

NPPD's Service Rules & Regulations

At NPPD, we want our customers to be assured that when they flip a switch, the lights come on. As an electric consumer, have you ever thought about what goes on behind the power switch to provide electricity when you need it? NPPD's Service Rules and Regulations document sets forth key criteria to help manage "business behind the outlet." Sharing this criteria with customers sets the framework in which NPPD may provide the reliable and low-cost electric service you've come to depend on.

What you can find in NPPD's Service Rules & Regulations:

- The costs and procedures for signing up and requesting service from NPPD.
- As a customer, what items you need to provide when constructing a new home or business versus what NPPD provides.
- When your bill is due, how NPPD handles billing adjustments and information on reading and maintaining your meter.
- Your rights and responsibilities as a customer regarding disconnection and reconnection.
- NPPD's rights and responsibilities in terms of accessing customer property to read meters or address safety issues.
- And more...

For more information regarding items in this brochure or for a complete summary of NPPD Service Rules and Regulations go to www.nppd.com, and look under My Account and then Rates.



If you are considering building a new home or business, go to NPPD's

corporate website to find more detailed information about what is required to connect to NPPD's electric system. Look under Services, Service Request, and then Electric Service Requirements, or contact your local NPPD customer service office.

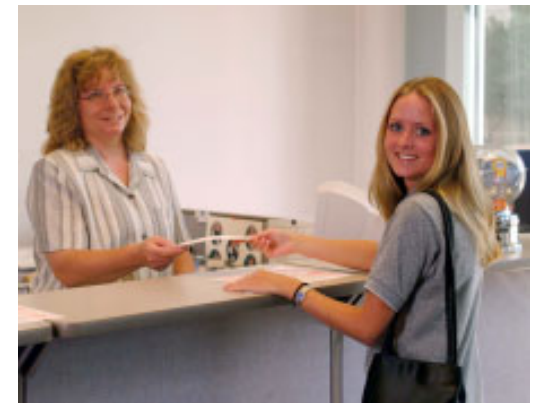
To obtain a copy of NPPD's Service Rules and Regulations document, contact the toll-free number below, visit our web page or write to:

**Nebraska Public Power District
Customer Care Center
1100 South Chestnut St.
P.O. Box 519
Norfolk, NE 68702-0519**

**Questions? Call toll-free
1-877-ASK-NPPD
or visit us online at
www.nppd.com**

A look at...

NPPD's Service Rules and Regulations



Nebraska Public Power District
Always there when you need us

When it comes to defining the rights and responsibilities of NPPD and its customers in regard to the delivery of electric service, the District follows certain criteria as outlined in its Board-approved, formal Rules and Regulations document. A high level overview of items included in this document follows:

■ **Types of service installations:**

Standard service:

NPPD's standard service is the least costly service installation method (i.e. typically overhead lines) by which the District utilizes standard construction materials, design and voltage levels to initiate service.

Enhanced service

A separate fee is assessed, as appropriate, to customers requesting enhanced electric service (i.e. underground lines, alternate feeds, backup service or enhancements to power quality).

■ **Service interruptions and liability:**

NPPD works hard to provide continuous and uninterrupted service. In the event service is interrupted, the



District cannot be held liable for injuries, losses or damages incurred to a customer

or the customer's residence, when the circumstances prove beyond reasonable control.

■ **Measuring electricity usage:**

NPPD reserves the right to test existing metering equipment for any reason at anytime. In cases where metering equipment appears to have been tampered with or changed, the District will estimate the customer's power and energy usage and bill the customer for the assumed expenses.

The District also reserves the right to connect customer-owned load management systems to an NPPD facility. Under this situation, NPPD provides the customer with pulse outputs to a District designated "point of delivery." The customer is responsible for the design, engineering and operation of their load management system.

■ **Customer responsibility in electric operations:**

Where the customer's use of electric service is intermittent or causes unusual voltage fluctuations, etc., NPPD reserves the right to require the customer to install corrective equipment.

■ **NPPD's rights regarding customers' electric facilities:**

Requests for electric service must be made by the customer. Requests should be made in advance to allow NPPD reasonable time to schedule necessary resources and

materials. Connect charges are non-refundable. Deposits or other assurances of security for payment of bills may be required. The District may withhold providing electric service until all requirements are met.

■ **Billing and meter reading:**



A customer's bill is based on the District's applicable rate schedules. NPPD maintains regular meter readings as

reasonably possible. Customer accounts are billed on a monthly basis.

■ **Service disconnects / reconnects:**

A customer can request disconnection of electric service for any reason unless otherwise provided for by the customer's contract or agreement for electric service. Customers receiving service without contract who wish to discontinue such service may be required to give at least three (3) days prior notice. NPPD can disconnect service to a customer after notice of disconnection has been given, pursuant to the District's Electric Service Termination Guidelines.

■ **Rate schedules:**

Rate schedules for all classes of retail electric service are available upon request and may be accessed on nppd.com. Look under My Account and then Rates.