supply.

Notwithstanding the foregoing, a customer may have all or a portion of the customer's electrical energy supplied by customer owned generation provided the customer is in compliance with Santee Cooper's then-current Standard for Interconnecting Customer Owned Generation and the customer and Santee Cooper have both executed the form agreement set forth in that Standard.

- (k) RESALE OF ENERGY: A customer may not resell energy supplied by Santee Cooper without the specific approval of Santee Cooper.
- (l) LIABILITY : The customer will be responsible beyond the point of service connection for the distribution and control of energy delivered by Santee Cooper. The customer will hold Santee Cooper harmless from any liability arising, accruing or resulting from the receipt or use of electrical energy by the customer. Santee Cooper will not be responsible for any incidental or consequential damages related to the supply of energy.
- (m) CHANGES IN CUSTOMER'S SERVICE CONDITIONS: It is the customer's responsibility to notify Santee Cooper of any proposed increase or decrease in connected load, other
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customer owned equipment, including meter bases and weatherheads in need of repair or replacement, it is the customer's responsibility to repair or replace such equipment. The customer must install meter bases approved

repeated tests requested by a customer where the meter is found to be operating correctly within the limits of accuracy prescribed by commercially acceptable standards of accuracy.

- (h) ADJUSTMENTS FOR INACCURATE METER RECORDING : If it is determined that Santee Cooper's meter is inaccurate or defective, the use of energy will be determined by appropriate means

## XI. BILLS AND PAYMENT TERMS

- (a) BILLING PERIOD : The rates specified in the various rate tariffs are stated on a monthly basis. Bills will be rendered according to Santee Cooper's retail rate schedules and may be delivered by any means Santee Cooper deems appropriate
- (b) SPECIAL BILLING CONDITIONS : Santee Cooper will strive to read meters at regular intervals. When the bill for service is based on a demanding meter, meters will be read monthly. All other meters will be read at a frequency deemed appropriate by Santee Cooper.

In circumstances where a regular meter reading is not obtained, Santee Cooper may render a bill based on an estimated meter reading.

All bills are to be paid in accordance with the standard payment terms, but estimated bills are subject to adjustment on the basis of actual use of energy as computed from the next actual reading taken by Santee Cooper.

- (c) PAYMENT TERMS : All bills are net and are payable upon receipt and are past due after the due date indicated on the bill. Payments may be made in any form and by any method acceptable to Santee Cooper. Failure to receive a bill from Santee Cooper will not entitle the customer to any delay in the settlement of each month's account beyond the date when the bill is due and payable. Santee Cooper may charge the customer a fee if on site collection is required.
- (d) PENALTY: If a payment is not received by the date on the bill, the bill will be increased in accordance with the applicable rate schedule.
- (e) BILLING ADJUSTMENTS : When a billing error is discovered and the period for which the error can be determined, the customer's account will be adjusted to reflect the total overcharge or undercharge for the entire period, provided the period does not exceed the statute of limitations. If the period of error cannot be determined, the adjustment will apply for no more than two billing periods prior to the discovery of the error.
- (f) RETURNED CHECKS: Payment by check may not be accepted if the customer in the previous 12 months has had two or more checks returned from a financial institution. In such cases, the customer shall be required to pay by cash, money order or cashier's check for the next twelve months. A service charge will be applied for all returned checks.
- (g) SEPARATE BILLING FOR EACH POINT OF DELIVERY : A separate bill may be rendered for services supplied at each separate location of the customer, under each applicable rate schedule.

## XII. SUSPENSION AND RECONNECTION OF SERVICE

- (a) CAUSES FOR SUSPENSION OF SERVICES Santee Cooper may suspend service and remove its facilities from the customer's premises in the following situations or for any other violation of these Terms and Conditions:
  - i) Failure to make application: Where service has been established without the consent of rate s

- iii) Non-payment of Bills: In the event the customer is delinquent in the payment of an undisputed bill.
- iv) Refusal to make Security Deposit: The customer fails to post appropriate security deposit as requested by Santee Cooper.
- v) Defective Equipment: I

## XV. SERVICE TERMINATION BY CUSTOMER

- (a) TERMINATION NOTICE : The customer must give Santee Cooper notice to terminate service at least two business days prior to the date the customer intends to discontinue service.
- (b) FINAL BILL: The customer will be liable for energy used after Santee Cooper receives the notice of termination and until the meter is read and disconnected. A bill for energy supplied up to the date of the last meter reading is due and payable immediately after service is disconnected.

The customer will be responsible for providing Santee Cooper a forwarding address for the final billing.

## SERVICE LOCATIONS

Customer Care Center  
(843) 347-3399  
(843) 347-3802 fax

Moncks Corner Office  
Santee Cooper Headquarters  
One Riverwood Drive  
Moncks Corner, SC 29461  
(843) 761-8000  
(843) 761-7060 fax

Myrtle Beach Office  
1703 Oak Street  
Myrtle Beach, SC 29577  
(843) 448-2411  
(843) 626-1923 fax