

ADJUSTMENT OF BILLS FOR SLOW OR STOPPED METERS

Whenever a meter is found to be more than 2% slow, the Cooperative will bill the member one-half of the unbilled error for a period of twelve months, unless the meter has been tested within that twelve month period, in which event, the Cooperative will bill the member one-half the unbilled error for the period since the meter was last tested.

If the amount of under-registration is less than Five Dollars (\$5.00), the Cooperative will not adjust the bill.

When a member has been undercharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter, incorrect meter constant, stopped meter, inoperative meter element, or other similar reasons, the amount of undercharge will be billed the member. However, the Cooperative will deny service for nonpayment only for that portion of such undercharge applicable to the four months immediately prior to the discovery of the error unless authorized by the Public Service Commission of Maryland.

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204

ADJUSTMENT OF WASTAGE OF ELECTRICITY

When there has been a wastage of electricity due to an accidental ground, without the knowledge of the member, the Cooperative will allow the member credit for one-half of the kilowatthours wasted for one month prior to discovery of the ground.

The amount of wastage shall be determined as nearly as possible by comparison of kilowatthours used in months prior to the wastage, or by comparison of kilowatthours used in similar months of previous years.

In computing the bill, the usual consumption shall be subtracted from the total energy registered on the meter. One-half of the balance shall be added to the usual consumption and the bill computed on the regular rate.

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205

ESTIMATED BILLS

When the Cooperative does not receive a meter reading for a billing period or an incorrect reading is received, the Cooperative will read the meter or the member will be billed on an estimated reading.

Whenever a reading is an estimated reading, this estimated reading will be used for future billing as though it were the actual reading of the meter for that month. If the following reading is lower than the estimated reading, a credit bill will be issued for the KWH overcharged but at no time will the combined billing for the two billing periods be less than the minimum for that consumer for the months of the two billing periods.

206

RETURNED CHECKS

A check received in payment of a member's account which is returned to the Cooperative unpaid by the member's bank will result in an additional \$25.00 charge for the returned check. Such charge will be added to the member's account balance.

The \$25.00 returned check charge will be waived, providing no other such waiver has been made in the preceding eleven (11) months. The member will be notified of the additional charge each time the charge is applied.

206 A

FEE FOR NON-AUTHORIZED USE OR OVERLIMIT DEBIT OR CREDIT CARD

A debit or credit card received in payment of a member's account, which is either non-authorized or over its limit by the member's cardholder, will result in an additional \$25.00 charge. Such charge will be added to the member's account balance.

The \$25.00 debit/credit card fee may be waived, providing no other such waiver has been made in the proceeding eleven (11) months. The member will be notified of the additional charge each time the charge is applied.

Filed March 30 2004

EVEN MONTHLY PAYMENT PLAN

APPLICABILITY

The Even Monthly Payment Plan (EMPP) is available and applicable to members of the Cooperative that are classified as Residential as described on Tariff pg. No. 45. The EMP Plan is restricted to members whose account is in good standing.

DESCRIPTION

The even monthly payment plan is intended to help members budget their electric bills. Members may apply for the even monthly payment plan at any time during the year.

PROCEDURE

Applicants for the EMPP will be subject to a credit and account review by the Coordinator of Consumer Inquiries. If the member's credit is approved, the Coordinator of Consumer Inquiries will send an EMPP Agreement to the member(s) for their signature.

The Cooperative will send a billing to the member each month showing the account status and the even monthly payment amount due. The member must pay the stated amount due and return their current meter reading by the bill due date. If the member does not make the even monthly payments as agreed upon, or if the member does not abide by other rules of the EMP Plan, then the account may be subject to immediate removal from the EMP Plan, without notice.

PERIODIC REVIEW

The Coordinator of Consumer Inquiries will make periodic review of the EMPP accounts throughout the year to determine compliance with the plan as well as the appropriateness of the payment amount.

Filed March 30, 2001

Effective with service rendered
on or after May 1, 2001

207 EVEN MONTHLY PAYMENT PLAN (CONTINUED)

ACCOUNT RECONCILIATION

After the June billing of each year, all EMPP accounts will be reviewed. If there is a balance due for previous months, a bill will be issued to bring the account into balance before the beginning of the next 12 month EMPP period. Credits of \$100.00 or more will be refunded to the member. Credits of less than \$100.00 will be applied to the account.

A determination will be made as to whether the even monthly payment amount is to be adjusted for each year. The member's June billing will show the EMP Payment Plan payment for the next 12 month period. Members will automatically stay on the EMP Plan each year. Either the member or the Cooperative may terminate the EMP Plan at any time during the year.

CALCULATION OF EMP AMOUNT

The member's actual or estimated usage for the 12 month period prior to the request for the EMPP will be determined. This usage will be divided by 12 and applied to the appropriate rate schedule to determine an even monthly payment amount for the next period.

ADDITIONAL INFORMATION

Additional information including the EMP Plan agreements are available from the Cooperative from the Coordinator of Consumer Inquiries.

Filed June 5, 2002

Effective with service rendered
on or after July 1, 2002

LEVEL BILLING PAYMENT PLAN

APPLICABILITY

The Level Billing Payment Plan is available and applicable to all members and rate classes of the Cooperative as described in the Tariff, who are not receiving Maryland energy assistance. The Level Billing Payment Plan is restricted to members whose account is in good standing.

PURPOSE

The purpose is to set forth a policy concerning payment of electric bills on the Level Billing Payment Plan (LBPP).

GENERAL

The LBPP is intended to help members budget their electric bills. Members may register for the LBPP at any time during the year. If a member chooses to participate in the LBPP, Choptank will review that member's account and set a budgeted payment plan for the next 4 (four) months based on that member's most recent 12 month history. The member applying for the level billing payment plan does not need to have a minimum of twelve months of history to apply if billed under the residential tariff. If they do not have such history, we will use the average monthly billing amount (system wide) for the previous year. Once the account is established as a LBPP account it will be evaluated every February, June, and October by reviewing the previous 12 history and a new budget amount may be established.

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Effective with service rendered
on or after December 1, 2012

President & CEO

208 LEVEL BILLING PAYMENT PLAN (CONTINUED)

GENERAL (CONTINUED)

The member will be paying a projected budget amount for a 4 month period based on the previous 12 month history. The budgeted amount may change upon review but will give the member a constant amount for the next 4 months.

The Regional Member Service Manager or the Supervisor of the Member Service Center can authorize their application to the plan and furnish initial level billing payment plan amount to Membership & Energy Assistance Coordinator.

Accounts that are not within the scope of residential rates must have a minimum of one year history to participate in the plan.

PROCEDURE

Upon request, an LBPP agreement form can be sent from the Member Service Center or any Regional Member Service Representative (RMSR). The monthly payment amount under the LBPP will be calculated by the Cooperative representative by using the prior 12 months average usage applied to the appropriate rate schedule. The form will state the calculated Level Billing Payment Plan amount and will be mailed to the applying member. The account must have a zero balance, and we must have the signed form before starting the program.

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on or after December 1, 2012

President & CEO

208 LEVEL BILLING PAYMENT PLAN (CONTINUED)

PROCEDURE (CONTINUED)

The LBPP member will receive a bill each month showing the current account status and the monthly payment amount due. The member must pay the stated amount due and return the meter reading (if applicable by rate tariff) by the bill due date.

If the member does not make the monthly payments as agreed upon, the account will be removed from the LBPP and the member will be so notified in writing from the Cooperative.

The account will be reviewed every February, June, and October to determine whether the level billing payment amount is to be adjusted for the next period. Members will remain on the level billing payment plan until the agreement is terminated by either party.

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Effective with service rendered
on or after December 1, 2012

President & CEO

301

CONSUMER DEPOSITS FOR ELECTRIC BILLS

The Cooperative may require from any consumer or prospective consumer a cash deposit, determined in accordance with the applicable regulations of the Public Service Commission and the applicable rules or practices of the Cooperative, intended to guarantee payment of final bills. Such deposit shall be not less than \$5.00 nor more in amount than two-twelfths of the estimated charge for the ensuing 12 months for residential service, nor more than the maximum estimated charge for two consecutive billing periods for nonresidential service or as may be reasonably required by the Cooperative in cases involving service for short periods or special occasions. Simple interest on deposits is paid by the Cooperative to each consumer making such deposit for the time the deposit is required by the Cooperative. Interest rate applicable for each year's deposit is furnished to the Cooperative by the Public Service Commission subject to the Code of Maryland Regulations Sections 20.30.01.04 and 20.30.02.04. Payment of the interest to the consumer is made annually if requested by the consumer, or at the time the deposit is refunded.

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Reserved for future use

Issued August 21, 1986

Effective October 1, 1986

401

ELECTRIC METERS

The Cooperative will furnish and maintain one set of metering equipment for each service. Meters, meter sockets, enclosures or other equipment furnished by the Cooperative shall remain its property. No person except authorized agents or employees of the Cooperative shall alter, remove, interfere with or make any connections to the Cooperative's meter or service equipment. Members shall insist that employees of the Cooperative identify themselves and should refuse to permit any unauthorized person to do any work upon meters or meter wiring at any time.

No meter shall be placed in service until it has been tested and inspected. Seals will be placed on all meters and meter enclosures.

In all cases, meters shall be located out of doors in a clean, light and safe place, readily accessible for reading and testing. No meter shall be permitted on any pole owned by the Cooperative except as required with instrument transformer metering.

Meters shall not be installed where subject to excessive vibration, fumes, moisture, dust, nor in any location which would be unsafe or dangerous to persons or have a deteriorating effect on the meters and equipment.

Meters must always be mounted on a flat surface so that the meter will not be tilted and will normally be mounted 3 to 6 feet above the ground or floor level.

Metered and unmetered wiring shall not be installed in the same conduit or raceway.

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401 ELECTRIC METERS – continued

The member shall in all cases furnish and install suitable wiring within the meter enclosure or meter socket to permit the Cooperative to install the meter without any additional materials.

Where two or more meters are installed for different members on one building, they shall normally be grouped at one suitable location. Each meter shall be marked in a permanent and legible manner to indicate the unit of the building supplied.

In case of new construction, such as "closing in" of an open porch causing the meter to be inaccessible, the meter shall be relocated at the expense of the member.

For large single phase installations of over 200 amperes, and all three phase installations, the Cooperative will specify the type metering required at the time of construction.

All meters shall be placed ahead of all switches and fuses unless specifically approved by the Cooperative. Services at 480 volts with direct wired meters shall have a non-fused disconnect switch installed at the member's expense ahead of the meter for testing purposes.

402

METER READING

All meters shall be read monthly.

Failure to receive a meter reading notice shall not relieve a member of the responsibility of providing the meter reading.

The Cooperative will read all meters at least every two years.

403

FAILURE TO READ METER

Cooperative members read their own meters except for special metering of large loads and three phase service and some selected residential meters using experimental rate schedules. When the Cooperative fails to receive a member's meter reading by the appropriate date for their billing cycle, then (1) the bill will be estimated by the Cooperative, or (2) the meter will be read by the Cooperative and a charge of \$5.00 will be made for the additional expense incurred.

404

INCORRECT READING OF METER

Corrections shall be made whenever meters are incorrectly read. The correct reading shall be ascertained whenever possible.

When an incorrect reading has been used and the correct reading is not known, the incorrect reading will be marked as an estimate. The same procedure as stated under Estimated Bills will be followed the next billing period.

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405

FAILURE OF METER TO REGISTER CORRECTLY

If a meter fails to register correctly, the member will be billed on an estimated consumption, which will be based on the previous use of the member. Consideration will be given to consumption in months immediately preceding consumption in similar periods of other years, comparative uses and sizes of connected loads, and other relevant facts.

If a meter is tested and found to have over-registered or under-registered by 2%, an adjustment will be made in the bill as described under Adjustment of Bills in sections 202 and 203.

406

METER CONSTANTS

Services rated over 200 amperes may be metered by the use of instrument transformers. Those so metered will have the multiplier of the meter reading plainly marked on the face of the meter.

Some meters have a built-in multiplier and such meters will have the multiplier stamped on the face of the meters.

Any accounts that are billed using an incorrect multiplier shall have the bill adjusted as outlined under Adjustment of Bills in sections 202 and 203.

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407

METER TESTS

The Cooperative will, upon request and without charge, make a test of the accuracy of a member's meter. Meter tests will not be made without charge more frequently than once in eighteen months. If the member is not satisfied with the Cooperative's test, a referee test will be made by a representative of the Maryland Public Service Commission. The written application by the member to the Commission shall be accompanied by a deposit of \$10.00 per meter. If the meter is found to over-register 2% or more, the deposit will be refunded by the Commission and the Cooperative will pay for the test. If the meter is found to be less than 2% fast, the deposit will be retained by the Public Service Commission. The Public Service Commission will make a written report of the test to the member and to the Cooperative.

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