

Twelfth Revision of  
Original Sheet No. 1  
P.S.C. W. Va. No. 2  
Canceling  
Eleventh Revision of  
Original Sheet No. 1

# **The Potomac Edison Company**

Doing Business As

## **Allegheny Power**

Rates and Rules & Regulations

For

Electric Service

In

Certain Counties in West Virginia

Indicated on Sheet Nos. 2-1 and 2-2 on file

With the Public Service Commission of West Virginia

Issued: June 30, 2009

Effective: July 15, 2009

ISSUED BY  
RODNEY L. DICKENS, PRESIDENT

TOWNS SERVED BY THIS COMPANY

BERKELEY COUNTY

Arden	Gerrardstown	Martinsburg
Baker Heights	Glengary	Nipetown
Bedington	Grubbs Corner	North Mountain
Berkeley	Hedgesville	Pikeside
Bessemer	Inwood	Ridgeway
Blairton	Johnsontown	Shanghai
Bunker Hill	Jones Springs	Tablers
Darkesville	Little Georgetown	Vanclevesville
Falling Waters	Marlowe	

GRANT COUNTY

Cabins	Hopeville	Medley
Dorcas	Masonville	Petersburg
Falls	Maysville	

HAMPSHIRE COUNTY

Augusta	Okonoko	Springfield
Capon Bridge	Pleasant Dale	Three Churches
Capon Springs	Points	Yellow Spring
Green Spring	Purgitsville	
High View	Rada	
Kirby	Rio	
Levels	Romney	
Loom	Slanesville	
Neals Run	South Branch	
(Cacapehon)		

HARDY COUNTY

Baker	Lost City	Oldfields
Flats	Lost River	Wardensville
Fisher	Mathias	
Inkerman	McNeill	
Kessel	Moorefield	

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TOWNS SERVED BY THIS COMPANY

JEFFERSON COUNTY

Bakerton	Kabletown	Rippon
Bardane	Kearneysville	Shenandoah Jct.
Bolivar	Leetown	Shepherdstown
Charles Town	Mechanicstown	Silver Grove
Darke	Middleway	Snyders Mills
Duffields	Millville	Summit Point
Engle	Mountain Mission	
Franklinton	Myerstown	
Halltown	Ranson	
Harpers Ferry	Reedson	

MINERAL COUNTY

Antioch	Laurel Dale	Russeldale
Beryle	Limestone	Wiley Ford
Burlington	New Creek	
Claysville	Patterson Creek	
Fort Ashby (Alaska)	Piedmont	
Headsville	Reeses Mill	
Keyser	Ridgeley	
	Ridgeville	

MORGAN COUNTY

Berkeley Springs	North Berkeley	Sir Johns Run
Berryville	Oakland	Sleepy Creek
Cherry Run	Omps	Ungers Store
Great Cacapon	Paw Paw	
Hancock (Brosius)	Ridersville	
Largent	Ridge	

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(D) INDICATES DECREASE  
 (I) INDICATES INCREASE

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 DAVID W. MCDONALD, VICE PRESIDENT

THE POTOMAC EDISON COMPANY  
ELECTRIC SERVICE TARIFF  
TERMS, CONDITIONS AND RATE SCHEDULES

---

RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

These Rules and Regulations are supplementary to the "Rules and Regulations For The Government of Electric Utilities" of the Public Service Commission of West Virginia.

These Rules and Regulations and Rate Schedules for the supply of electricity are subject to changes and revisions in a manner prescribed by law. All contracts are subject to such changes and revisions. A copy of this Tariff is filed with the Commission and copies are posted and open to inspection at the Company's offices. Interpretation of this Tariff as to its intent and applicability will be made by the Company subject to approval of the Commission.

(N) Nothing in these supplementary terms and conditions shall be interpreted as divesting the Commission or any appropriate court of any of the jurisdiction delegated to it by law.

(C) 1. DEFINITIONS

Certain words, when used in the Rules and Regulations, Rate Schedules and Agreements of The Potomac Edison Company shall be understood to have the following meanings:

(N) (a) "Applicant": Any person or group of persons, including the developer, builder, property owner, or other person, partnership, association, corporation, or governmental entity requesting a supply of electricity from the Company.

(C) (b) "Capacity Required": The maximum rate of use of energy by the Customer during a stated time interval expressed in kilowatts or kw (1,000 watts).

(c) "Company": The Potomac Edison Company.

(d) "Commission": Public Service Commission of West Virginia.

(N) (e) "Commission Rule": "Rules and Regulations for the Government of Electric Utilities" established by the Public Service Commission of West Virginia.

(C) (f) "Customer": Any person or group of persons, including the developer, builder, property owner, or other person, partnership, association, corporation, or governmental entity purchasing electricity from the Company. (Commission Rule 1.03(3)).

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RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

1. DEFINITIONS (Continued)

- (N) (g) "Distribution System": Overhead or underground electric service facilities consisting of primary and secondary conductors, service drops or laterals, transformers and accessories and appurtenances for the furnishing of electric power at utilization voltage.
- (N) (h) "Electric Service Agreement": Form used as formal contract between the Company and the industrial or commercial Applicant or Customer stipulating term, conditions of service, and obligations of both parties.
- (N) (i) "Electric Service Application": Company may require that a form be completed by electric service Applicant when Applicant does not presently have an account with the Company or service has been terminated for non-payment of bill, or for fraud, for violation of Company rules on file with the Commission or failure to provide access to utility property on the Customer's premises and Applicant must re-establish credit (Commission Rule 4.08(1)(a)).
- (C) (j) "Energy Required": The use of energy by the Customer expressed in kilowatthours (Kwh), the use of 1,000 watts for one hour.
- (N) (k) "Master Metering": Metering provided to multiple occupancy buildings and associated common areas and facilities, the electrical energy and load usage for which is measured for billing purposes through a single meter.
- (N) (l) "Minimum Revenue Requirement": Aggregate revenue resulting from rate schedule billing required over a stated period of time to support the Company's net investment in local facilities for an Applicant or Customer.
- (C) (m) "Month": The period between two consecutive monthly meter readings taken as nearly as practical on the same date each calendar month as selected by the Company.
- (N) (n) "Multi-Family Dwelling Unit": A structure designed to contain more than one residential dwelling unit.
- (N) (o) "Non-residential Customer": A Customer taking service, other than residential service, and subject to billing for electric service on any schedule other than the Residential Service Schedules.

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RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

1. DEFINITIONS (Continued)

- (C) (p) "Point of Service": The point of connection between the Distribution System of the Company and the electric system of the Customer.
- (q) "Rate Schedule": A rate which may be obtained by a Customer if his use of service conforms to the character of supply contemplated in the rate.
- (N) (r) "Residential Customer": A Customer taking residential service, as defined in Commission Rule 1.03(4), and subject to billing for electric service on a residential rate schedule.
- (N) (s) "Residential Subdivision": A parcel of real property which includes two or more adjacent lots having or intended for residential structures.
- (N) (t) "Rules": These Rules and Regulations covering the supply of electric service.
- (N) (u) "Seasonal Service": Service where electricity is utilized by the Customer on a seasonal basis or only during a portion of the year.
- (C) (v) "Service": Any electricity the Company may supply or make provision to supply or any work or material furnished or any obligation performed by the Company.
- (N) (w) "Service Drop": That portion of the Distribution System consisting of overhead- type conductors from the attachment on a pole to the Point of Service.
- (N) (x) "Service Lateral": That portion of the Distribution System consisting of underground-type conductors from either the attachment on a pole or an underground junction point to the Point of Service.
- (N) (y) "Single Phase Extension": An extension of primary and/or secondary voltage service having single phase characteristics, such as 7,200 volts or 19,900 volts, or 120/240 volts three wire grounded neutral.
- (N) (z) "Temporary Service": Service supplied when the Company must install facilities that will be used solely for a service that is known to be limited in duration.
- (N) (aa) "Three Phase Extension": An extension of primary and/or secondary voltage service having three phase characteristics, such as 12,470/7,200 volts or 34,500/19,900 volts, or 120/208 volts or 277/480 volts four wire grounded neutral.

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RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

2. CHARACTERISTICS OF SERVICE SUPPLIED

(a) The Company will furnish only single or three-phase, sixty hertz alternating current at available Company standard voltages. A list of services available will be furnished on request.

(O)

(C) (b) The character of the service supplied is stated in the rate schedule applicable to the Customer's service.

(C) (c) Residential service may be extended to include use of electric energy for lighting the yard, private garages and/or barns, which are adjacent to, connected with and used exclusively by the resident being served. (Commission Rules 1.03(4)(b). In all other cases, the Company will undertake to furnish service to a building or a group of buildings of the Customer for use only in or on the premises owned, leased to, occupied, or managed by the Customer. Each such building or separate unit will be metered separately and considered a separate service. Adjoining buildings or groups of buildings located on a single or contiguous land parcel may receive service through a single meter provided Customer furnishes the necessary electrical interconnection among the buildings or units and said buildings or units are used and operated by the Customer and held out to the public as one single business unit. Any intervening fee ownership will act to break the contiguity of a land parcel.

3. APPLICATION FOR SERVICE

(a) An Applicant should contact the Company as soon as possible after deciding to seek electric service.

(b) The Company reserves the right to require the Applicant, before any electricity is delivered, to execute a written "Electric Service Application". Whether or not a written Electric Service Application or Agreement is executed, the Applicant, by accepting the electricity, agrees to be bound by the applicable schedule of rates and these terms and conditions as amended from time to time. Unless circumstances show cause for an exception, failure to make application upon taking possession of premises having existing service will make new Customers liable for all services supplied since the last meter reading by which the previous Customer on the same premises was billed.

(O) INDICATES OMISSION

(C) INDICATES CHANGE

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RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

3. APPLICATION FOR SERVICE (Continued)

(c) The Company will be obligated to supply electricity to an Applicant only when the following conditions shall have been complied with:

- (1) The Applicant's installation shall have been made in accordance with the Company's published "Rules and Regulations for Meter and Service Installations" as filed with the Commission.
- (2) The Company has received from the Applicant, or if the Company so elects, has obtained for itself a certificate signed by a qualified inspection agency certifying that the wiring on the premises of the Applicant has installed in compliance with the requirements of the National Electric Code and such other requirements as may be fixed by governmental authority.

All fees or other charges required to be paid in connection with the issuance of such certificates shall be borne by the Applicant.

(d) Any changes in, or additions to, the original wiring, equipment or appliances of an Applicant or Customer should be properly installed and maintained and should be in compliance with the requirements of the National Electric Code.

(e) In no event shall the Company be under any obligation to inspect the wiring equipment or appliances of an Applicant or Customer(s) nor be responsible for damages arising from any error or defect in them.

(f) If and when service is refused hereunder, the Company will inform Applicant of the basis for its refusal and of Applicant's right to appeal to the Commission for decision.

(O)

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RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

4. SERVICE CONNECTIONS

- (O)
- (a) The Company furnishes, owns and maintains on the Customer's premises meters, standard meter sockets, metering transformers, service laterals, distribution transformers and lines and other equipment needed to serve Customers from its distribution system. For primary service the Company's serving facilities include metering equipment, lightning arresters and short circuit protection facilities.
- (C) (b) Should any change or changes in the service connection furnished the Customer by the Company be made necessary by any requirement of public authority, the entire cost of such changes on the Customer's side of the Point of Service shall be borne by the Customer.
- (C) (c) The Company will supply electricity at one Point of Service and each such point of service will be metered and billed separately unless otherwise specifically provided for in the Rate Schedule under which the Customer receives service or any Rules and Regulations of the Company.
- (C) (d) Whenever a Customer requests the Company to supply electricity to a single premises in a manner which requires equipment and facilities over and above those which the Company would normally provide, and the Company finds it practicable, such additional equipment and facilities will be supplied by the Company provided the Customer pays the additional costs or agrees to pay a monthly facilities charge equal to 1.9% of the additional costs. These facility charges will be in addition to and independent of any other provisions of the Rules and Regulations or Rate Schedules and are subject to the 2% late payment charge as provided for in 11.(d) of these Rules & Regulations. Should additional or replacement facilities be required at a future date to serve the Customer, then the monthly facilities charge shall be increased or decreased proportionately and the Electric Service Agreement amended accordingly.
- (O)

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RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

(O)

5. LOCATION OF COMPANY'S EQUIPMENT

(a) The Customer shall furnish the Company, without cost, satisfactory right-of-way, and suitable location and housing for equipment, on his premises, for the Company's facilities required to provide the Customer with service.

(b) The Customer will be required to provide suitable space for the installation of the Company's meters and equipment at an outside location designated by the Company. The Customer shall obtain written approval from the Company for installation of such apparatus at an indoor location.

(c) For residential dwellings where meters are installed after September 27, 1992 and are not grouped at one location, the meter shall be located outside on the corner of the dwelling closest to the Company's service facilities. If this location is not feasible due to physical obstructions, such as garage doors or windows, an alternate location closest to the Company's service facilities will be chosen by the Company.

(d) All service equipment furnished and installed by the Company shall be and remain the property of the Company.

(e) Interference or tampering with Company's meters or other facilities or any act preventing the proper registration of service is prohibited and the Customer by reason of his control of the premises shall pay for all damages caused by violation of this rule. Furthermore, if incorrect metering is caused by such violation, the Customer shall pay for energy or demand used but not registered during a period not exceeding one year prior to the date of discovery of the violation, unless the time of violation can be shown, in which case the energy not registered subsequent to such time shall be paid for.

6. ACCESS TO CUSTOMER'S PREMISES

The Company shall have free access at a reasonable hour to Customer's premises for such purposes as may be proper and necessary in connection with supplying service.

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RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

7. DEPOSITS FOR SERVICE

(a) The Company may require any Applicant or Customer to make a deposit with the Company as a guarantee of payment for electricity used, or enter into a guaranty agreement signed by a financially responsible guarantor, whereby payment of a specified sum, not exceeding the cash deposit aforesaid, is guaranteed. Residential customer deposits shall not exceed one-twelfth of the estimated annual charge. Non-residential customer deposits shall not be more than one-sixth of the estimated annual charge.

(b) The Company shall not be required to supply electricity until the deposit has been paid, and it may terminate service if the deposit is not paid when required.

(C) (c) After a Customer has paid bills for service without a delinquency for a period of twelve consecutive months, the Company shall promptly and automatically refund the deposit made by such Customer prior to such period plus accrued interest. Simple interest will be paid at the end of said period or at the date of discontinuance of service on any deposit which has remained with the Company for a period of six months or longer. Such interest shall be equal to the average 1-year treasury constant maturities for September, October, and November of the preceding year (rounded to the nearest ½ percent) in effect at the time the deposit is refunded.

(C) (d) For purposes of this rule, calculation of the twelve consecutive month period shall commence from the first regular payment or, in the event of payment of a delinquent bill, from such latter date.

(e) The Company shall have a reasonable time in which to read and remove its meters and to ascertain that the obligations of the Customer have been fully performed before refunding any deposit, in the case where there has not been an automatic refund.

(f) The aforesaid provisions shall apply in the case of a receiver or trustee operating under court order a business requiring utility service in the event the court does not order otherwise.

8. SELECTION OF SCHEDULE

(a) Whenever there is a choice of Rate Schedule, the choice lies with the Customer. Each schedule sets forth the conditions under which it applies. A copy of the rates, and Rules & Regulations under which service is to be rendered will be furnished to the Customer upon request. The Company will provide an explanation of rates in accordance with

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## RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

### 8. SELECTION OF SCHEDULE (Continued)

Commission Rule 4.01(2). The full and active assistance of the Company is freely offered and, on request, will be given to the Customer in order to determine which schedule is the most favorable to the Customer.

(b) An investigation will be made by the Company, if and when the Customer notifies the Company of changes in his connected load, capacity required, operating conditions, or other factors which may affect the selection of the schedule, and the Customer will be assisted in determining whether a change in schedule is then advisable.

(c) The Company cannot guarantee that the Customer will be served under the most favorable applicable Rate Schedule, and no refund will be made by the Company to the Customer representing the difference in the charge made under the schedule applied and that which would have been made if a more favorable applicable schedule had been chosen and applied.

### 9. CUSTOMER'S INSTALLATION AND RESPONSIBILITY

(a) The Customer, in accepting service from the Company, assumes full responsibility for the safety and efficiency of the wiring and apparatus installed by the Customer and agrees to indemnify and save harmless the Company from and against any and all liability caused by such Customer facilities. The Customer further agrees to indemnify and save the Company harmless against any liability that arises as the result of the use of service supplied to the Customer by the Company.

(b) The Customer shall not operate any apparatus creating a condition which prevents the Company from supplying satisfactory service to the Customer or to other Customers. The Company reserves the right to place restrictions on the type and manner of use of all Customer's electrical equipment connected to Company's lines, especially prohibiting any loads of highly fluctuating or low power factor character.

### 10. METERING AND BILLING

(C) (a) Bills for service will be rendered by the Company to the Customer at regular intervals of one month in accordance with the rate selected applicable to the Customer's service. When meters are read at intervals of more than one month, bills for the initial months of the interval may be estimated based upon a reasonable process that includes weather as a factor. The bill for the final month of the interval will be calculated from the metered use during the interval corrected for the amount of estimated use previously billed.

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RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

10. METERING AND BILLING (Continued)

(b) All electricity sold by the Company shall be on the basis of meter measurement, except for street lighting, outdoor lighting, and traffic signal service where the usage is constant and the consumption may readily be computed. When circumstances warrant and are not otherwise prohibited by Commission or Tariff Rule, charges may be based on estimated consumption.

(C) (c) Bills shall be rendered, as nearly as practicable, for 30 day periods. However, bills for less than 25 days or more than 35 days shall be prorated on the basis of the ratio of the number of days in the period to thirty days. Bills shall be due on the date rendered. In case of any dispute as to date of rendering, the postmark shall control.

(C) (d) The Company will only accept Customer-supplied meter readings at the end of each initial month of a meter reading interval longer than one month by telephone, through the Company's internet website, or by meter dial card which will be supplied to the Customer upon request. If the Customer-supplied reading is received by the Company during the three days immediately preceding the scheduled read date of such month, the bill for such month will be computed from the Customer-supplied meter reading instead of by estimate. The Company will adjust estimates of bills for changes in conditions of which it has been notified in advance by a Customer.

(C) (e) Customers requesting special or short term service, and requiring facilities not covered under Schedule "LE" may be charged for connection and disconnection. Bills for special or short term service, including charges for connection and disconnection, may be rendered at any time at the discretion of the Company, and will be payable upon presentation.

(C) (f) If service is supplied to the Customer before a meter is placed in use the Customer will pay for service on a basis estimated from a period of similar use. If a meter is found not to register for any period, the Company may estimate the consumption and demand based on a like period of similar use and any other pertinent facts.

(C) (g) When an investigation discloses excessive bills due to an accidental ground on Customer's wiring or equipment, occurring without the knowledge of the Customer, an allowance for a share of such wastage will be made by the Company.

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RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

10. METERING AND BILLING (Continued)

- (C) (h) Residential rate schedule Customers have the option of using the Average Payment Plan wherein bills will be rendered monthly and will be based on 1/12 of the Customer's latest twelve months usage. Any difference between the Average Payments and the actual charges for the twelve-month average payment period at its anniversary will be amortized over the next twelve month period. If a participant in the Average Payment Plan accumulates two or more termination of service notices within a twelve-month period, the Company shall have the option of terminating that Customer's participation in the Plan.
- (C) (i) Final billed accounts with credit balances of less than \$1.00 shall be refunded only upon request of the Customer.

11. PAYMENTS

- (a) Bills are due upon presentation and may be paid at any office of the Company, the Company's Mail Payment Center, or to any collector or any of the Company's duly authorized collection agencies. When paid by mail the date of payment will be determined by the postmark.
- (b) Failure to receive a bill does not excuse the Customer from payment obligations. Except for any amounts in dispute, payment shall be due and payable upon the presentation of a bill.
- (c) The Company reserves the right to apply any residential bill payments made by the Customer in whole or in part to any residential account due to the Company by the Customer. The Customer will be give notice of the action.
- (C) (d) Late Payment Charge: The Company's Rate Schedules are stated net. On all current usage billing not paid within twenty (20) days of the billing date, two percent (2%) will be added to the net current amount unpaid, provided that for good cause shown by the Customer, the additional charge may be waived. When payment of a bill is sent by United States mail, the late payment charge will be avoided if that such payment contains a legible postmark as evidence that payment was mailed on or previous to the last day of the payment period. In the absence of such postmark, a bill will be considered paid on the date of its receipt by the Company. The late payment charge is not interest and is to be collected only once for each bill where it is appropriate. Bills to municipal, county, state, federal and political subdivisions, and rate schedules "MSL" and "SL" in this tariff will be rendered and payable on a net basis.
- (e) The Company's Bill Extender Program is available on application to residential Customers receiving monthly Federal Retirement, State Retirement, Railroad Retirement, or Social Security benefits. Under this Bill Extender Program, eligible participants will be granted thirty (30) days from bill rendition date in which to pay the net amount. By choosing this Bill Extender Program, the Customer agrees to be billed monthly under the Average Payment Plan described in the residential schedules.

(C) INDICATES CHANGE

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in Case Nos. 06-0960-E-42T and 06-1426-E-D

RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

PAYMENTS (Continued)

(f) When a disconnection notice has been sent to the Customer, payment must be made at a Company office, or to an authorized Company collection employee. The Company will accept payment at the Customer's premises in lieu of terminating service.

(C) (g) If the Company receives a negotiable instrument from an Applicant or a Customer as payment of any bill, charge or deposit due, and if such instrument (including electronic payment) is subsequently dishonored or is uncollectible for any reason, the Company may charge the Applicant or Customer a processing fee of Fifteen Dollars (\$15.00) or the actual processing fee incurred by the Company, whichever is less.

12. USE OF ELECTRICITY

(a) No other power supply shall be connected with Company's facilities, except by written consent of the Company.

(b) Because the Company's facilities used in supplying electricity to the Customer have a definite limited capacity and can be damaged by overloads, the Customer shall give adequate notice to the Company and obtain the Company's written consent before making any substantial change in the amount or use of the load connected to the Company's service.

(c) The Customer shall not use electricity in any manner which will be detrimental to the Company's supply of electricity to other Customers. The Company reserves the right, but shall have no duty, to determine the suitability of apparatus or appliances to be connected to its service by the Customer and to refuse to continue to supply electricity if it shall determine that the operation of such apparatus or appliances may be detrimental to its general supply of electricity.

13. INTERRUPTION TO SERVICE SUPPLIED BY THE COMPANY

(a) The Company will use reasonable diligence in providing regular and uninterrupted service, but the Company shall not be liable for any loss, cost, damage or expense to any Customer occasioned by any failure to supply electricity according to the terms of the contract, or by any interruption or reversal of the supply of electricity, if such failure, interruption or reversal shall be due to the elements, public enemies, strikes, or order of Court, which are beyond the control of the Company, or any cause except wilful default or neglect on its part.

(b) Insofar as is practical, every Customer affected shall be notified in advance of any contemplated work which will result in interruption of service of any long duration, but such notice shall not be required in case of interruption due to accidents, emergencies, the elements, public enemies, strikes, or orders of court which are beyond the control of the utility.

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RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

13. INTERRUPTION TO SERVICE SUPPLIED BY THE COMPANY (Continued)

(c) The Company may, without liability therefore, interrupt or limit service to any or all Customers whenever in the sole judgment of the Company such action is indicated in order to prevent or limit any actual or threatened instability or disturbance on the electric system of the Company or any electric system interconnected with the Company.

14. CUSTOMER DISCONTINUANCE OF SERVICE

Agreements are not transferable without the Company's written consent. Any Customer desiring service discontinued shall give at least three (3) days notice thereof or as specified by Rate Schedule, unless a longer or shorter period is mutually agreed upon in writing. Until the Company shall have such notice, the Customer may be held responsible for all service rendered. Requests to discontinue service made by telephone will be honored unless, at the time of the telephone request, the Company representative specifically advises the Customer to make such request in writing.

15. COMPANY'S RIGHT TO DISCONNECT ELECTRIC SERVICE

(C) The Company reserves the right to shut off the supply of electric service for any of the following reasons: (1) repair, maintenance, alteration, or extension of Company facilities; (2) enforcement of air quality, water quality or other environmental standards; (3) fraudulent representation or other illegal act by Customer in the procurement, use or measurement of electric service; (4) use of electric service in violation of these Rules and Regulations; (5) any disapproval by Company of the Customer's equipment or installation by virtue of its being or becoming defective or otherwise unsafe or objectionable; (6) Customer's premises have been abandoned or are in such condition as to create a hazard to service facilities or to persons on or about such premises; (7) placement or maintenance by Customer of any building or structure which in the opinion of the Company constitutes a hazard to service facilities or to persons; (8) flooding or threatened flooding of Customer's premises constitutes a hazard to service facilities or to persons; (9) failure by Customer to comply with the requirements of the National Electrical Code; (10) nonpayment of any bill, as herein provided; (11) Customer's violation of or non-compliance with any Rule or Regulation of or on file with the Commission; (12) whenever such action is necessary to protect the Company from fraud, theft or abuse; (13) upon cancellation of service contract by the Company; or (14) at the request of the Customer.

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RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

15. COMPANY'S RIGHT TO DISCONNECT ELECTRIC SERVICE (Continued)

(C) Customers whose service is scheduled for disconnection for reasons (3), (4), (10), (11), (12) and (13) shall be notified in writing by mail or delivery to the service location by the Company not less than ten days before such disconnection and, unless the Company reasonably concludes that the premise is not permanently inhabited, the Company shall make a personal contact, face-to-face or by telephone, with the Customer or an adult member of the household not less than twenty-four hours before such disconnection. The Customer may notify the Company prior to the date of scheduled disconnection that (a) a portion of the bill is in dispute, (b) the Customer is being charged for service not rendered, (c) any information resulting in the Company's decision to discontinue service is erroneous, or (d) that the Customer is unable to pay for such service in accordance with the requirements of the Company's billing or is able to pay for such service but only in installments, and that termination of service would be especially dangerous to the health or safety of a member of the Customer's household. Upon such notification, the Company shall provide the Customer with an opportunity to present such complaint to an employee authorized to resolve the dispute. The Customer shall have seven days to appeal the Company's decision to the Commission. Any amount not in dispute must be paid by the Customer in order to protect his rights. Reason (d) above shall not entitle nonresidential Customers to delay of scheduled termination of service. The Company may request a waiver from the Commission where operation of a provision of Rule 4.8 of the Commission's Rules and Regulations for the Government of Electric Utilities will result in undue hardship to the Company. The Company shall keep a record of the conditions resulting in termination for reasons (5), (6), (7) and (9), shall inform the Customer of the conditions necessary for restoration of service and shall make a reasonable effort to notify the Customer prior to termination. The Company may terminate service without notice when, absent such termination, a condition hazardous to life or property would exist.

(C) The employees of the Company shall not be required to accept payments at the Customer's premises in lieu of disconnecting service for non-payment. In lieu of payments being tendered at a Customer's premise, a Customer shall be afforded no less than one (1) hour in which to remit payment using an authorized electronic payment service or at authorized collection agencies of the Company. If the Customer fails to make the required payment, the Company may proceed to disconnect service.

(O)

(O)

(C) INDICATES CHANGE  
(O) INDICATES OMISSION

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RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

16. RECONNECTION OF THE SUPPLY OF ELECTRICITY

(N) When the service has been discontinued for any of said reasons other than (1), (2) and (8) in Rule 15 above, a charge to the Customer, payable before reconnection, will be made. When service has been discontinued at the Customer's request, however, the reconnection charge shall apply only when the Customer requests that service be reconnected at the same location within eight (8) months from the date that service was disconnected. The reconnection charges are as follows:

Straight time (normal working hours) .....	\$10.00
Overtime - Callout evenings or Saturdays.....	30.00
Overtime - Callout Sundays .....	36.00
Overtime - Callout Holidays .....	44.00

If an installment payment plan for the payment of a Customer's delinquency is appropriate, the requirement for the advance payment of the reconnection fee shall not apply and any reconnection fee may be a part of such installment payment plan.

(N) Absent a bona fide emergency, the Company shall not be required to make reconnection of service after dark, pursuant to a waiver of Commission Rule 4.8.1.a.F.

17. SERVICE INTERRUPTIONS

(C) Insofar as practical, every Customer affected shall be notified in advance of any contemplated work which will result in interruption of service of any long duration, but such notice shall not be required in case of interruption due to unavoidable shortages, or interruption in the Company's source of supply, emergencies, accidents, the elements, public enemies, strikes, or orders of court which are beyond the control of the Company. (Commission Rule 4.12(2)).

(N) INDICATES NEW

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RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

(O)

18. PROVISIONS COVERING THE EXTENSION OF COMPANY'S FACILITIES

The extension of the Company's distribution facilities for supplying electric energy either overhead or underground to a Customer or group of Customers will be made under the provision of Rate Schedule "LE" subject to any applicable rules of the Public Service Commission, provided that the Company reserves the right to refuse to make an extension of its facilities, or to reinforce its facilities, or to take title to and assume responsibility for the future maintenance and replacement of facilities built by another and offered to the Company, when by so doing the Company is required to assume an unusual financial risk or burden, or is required to introduce a hazard to the service of other Customers, or incur extraordinary losses of electric energy or to suffer excessive operating, maintenance and replacement costs.

19. MASTER METERING

(a) The electricity furnished by the Company shall not be remetered, submetered or otherwise controlled by the Customer for resale or assignment to another or others, unless the Customer is engaged in the business of distributing electric energy as a public utility. Electricity may be distributed by the Customer to a tenant or occupant only when included as a part of the rent without variation in the rent on account of the quantity of electricity used by the tenant or occupant.

(b) Multi-unit residential dwellings constructed on or after November 13, 1982 shall be individually metered unless an interested party establishes by clear and convincing evidence presented to the Commission by petition, that an exception to this rule would be proper. Hospitals, nursing homes, hotels, motels and dormitories are not considered to be multi-unit residential dwellings.

(O) INDICATES OMISSION

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DAVID E. FLITMAN, PRESIDENT

RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

20. LOCAL TAX ADJUSTMENT

- (C) (a) When the Company is or becomes liable to any municipal corporation, or other tax levying corporation, or political subdivision of the State, for any license tax, excise tax, privilege tax, use tax, franchise fee or tax, or other like tax, based upon the amount of electric service sold or revenues received by the Company within the territorial limits of such corporation or political subdivision, or based upon the number of poles, meters or other utility property units owned or used by the Company within such territorial limits; or for any other tax, fee or service charge; then the amount of such tax, fee or charge shall be added, pro rata, to the bills of Customers of the Company for electric service rendered within such territorial limits, including compensation for the additional state gross receipts tax resulting therefrom.
- (C) (b) Adjustments in bills will be made by adding to each bill, as determined by application of the appropriate Rate Schedule, a local tax surcharge computed as a fraction of such bill. Whenever the local and/or state tax is levied as a percent of revenues, the fraction to be added shall be calculated by dividing the local tax rate expressed as a decimal, by one minus the local and state tax rate, both expressed as decimals.
- (C) (c) When a municipality, or other tax levying corporation or political subdivision of the State imposes or changes any tax, fee or charge subject to this Rule, a statement will be filed with the Commission as soon as practicable after the Company has been notified that such new or changed rates will be applied, listing the taxing authority and the local tax surcharge, expressed as a decimal fraction. This Statement is filed as Sheet No. 5-1 listing cities and towns levying taxes subject to this Rule, including the applicable surcharge rate.

21. BILLING ADJUSTMENT

If the Company is prevented from supplying or if the Customer is prevented from receiving all or any portion of the service required, and if such failure to supply or receive be due to fire, explosion, flood, riot, war, acts of God, public enemies, or order of Court, then a billing adjustment shall be made upon written request.

(C) INDICATES CHANGE

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To become effective on  
all service rendered on  
or after September 27, 1991

ISSUED BY  
JAY S. PIFER, PRESIDENT

RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

22. IMPOSED RELOCATIONS OR UNDERGROUNDING

(a) When the Company is required by any political subdivision of the State or the United States, or any agency thereof, to place new facilities underground or to relocate existing facilities underground, or to otherwise relocate existing facilities, and the Company has not been otherwise compensated the cost of such placement or relocation shall be recovered by the Company in the manner hereinafter provided.

(b) The political subdivision or agency which imposes the requirement for relocation or undergrounding shall pay the adjusted cost thereof in advance. In the absence of such payment, Company may recover, within a period of five years, such adjusted cost by means of a surcharge applied upon the bills of all Customers whose electric service delivery points are situated within the political subdivision.

23. COMPLAINT (ELECTRIC RULE 6.7.) and REQUEST (ELECTRIC RULE 6.8.) METER TESTS

(C) (a) The Company shall provide one free meter test during any 24 month period for any Customer requesting same. For each additional test requested during such period, the Customer shall be required to deposit with the Company a deposit of \$30.00 for a single-phase meter or \$35.00 for a poly-phase meter to offset the cost of such test. If any such additional meter test made during the aforesaid period reveals meter registration that is greater than 102%, the deposit required herein shall be refunded; otherwise, the deposit shall be retained by the Company to offset the cost of such test.

(C) (b) Should the meter test be performed pursuant to Commission Electric Rule 6.7. Complaint Test, the Company will test the meter at the direction of a Commission representative.

(C) (c) For either type of test, the Customer, or his representative, may be present when the meter is tested.

(d) A written report of the results of the test shall be made to the Customer within 10 days after completion of the test. The complete original records of the test shall be kept on file by the Company for a period of 5 years.

(N) (e) If, as a result of any test, the meter is found to be in error by more than 2%, or not registering, billing adjustments will be made pursuant to Commission Rule 4.4. Adjustment of Bills.

(C) INDICATES CHANGE

Issued: January 15, 2002

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ISSUED BY  
BRUCE E. WALENCZYK, VICE PRESIDENT

RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

23. REQUEST METER TEST (Continued)

(C) (e) If, as a result of any test, the meter is found to be in error by more than 2%, or not registering, billing  
(C) adjustments will be made pursuant to Commission Rule 4.04, "Adjustment of Bills, as follows:

(C) (1) Meter Fast - Monthly bills will be recalculated and a refund made for a period equal to one half  
the time elapsed since the last test but in no case shall this period exceed six (6) months.  
However, for periodic tested meters if the time for periodic test has overrun to the extent that  
one-half (1/2) of the time elapsed since the last previous test exceeds six (6) months, the refund  
shall be for the six (6) months, and in addition thereto, a like refund upon those months  
exceeding the periodic test period, provided however, the Company may be relieved of this  
requirement by the Commission in any particular case in which it is shown that the failure to  
make the periodic test was due to causes beyond the Company's control.

(C) (2) Meter Slow - For non-residential customers monthly bills will be recalculated for a period equal  
(C) to one-half the time elapsed since the last test, but in no case to exceed six (6) months.

(3) Non-Registering - If a meter is found not to register for any period, the Company may estimate  
the consumption and demand, based on a like period of similar use, and any other pertinent  
facts.  
(Commission Rule 4.04).

24. RESIDENTIAL CONSERVATION SERVICE PROGRAM ENERGY AUDITS

(C) (a) The Company will perform energy audits at the request of any of its eligible residential Customers under the  
following schedule of charges:

(C) (1) CLASS A energy audits, which require an on-site inspection of the residence, will be performed  
by the Company for a fee of \$15.00. A report of the completed audit all be kept on file for not  
less than 5 years and shall be available to any subsequent owner without charge. With  
exception of a request by a new owner, no subsequent CLASS A energy audit will be made for  
any eligible residential Customer, unless the requesting Customer agrees to reimburse the  
Company for the entire cost of such subsequent audit.

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RULES AND REGULATIONS COVERING THE SUPPLY OF ELECTRIC SERVICE

24. RESIDENTIAL CONSERVATION SERVICE PROGRAM ENERGY AUDITS

- (C) (2) CLASS B energy audits in which the eligible residential Customer provides survey information concerning the residence to the Company will be performed by the Company at no charge. The results of this audit will be mailed to the Customer.
- (C) (b) Eligible Customers are those that own or occupy a residential dwelling unit and receive a bill for service directly from the Company.

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