



Montana-Dakota Utilities Co.

400 N 4th Street
Bismarck, ND 58501

State of Montana Electric Rate Schedule

Volume No. 5
Original Sheet No. 52

GENERAL PROVISIONS Rate 100

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I. PURPOSE:

These rules are intended to define good practice which can normally be expected, but are not intended to exclude other accepted standards and practices not covered herein. They are intended to ensure adequate service to the public and protect the Company from unreasonable demands.

The Company undertakes to furnish service subject to the rules and regulations of the Public Service Commission of Montana (Commission) and as supplemented by these general provisions, as now in effect or as may hereafter be lawfully established, and in accepting service from the Company, each customer agrees to comply with and be bound by said rules and regulations and the applicable rate schedules. Also refer to Electric Service Rules & Regulations Rate 110.

II. DEFINITIONS:

The following terms used in this tariff shall have the following meanings, unless otherwise indicated:

APPLICANT – A customer requesting Company to provide service.

COMMISSION – Public Service Commission of the State of Montana.

COMPANY – Montana-Dakota Utilities Co.

CUSTOMER – Any individual, partnership, corporation, firm or other organization, or government agency supplied with service by Company at one location and at one point of delivery unless otherwise expressed in these rules or in a rate schedule.

RATE – Shall mean and include every compensation, charge, fare, toll, rental, and classification, or any of them, demanded, observed, charged or collected by the Company for any service, product, or commodity, offered by the Company to

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the public, and any rules, regulations, practices or contracts affecting any such compensation, charge, fare, toll, rental or classification.

III. GENERAL TERMS AND CONDITIONS:

1. RULES FOR APPLICATION OF ELECTRIC SERVICE:

- i. Residential Electric Service is available to any residential customer for domestic purposes only. All normal sized equipment used for domestic lighting, heating, cooking, and power, and used strictly for household purposes, may be supplied through one meter.
 - a. Residential service is defined as service for domestic general household purposes in space occupied as living quarters, designed for occupancy by one family. Typical service would include the following: separately metered units, such as single private residences, single apartments, mobile homes and sorority and fraternity houses (this is not an all-inclusive list). In addition, auxiliary buildings and water well pumps on the same premise as the living quarters, used for single family residential purposes, may be served on the residential rate where premise is defined as a contiguous parcel of land undivided by a dedicated street, alley, highway, or other public thoroughfare or railway.
 - b. Motors and other equipment which interfere with service to neighboring customers, all motors larger than 5 horsepower, and temporary or seasonal loads totaling more than 25 kilowatts (Kw) will not be permitted on the Residential Electric Service Rate without prior Company approval.
 - c. Only single phase service is available under the Residential Electric Service Rate.

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- ii. Three phase service shall be served under the appropriate General Electric Service Rate.
 - iii. General Electric Service is defined as service provided to nonresidential services, such as a business enterprise in space occupied and operated for nonresidential purposes. Typical service would include: stores, offices, shops, restaurants, boarding houses, hotels, service garages, wholesale houses, filling stations, barber shops, beauty salons, apartment houses with master metering exemptions, common areas of shopping malls or apartments (such as halls or basements), churches, elevators, schools and facilities located away from the home site (this is not an all-inclusive list).
 - iv. If separate metering is not practical for a single unit (one premise) that is using electricity for both domestic purposes and for conducting business (or for nonresidential purposes) the customer will be billed under the predominate use policy. Under this policy, the customer's combined service is billed under the rate (Residential or General Electric Service) applicable to the type of service which constitutes 50% or more of the total connected load.
 - v. Other classes of service furnished by the Company shall be defined in applicable rate schedules, or in rules and regulations pertaining thereto. Service to customers for which no specific rate schedule is applicable shall be billed on the appropriate General Electric Service Rate.
2. CUSTOMER DEPOSITS:
The Company will determine whether or not a deposit shall be required of an applicant for electric service in accordance with Commission rules.
- i. The amount of such deposit for residential service shall not exceed one-sixth of the estimated annual billings. For non-residential

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service, the amount of the deposit shall not exceed 25 percent of the estimated annual billings.

- ii. The Company shall accept in lieu of a cash deposit a contract signed by a guarantor, whereby the payment of a specified sum not to exceed an estimated one year bill, with such estimation to be made at the time the service is established. Guarantee terms and conditions will be in accordance with Commission Rules 38.5.1111 and 38.5.1112.
 - iii. Interest on deposits held shall be accrued at the rate of .5 percent per month. Interest shall be computed from the receipt of deposit to the time of refund or of termination. Interest shall be credited to the customer's account annually during the month of December.
 - iv. Deposits with interest shall be refunded to the customers at termination of service provided all billings for service have been paid. Deposits with interest will be refunded to all active customers, after the deposit has been held for twelve months, provided a prompt payment record, as defined in the Commission rules, has been established.
3. LATE PAYMENT CHARGE:
Amounts billed for energy will be considered past due if not paid by the due date shown on the bill.
- i. For residential customers, an amount equal to 1% per month will be applied to any unpaid balance existing at the second subsequent billing date, provided however, that such amount shall not apply where a bill is in dispute, written payment schedule has been arranged and complied with, or where the Low Income Energy Assistance Program (LIEAP) is being utilized up to the point where the funds are exhausted and the recipient has full responsibility for the account. In the event of a breach of a written payment

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arrangement, an amount equal to 1% of the total remaining unpaid balance shall apply beginning 60 days after the date of the last payment under the payment arrangement. Such amount shall also apply (where the LIEAP program was utilized) to the total remaining unpaid balance on all accounts beginning 60 days after the LIEAP program no longer applies to such account.

- ii. For nonresidential customers, an amount equal to 1% per month will be applied to any unpaid balance existing at the immediate subsequent billing date.
- iii. All payments received will apply to the customer's account prior to calculating the late payment charge. Those payments applied shall satisfy the oldest portion of the bill first.

4. RETURNED CHECK CHARGE:

A charge of \$30.00 will be collected by the Company for each check not honored by customer's financial institution for any reason.

5. MANUAL METER CHECK CHARGE:

A charge of \$18.35 will be assessed monthly for customer(s) who have requested, and received Company approval, to have their meter read manually each month in lieu of an AMR-equipped meter read. Customers agree to contract for the manual reading of the meter for a minimum period of one year.

6. TAX CLAUSE:

In addition to the charges provided for in the electric tariffs of the Company there shall be charged pro rata amounts which on an annual basis shall be sufficient to yield to the Company the full amount of any excise taxes, whether they be denominated as license taxes, occupation taxes, business taxes, privilege taxes, or otherwise, levied against or imposed upon the

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Company by any municipality or other political subdivision for the privilege of conducting its utility operations therein.

The charges to be added to the customers' service bills under this clause shall be limited to the customers within the corporate limits of the municipality or other political subdivision imposing the tax.

7. **UTILITY SERVICES PERFORMED AFTER NORMAL BUSINESS HOURS:**
For service requested by customer for cut-ins, cut-outs, and disconnection or reconnection of service after the Company's regular business hours and on Saturday, Sunday, or legal holidays, a charge will be made for labor at standard overtime service rates and material at retail prices.

Customers requesting service after the Company's normal business hours will be informed of the after hour service rate and encouraged to have the service performed during normal business hours.

To ensure the Company can service the customer during normal business hours, the customer's call must be received by 12:00 p.m. on a regular work day for a disconnection or reconnection of service that same day. For calls received after 12:00 p.m. on a regular work day, customers will be advised that overtime service rates will apply unless service can be scheduled for a future workday.

8. **RECONNECTION FEE FOR SEASONAL CUSTOMER:**
A charge will be collected for reconnecting electric service to a customer who requests reconnection of service, at a location where the same customer discontinued the same service during the preceding twelve month period.

Applicable Charge:

- i. Customers with non-demand meters: \$20.00
- ii. Customers with demand meters: \$40.00

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9. DISCONTINUANCE OF SERVICE FOR NONPAYMENT OF BILL:
- i. All bills for services are due when rendered and will be considered delinquent if not paid by the due date shown on the bill. If any customer shall become delinquent in the payment of service bills, such service may be discontinued by the Company under the applicable rules of the Montana Public Service Commission.
 - ii. The Company may collect a fee of \$20.00 before restoring electric service which has been disconnected for nonpayment of service bills.
10. DISCONTINUANCE OF SERVICE FOR CAUSES OTHER THAN NONPAYMENT OF BILL:
The Company reserves the right to discontinue service for any of the following reasons:
- i. In the event of customer use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
 - ii. In the event of tampering with the equipment furnished and owned by the Company.
 - iii. For violation of or noncompliance with the Company's rules on file with the Commission.
 - iv. For failure of the customer to fulfill the contractual obligations imposed as conditions of obtaining service.
 - v. For refusal of reasonable access to property to the agent or employee of the Company for the purpose of inspecting the facilities or for testing, reading, maintaining or removing meters.

The right to discontinue service for any of the above reasons may be exercised whenever and as often as such reasons may occur, and any delay on the part of the Company in exercising such rights, or omission of any

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action permissible hereunder, shall not be deemed a waiver of its rights to exercise same.

Nothing in these regulations shall be construed to prevent discontinuing service without advance notice for reasons of safety, health, cooperation with civil authorities, or fraudulent use, tampering with or destroying Company facilities.

The Company may collect a reconnect fee of \$20.00 before restoring electric service, which has been disconnected for the above causes.

11. BILL DISCOUNT FOR QUALIFYING EMPLOYEES:

A bill discount may be available for residential use only in a single family unit served by Montana-Dakota Utilities Co. to qualifying retirees of MDU Resources and its subsidiaries. The bill shall be computed at the applicable rate, and the amount reduced by 33 1/3%.

12. METHOD OF COMPUTING INITIAL OR FINAL BILLS FOR ELECTRIC SERVICE FOR LESS THAN A FULL MONTHLY BILLING PERIOD:

Customer's meters are read as nearly as practicable at thirty day intervals. When service is begun or terminated at any location between regular meter reading dates, bills will be prorated on a daily basis, whenever the billing period is less than 27 calendar days or more than 35 calendar days. The minimum monthly bill, basic service charge, kilowatt hour blocks and demand charge provisions in all rate schedules will be prorated.

13. BILLING ERRORS:

Billing error means any bill issued by Company that is not designated as an estimate and that understates the amount owed by the customer. It also means the Company's failure to bill a customer, although there was energy consumption which would, under the Company's normal billing practices, be billed to the customer.

- i. When a billing error is discovered which is not the result of theft by the customer, the Company may submit a bill to the customer based

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on the corrected information for a period not to exceed six months from the date the billing error is discovered.

- ii. Billing errors on accounts of industrial customers are not limited to the six-month period applicable to all other customers.

14. INSTALLING TEMPORARY METERING OR SERVICE FOR ELECTRIC FACILITY:

A customer requesting temporary metering service will be charged on a time and material basis in accordance with Electric Service Rules and Regulations Rate 110.

15. SERVICES ON CUSTOMER PREMISES – ELECTRIC NONCHARGEABLE – UTILITY SERVICES:

- i. Fire Call
- ii. Investigate hazardous condition on customer premises
- iii. No lights or power investigation
- iv. Maintenance or repair of Company-owned equipment on the customer's premise –
 - a. Meter
 - b. Overhead service line
 - c. Underground service line
- v. Checking voltage or loads
- vi. Locating radio, cb or television interference
- vii. High bill complaint
- viii. Cut-ins and cut-outs (regular work hours)

16. MODIFICATION OF RATES, RULES AND REGULATIONS:

Company reserves the right to modify any of its rates, rules, and regulations or other provisions now or hereafter in effect, in any manner permitted by law.

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