

**PALMETTO ELECTRIC COOPERATIVE, INC.**

**SERVICE RULES AND REGULATIONS**

**100 ELECTRIC SERVICES AVAILABILITY**

**101 OFFICE AND SERVICE HOURS**

Business Hours

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- **Monday-Friday:** 8am to 5pm
- **Saturday:** Closed
- **Sunday:** Closed
- **The Cooperative maintains emergency crews on duty twenty-four (24) hours a day, seven (7) days a week.** The emergency number at all times is (843) 208-5551 or, if calling long distance, 1-866-445-5551.

Contact Us

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- peci@palmetto.coop | 1(800) 922-5551 | <http://www.palmetto.coop>

**Hampton - District Office**

- 1-803-943-2211
- 1231 Charleston Highway,  
Hampton, SC 29924

**Hilton Head Island - District Office**

- 1-843-681-5551
- 111 Mathews Drive, Hilton Head  
Island, SC 29926

**New River - District Office**

- 1-843-208-5551
- 1 Cooperative Way, Hardeeville,  
SC 29927

**Ridgeland - Headquarters**

- 1-843-726-5551
- 4063 Grays Highway,  
Ridgeland, SC 29936

		<b>Board Policy C-1</b>
Adopted: February 16, 1970	Revised: July 24, 2025	Reviewed: July 24, 2025

## APPLICATION FOR MEMBERSHIP

Any person, firm, association, corporation, or public body desiring electric service will pay a five (\$5.00) dollar membership fee together with any service security deposit, as may be required by the Cooperative. The member agrees to be bound by the Cooperative's Certificate of Incorporation, By-Laws, policies and all rules, regulations and rate schedules established pursuant thereto.

No member may hold more than one (1) membership in the Cooperative, and no membership in the Cooperative shall be transferable.



## Board Policy C-2

Adopted: February 16, 1970

Revised: July 24, 2025

Reviewed: July 24, 2025

### **GENERAL CONDITION FOR MEMBER WITHDRAWAL**

A member may voluntarily withdraw in good standing from the Cooperative, provided that:

- (1) All amounts due the Cooperative are paid in full, and
- (2) The member ceases to use any electric service provided by the Cooperative at the premises to which such service has been furnished by the Cooperative pursuant to the membership.

Upon such withdrawal, the member will be entitled to a refund of their membership fee and any security deposit held by the Cooperative. If the account has an unpaid balance, the Cooperative shall apply the membership fee and any deposit toward the balance, and refund the member any excess of the deposit.



## Administrative Policy C-3

Adopted:

Revised: July 24, 2025

Reviewed: July 24, 2025

### **ELECTRIC SERVICE SECURITY DEPOSITS - RESIDENTIAL**

1. Homeowners and renters will be subject to security deposits rules and regulations.
2. A valid social security number must be presented before electric service can be activated. If a valid social security number cannot be given, an up-front deposit of \$300 is required to activate electric service.
3. A valid social security number will be entered into a risk factor analysis to determine if a deposit will be required.
4. Should a member subsequently be disconnected for non-payment the member may be required to pay any unpaid bill, any disconnect/reconnect fee, and may be required to pay a deposit or an additional amount to the current deposit.
5. All deposits will be returned upon member request after a two (2) year retention period unless:
  - A. The member's past payment record shows a delinquent payment history, or,
  - B. The member has had his/her service terminated for non-payment or fraudulent use since becoming a member.
6. All deposits will be returned after discontinuance of service. If, however, the account has an unpaid balance, the Cooperative shall apply the deposit toward the balance and shall refund the member any excess of the deposit.
7. Unclaimed deposits shall be turned over to the South Carolina Treasurers Office, pursuant to State law. Dormancy fees may apply.
8. In lieu of a deposit, members may select AdvancePay. To begin an AdvancePay account, members must pay a minimum of \$75.



## Administrative Policy C-4

Adopted: August 21, 1975

Revised: July 24, 2025

Reviewed: July 24, 2025

### DEPOSITS ON COMMERCIAL ACCOUNTS

#### A. Small Commercial Accounts

1. Should the connect requested be at a previously occupied premise and a like business is proposed, a service deposit of twice the highest monthly bill over the past twelve months shall be charged.
2. If no history is available, such as with a new premise, a deposit of an estimated two-month bill shall be charged before service is connected.
3. Temporary services will be required to pay a \$75.00 security deposit per meter.
4. Surety bonds may be used with the approval of management.
5. Deposits are subject to review, based on actual experience, and may be adjusted upward or downward to reflect the actual billing experience.

#### B. Large Commercial Accounts

1. All security deposits will be determined on an individual basis by contract and/or will follow the same guidelines as above.

Should an account become past due, have a returned check, or be disconnected, a deposit or additional deposits may be required.



## **Administrative Policy C-5**

Adopted:

Revised: July 24, 2025

Reviewed: July 24, 2025

### **INTEREST ON CONSUMER DEPOSITS**

Interest on consumer deposits, both residential and commercial, will be paid at a rate that equals the current simple interest rate at the Cooperative's financial institution. The rate will be adjusted in January of each year, if needed, for the current year. The interest will be computed using the simple interest method and will not be compounded.

Interest will be credited monthly to each applicable account. Refunds of deposits will include the interest accrued to the date of refund.



## **Administrative Policy C-6**

Adopted: November 11, 1986

Revised: July 24, 2025

Reviewed: July 24, 2025

### **CHARGES FOR INTERMITTENT SERVICES**

The standard monthly facility charge for electrical service may be collected for all unbilled months since the previous disconnect date, up to a maximum of eight (8) months.

When a disconnect is requested by the consumer solely for his/her convenience, fees shall be charged in accordance with Policy C-7 to help defray the cost of disconnect and reconnect expense.



## Board Policy C-7

Adopted:

Revised: August 23, 2021

Reviewed: August 23, 2021

### **DISCONNECTION, FEES AND COLLECTIONS FOR NONPAYMENT OF ELECTRIC SERVICE**

#### **Standard Accounts**

Full payment for electric or other services provided by the Cooperative is required by the due date as shown on the monthly billing statement. If payment is not received by the due date, the account will be considered past due. The due date indicated on the statement is for the current month's bill only and does not apply to any balance forward which is also considered past due. Accounts that remain unpaid 30 days from the bill date are subject to disconnection. Palmetto will attempt to contact the member by phone or in writing prior to disconnection due to nonpayment. If payment is not made and the member does not qualify for a payment arrangement, the member will be given two business days to pay the past due balance. If the member cannot be contacted, a field service technician will make a service call to the location that is subject to disconnection and leave a "door hanger" advising them to contact Palmetto Electric immediately. Members unable to make payment, or qualify for a payment arrangement plan, will be given information of local social service agencies that may provide assistance. Accounts will only be disconnected on normal business days between 8:00 a.m. – 5:00 p.m.

Should an account be disconnected for nonpayment, a reconnect fee of forty-five dollars (\$45.00), plus the full amount of the past due bill, must be paid prior to reconnection. Payments can be made through automated methods, by phone, or at a Cooperative business office during normal Cooperative business hours. Field collections may also be accepted during normal Cooperative business hours only. A twenty dollar (\$20.00) charge will be applied to the outstanding balance and any additional fees.

Requests for reconnection after 8:00 p.m. which require a field service technician will not be dispatched until the next day beginning at 8:00 a.m. There will not be any reconnections for non-payment after 8:00 p.m. except for members with service disconnect meters or equivalent remote disconnect/reconnect hardware.

If payment has not been received by the next bill date, a late payment fee of 1% of the past due amount will be added to the account. This late payment fee will not be added to any account with a past due amount of less than ten dollars (\$10.00). The minimum amount of the late payment fee will be one dollar and fifty cents (\$1.50).

### **Advance Pay Accounts**

Members with Advance Pay accounts are responsible for keeping a positive balance on all such accounts. It is the member's responsibility to establish "Alerts and Reminders" and to make payments as necessary. Advance Pay accounts which are in arrears (negative balance) will be disconnected on the following business day without prior notice, no earlier than 10:00 a.m. Once disconnected, a minimum balance of twenty dollars (\$20.00) will be required for reconnection. Reconnection is available 24 hours a day, 7 days a week and should occur within 30 minutes of sufficient payment.

### **Special Needs Account Members**

"Special needs account member" means the account of a residential member where the member can furnish a document and signed by a licensed health care provider stating that disconnection of electric service would be dangerous to the health of the member or a person residing in the member's household at the premises to which electric service is rendered. Licensed health care provider means a licensed medical doctor, physician's assistant, nurse practitioner, or advanced-practice registered nurse. Such a form shall be valid for one year. Upon expiration, the member must submit a new form to retain qualification as a special needs account member. If a special needs member cannot pay the electric bill in full and does not qualify for a payment arrangement and does not receive assistance from local social service agencies, "Standard Account" disconnect procedures will apply.

### **Extreme Weather**

Disconnection for nonpayment of residential service only will be temporarily suspended on days of extreme weather. Extreme weather is defined as any day when, as of 8:00AM, the National Weather Service forecasts temperatures below 32 or above 100 degrees Fahrenheit and/or issues a "heat advisory". For these purposes, extreme weather will be determined on an area-by-area, not Cooperative wide, basis.

### **Emergency Disconnects**

Notwithstanding the procedures contained in this policy, the cooperative may terminate service to any member without prior notice if it determines that a condition exists that is immediately dangerous or hazardous to life, physical safety, or property.



## Board Policy C-9

Adopted: February 16, 1970

Revised: September 22, 2025

Reviewed: September 22, 2025

### **REASONS FOR DISCONNECTING OTHER THAN FAILURE TO PAY BILLS**

Service will be disconnected without notice for the following reasons:

- A. Discovery of meter tampering.
- B. Diversion of electric energy.
- C. Use of power for unlawful reasons.
- D. Discovery of a condition determined by the Cooperative to be unsafe.

Electric service will be reconnected in the above cases under the following conditions:

- A. Correcting the infraction and a county inspection may be required.
- B. Payment for any unmetered energy as determined by the Cooperative.
- C. Payment of any applicable fees.

Service may be disconnected, but only after notice and reasonable time to comply with remediation of the infraction has been allowed, for the following reasons:

- A. For violation of and/or non-compliance with any applicable State or other local laws, regulations, and codes pertaining to electric service.
- B. For non-compliance with By-Laws, rules, and regulations of the Cooperative.



## Board Policy C-10

Adopted: February 16, 1970

Revised: September 22, 2025

Reviewed: September 22, 2025

### **SERVICE INTERRUPTIONS**

The objective of the Cooperative is to furnish continuous and uninterrupted service; however, the Cooperative will not be liable for loss or damage to any consumer's property or equipment caused by a failure to supply electricity, or by an interruption or phase rotation of the supply of electricity, if due to any cause beyond the control of the Cooperative.

The consumers shall notify the Cooperative promptly of any defect in service, or of any trouble or irregularity in the electric supply.

Whenever service is interrupted for work on lines or equipment, such work shall be done, as far as practical, at a time that will cause the least inconvenience to the consumers. The Cooperative will attempt to notify affected consumers in advance of a scheduled outage.

When outage calls are answered and the issue is found to be in the consumer's equipment, and not that of the Cooperative, a service charge equivalent to the expense incurred by the Cooperative may be billed to the consumer.

**PALMETTO ELECTRIC COOPERATIVE, INC.**

**POLICY O-1**

**SERVICE RULES AND REGULATIONS**

**100 ELECTRIC SERVICE AVAILABILITY**

**107.1 SINGLE PHASE OVERHEAD SERVICE TO PERMANENT ESTABLISHMENTS**

This classification includes permanent residences, schools, public buildings, churches, commercial and industrial establishments, or any other establishment of a permanent nature, except mobile homes, requiring electric service on a continuous basis.

Single phase overhead electric service facilities will be extended to establishments in this classification at any location within the assigned or unassigned service area of the Cooperative upon request by the member/owner. If, however, a member/owner requests a special grade of service or requests a service that requires extension of facilities that will not generate enough revenue to cover installation costs, the Cooperative may require a monthly minimum or a contribution in aid-to-construction paid in advance per Policy O-12.

The Cooperative will furnish all material and equipment and will maintain same up to the point of connection. All such material and equipment shall be the property of the Cooperative.

The service weather head and all equipment beyond the metering point shall be furnished and maintained by the member/owner. The Cooperative will not be responsible for any service beyond this point.

Electric service will be furnished at the regularly established rates and minimums.

Adopted: March 10, 1970

Amended: January 15, 1990

**PALMETTO ELECTRIC COOPERATIVE, INC.**

**POLICY O-2**

**SERVICE RULES AND REGULATIONS**

**100 ELECTRIC SERVICE AVAILABILITY**

**107.2 TEMPORARY SERVICES**

Temporary service shall be single phase service installation where the expected use is less than twelve (12) months.

1. Temporary service shall be installed for construction of a building, home or other installation, which when completed will require permanent service. A membership fee and security deposit are required as determined by Cooperative policies.
2. Temporary services, other than as set forth in item 1 above, shall be handled as individual cases.

Normally an installation and removal cost, plus additional unusual costs, are determined and paid to the Cooperative in advance of service connection. All overhead and underground temporary services shall have limitations pertaining to distance. Any overhead temporary service requiring additional poles and/or line extensions shall be assessed an installation and removal cost. Any underground temporary service located more than fifteen (15) feet from the Cooperative's closest source will be assessed an installation and removal cost.

Installation and removal cost, plus additional unusual costs, are non-refundable.

Service or meter loops are furnished, maintained and owned by the consumer, except for the meter base, which is furnished by the Cooperative.

The rate applicable is determined by the KVA transformation.

Amended: January 15, 1990

**PALMETTO ELECTRIC COOPERATIVE, INC.**

**POLICY O-3**

**SERVICE RULES AND REGULATIONS**

**100 ELECTRIC SERVICE AVAILABILITY**

**107.3 MOBILE HOME SERVICE**

The Cooperative will provide single phase overhead service to mobile homes that are considered to be primary residences.

Service on the meter loop for a mobile home is to be furnished, maintained, and owned by the member/owner. The meter base will be furnished and owned by the Cooperative.

Service must be installed as specified by the Cooperative.

If the mobile home is not considered a primary residence, see Policy O-12, "Special Grades of Service."

Amended: January 15, 1990

**PALMETTO ELECTRIC COOPERATIVE, INC.**

**POLICY O-4**

**SERVICE RULES AND REGULATIONS**

**100 ELECTRIC SERVICE AVAILABILITY**

**107.4 THREE PHASE OVERHEAD SERVICE TO PERMANENT ESTABLISHMENTS**

This classification includes schools, public buildings, churches, commercial and industrial establishments, or any other establishment of a permanent nature, requiring electric service on a continuous basis, except for mobile homes.

Three phase service shall be extended to such establishments without any contribution in aid-to-construction when such establishments are located within 500' of the Cooperative's existing three phase facilities. If, however, a member/consumer requests a special grade of service or requests a service that requires extension of facilities that will not generate enough revenue to cover installation costs, the Cooperative may require a monthly minimum or a contribution in aid-to-construction paid in advance per Policy O-12.

A written contract will be required for users with:

1. Service extension of over 500' or
2. Transformer KVA capacity of 100 KVA or more.

A written contract must be executed in advance of extending such service. If a monthly minimum is required, it will be determined as specified in the contract and/or the rate schedule.

The term of the contract shall be for five (5) years. At the end of this five (5) year period, the normal rate schedule and minimum will apply to the account.

Adopted: September 11, 1978

Amended: January 15, 1990

**PALMETTO ELECTRIC COOPERATIVE, INC.**

**POLICY O-5**

**SERVICE RULES AND REGULATIONS**

**100 ELECTRIC SERVICE AVAILABILITY**

**108.1 UNDERGROUND SERVICE TO RESIDENTIAL  
SUBDIVISION DEVELOPMENT**

A "residential subdivision" is defined as a certain tract or tracts of land which an owner-developer intends to develop primarily as a residential subdivision containing twelve (12) or more lots with an average size of one (1) acre or less. If the average lot size is greater than one (1) acre, then a "residential subdivision" is defined as twenty-four (24) or more lots.

It shall be the policy of the Cooperative to provide underground electric service to permanent residences and dwellings in residential subdivisions which have not previously been supplied electric service under the following terms and conditions:

- A. Easements: The owner-developer shall provide free of charge to the Cooperative suitable overhead and/or underground written easements necessary to construct and maintain its facilities and equipment.
- B. Owner-Developer Plans. The Owner-Developer shall furnish the Cooperative with a complete set of subdivision plans indicating property boundaries and building locations, and an electrical plan that includes, in detail, the electrical connected load and voltage for each unit to be constructed. The purpose of the subdivision plan is to design the distribution system and coordinate transformer and meter locations. The electrical plans, in detail, are necessary for the proper sizing of transformers and conductors. Due to the long delivery times, it is necessary that the Owner-Developer provide site development and electrical plans, including connected loads, to the Cooperative a minimum of four (4) months prior to the start of construction of the subdivision.
- C. Service Lateral: The service lateral is defined as the underground cable from the pad-mounted transformer or pedestal to the meter base. The Cooperative reserves the right to determine the location of all meter bases. Service laterals not exceeding 125 feet of single cable will be installed at no cost to the Owner-Developer of the premises. The Owner-Developer shall pay the additional cost incurred by the Cooperative for service laterals exceeding 125 feet.

**108.1 UNDERGROUND SERVICE TO RESIDENTIAL  
SUBDIVISION DEVELOPMENT**  
**PAGE 2**

**D. Metering and Mechanical (G.I. or PVC Conduit) Protection Specifications:**

- 1) The owner-developer is required to install the meter base, NEC specified grounding and conduit risers. For services 200 amps and smaller, meter base risers shall be 2.5-inch conduit. For 201 to 400 amps services, 3.0 inch conduit shall be provided. For services greater than 400 amps, the conduit size shall be coordinated with and approved by the Cooperative.
- 2) All conduit risers shall extend 2 feet beyond any drying yard, surfaced area, or any area that would not allow access to the underground cable. The Cooperative reserves the right to require additional mechanical protection in designated areas and the owner-developer shall reimburse the Cooperative for the cost of such protection.
- 3) If the Cooperative requires additional mechanical protection, not more than two (2) 90-degree turns or sweeps in the conduit will be allowed. All conduit bends outside of the actual building shall be made in 45-degree increments.

**E. Contract Agreement:** The owner-developer shall be required to execute and comply with the terms and conditions of an Agreement for Underground Electric Service.

**F. Aid-To-Construction:**

- 1) The owner-developer will pay the excess cost difference (aid-to-construction) between an underground system and an overhead system since an underground system is substantially more costly than a standard overhead system.
- 2) The Cooperative, however, will install an underground system in the subdivision and waive to the owner-developer excess cost difference of aid-to-construction between an underground system and an overhead feeder system (except for the additional cost of service laterals over 125 feet) under the following conditions:
  - (a) With respect to each and every lot in the subdivision upon which is constructed a “qualified building,” the Cooperative will conditionally waive the per lot aid-to-construction charge calculated by the Cooperative for that subdivision. A “qualified building” is defined as a residence, including auxiliary buildings on the lot, utilizing the Cooperative’s electricity as the sole purchased source for all space heating and air conditioning (except that decorative fireplace “logs” are permitted), cooking, potable water heating and clothes drying, as well as illumination. Management has the right to make exceptions to this definition on a case-by-case basis.

**108.1 UNDERGROUND SERVICE TO RESIDENTIAL  
SUBDIVISION DEVELOPMENT**

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- (b) If any building on a lot with respect to which the Cooperative has conditionally waived its aid-to-construction charge fails to remain continuously equipped and operated as a "qualified building" as defined in this policy for a period of at least six (6) months from the date of initial occupancy, then the owner-developer shall, immediately upon the failure of the building to remain continuously equipped and operated as a "qualified building," owe and pay to the Cooperative the per lot amount specified in (a) above.
  
- 3) If an owner-developer requests single or three phase service in the subdivision for small loads or for loads that require the extension of facilities that will not generate enough revenue to cover installation costs, the Cooperative reserves the right to require the developer to pay for these installations or to apply Policy 0-12, Special Grades of Service, whether it be overhead or underground. Also, if a subdivision does not fulfill the definition of a "residential subdivision" as outlined in this policy, the owner-developer will pay the entire cost difference between an underground system and an overhead system. Any aid-to-construction required, as specified in a separate agreement, shall be paid in full to the Cooperative prior to the beginning of construction.

Adopted: May 13, 1968

Amended: October 16, 1995

**PALMETTO ELECTRIC COOPERATIVE, INC.**

**POLICY O-6**

**SERVICE RULES AND REGULATIONS**

**100 ELECTRIC SERVICE AVAILABILITY**

**108.2 OTHER UNDERGROUND RESIDENTIAL SERVICE**

Underground electric service shall be available to all residential consumers. Residential consumers not covered by other policies will be covered by this policy under the following terms and conditions:

- A. Aid-to-Construction: The member/owner shall pay to the Cooperative a contribution in aid-to-construction for the cost difference between standard overhead service and underground service as determined by the Cooperative.
- B. Cable Size: The Cooperative shall determine cable size requirements based on length, capacity of cable, and voltage drop. The Cooperative shall furnish the meter base (see Policy O-17).
- C. Owner/Developer Obligations: It shall be the responsibility of the owner/developer to furnish the riser to the meter base and mechanical protection to the underground cable on his premises. Areas such as roads, driveways, parking areas, drying yards, or other obstructions which would prevent immediate access to the underground cable, shall be properly marked by the owner and/or developer, indicating the correct routing for the installation of mechanical protection. This information shall be given to the Cooperative prior to the beginning of construction. The Cooperative reserves the right to require mechanical protection in designated areas, and the owner and/or developer shall reimburse the Cooperative for the cost of such protection. The Cooperative will install mechanical protection for the underground cable when such is requested by the owner and/or developer and the materials are on the job site, or where prior arrangements have been made to have the Cooperative install the mechanical protection. The owner and/or developer shall pay for any loss of time caused by his failure to comply with these requirements.

**108.2 OTHER UNDERGROUND RESIDENTIAL SERVICE**  
**PAGE 2**

D. Mechanical Protection Specifications:

- 1) Conduit size shall be coordinated with the Cooperative. For 200 amps and smaller services, 2.5" conduit shall be provided. For 300 and 400 amps services, 3.0" conduit shall be provided. For services larger than 400 amps, the conduit size shall be determined by the Cooperative.
- 2) Mechanical protection shall extend 2' beyond any drying yard, surfaced area, or any area that would be damaged in the event that it became necessary to gain access to the underground cable.
- 3) In order to avoid damaging underground cable during installation, not more than two (2) 90-degree turns or sweeps in the mechanical protection will be allowed. All turns in the mechanical protection outside of the actual building shall be made in 45-degree increments.

Adopted: August 12, 1968

Amended: January 15, 1990

**PALMETTO ELECTRIC COOPERATIVE, INC**

**POLICY O-7**

**SERVICE RULES AND REGULATIONS**

**100 ELECTRIC SERVICE AVAILABILITY**

**108.3 UNDERGROUND SERVICE TO MULTI-FAMILY DEVELOPMENTS**

A "multi-family development" is defined as a condominium, an apartment, a time-share, or other multi-unit building consisting of six (6) or more units located within 200' from existing lines.

It shall be the policy of the Cooperative to provide underground electric service to multi-family projects under the following terms and conditions:

- A. Easements: The developer and/or owner shall provide suitable overhead and/or underground rights of way for all lines.
- B. Development Plans: The developer and/or owner shall furnish the Cooperative with a site plan, indicating property boundaries and building location, and an electrical plan that includes, in detail, the electrical connected load and voltage for each unit to be constructed. The purpose of the site plan is to design the distribution system and coordinate transformer and meter locations. The electrical plans, in detail, are necessary for the proper sizing of transformers and conductors. Due to the long delivery times, it is necessary that the Cooperative have the electrical plan including connected loads as soon as they have been determined, but at least six (6) months prior to the requested permanent service date.
- C. Service Characteristics: The Cooperative will routinely provide 120/240 volt, single-phase service to complexes of two (2) stories or less in height. However, if the developer and/or owner request three phase service, the Cooperative will provide three phase service if the complex is three (3) or more stories in height and/or the complex has the load to justify it. The standard three phase voltages are 120/208Y and 277/480Y volts. Loads requiring greater than 500 KVA capacity must be supplied at 277/480Y volts. Should other voltages or phasing be required for portions of the connected load, this transformation will be the responsibility of the developer/owner. Transformer locations must be coordinated with and agreed to by the Cooperative.

**108.3 UNDERGROUND SERVICE TO MULTI-FAMILY DEVELOPMENTS**  
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**D. Service Laterals and Metering:**

- a. The Cooperative will provide 125' of single-phase "service laterals" up to a four-gang metering assembly. If a metering assembly larger than a four-gang is required, it must be individually negotiated and coordinated with the Cooperative. Any load centers requiring breakers or disconnects will be the responsibility of the developer/owner. The developer/owner shall own and have responsibility for maintenance of any metering equipment not furnished by the Cooperative.
- b. It will be the responsibility of the developer/owner to provide and install "service laterals" to all three-phase installations in accordance with the National Electrical Code. The developer/owner shall own and have total responsibility for maintenance of these conductors.
- c. It will be the responsibility of the developer/owner to provide and install all "service lateral" conduits for projects that require single-phase gang metering or individual unit metering. All conduit must be installed according to the following specifications:
  - 1) Conduit, rigid or PVC, will be used in one continuous run from the meter base to the transformer or pedestal. If metered from an enclosure, the conduit will run from the control panel to the metering point. A ground rod will be driven at the meter base. All conduits will be installed by the developer or owner. The minimum depth for installation of conduit will be 36".
  - 2) In order to avoid damaging conductors during installation, not more than two (2) 90-degree sweeps will be allowed, one at the meter base, and the other at the transformer or pedestal. All other sweeps outside the actual unit must be made in 45-degree increments or less. The maximum conduit length is 125', unless otherwise approved by the Cooperative.

**108.3 UNDERGROUND SERVICE TO MULTI-FAMILY DEVELOPMENTS**  
**PAGE 3**

- 3) Conduit size and type must be properly coordinated with the Cooperative. Rigid conduit must be properly threaded, and an insulating bushing placed thereon where the conduit terminates. For individual services, minimum conduit size is 2.5" for 200 amp meters and 3.0" for services over 200 amps; for gang-meter bases, minimum conduit size is 3.0".

E. Aid-To-Construction

If the development does not qualify as defined in this policy, the developer/owner must pay the cost difference between an underground and an overhead system. See Policy O-12 for "Special Grades of Service."

Adopted: August 9, 1972

Amended: January 15, 1990

**PALMETTO ELECTRIC COOPERATIVE, INC.**

**POLICY O-8**

**SERVICE RULES AND REGULATIONS**

**100 ELECTRIC SERVICE AVAILABILITY**

**108.4 SINGLE PHASE UNDERGROUND SERVICE TO COMMERCIAL ESTABLISHMENTS**

This classification includes businesses, schools, public buildings, churches, or any other commercial establishment of a permanent nature, located within 200' of existing lines, and requiring more than 26 KVA and less than 167 KVA of transformer capacity.

It shall be the policy of the Cooperative to provide a single point of delivery of single phase underground electric service to permanent commercial establishments under the following terms and conditions:

- A. Easements: The developer/owner shall provide suitable overhead and/or underground right-of-ways for all lines.
- B. Development Plans: The developer and/or owner shall furnish the Cooperative with a site plan, indicating property boundaries and building location, and an electrical plan that includes, in detail, the electrical connected load and voltage. The purpose of the site plan is to design the distribution system and coordinate transformer and meter locations. The electrical plans, in detail, are necessary for the proper sizing of transformers and conductors. It is necessary that the Cooperative have the electrical plan including connected loads as soon as they have been determined.
- C. Service Characteristics: The Cooperative will routinely provide 120/240 volt single phase service. Loads requiring greater than 167 KVA transformer capacity must be supplied with three phase service. Should other voltages or phasing be required for portions of the connected load, this transformation will be the responsibility of the developer/owner. Transformer locations must be coordinated with and approved by the Cooperative.

**108.4 SINGLE PHASE UNDERGROUND SERVICE TO COMMERCIAL ESTABLISHMENTS**

**PAGE 3**

- D. Service Laterals and Metering: It will be the responsibility of the developer\owner to provide and install all "service laterals" to single phase installations in accordance to the National Electrical Code. The developer/owner shall own and have total responsibility for maintenance of these conductors. All metering specifications and locations must be coordinated with and approved by the Cooperative. If current transformer cabinets are required, the developer\owner must provide them.
  
- E. Other Requirements: It will be the responsibility of the developer\owner to provide 2" PVC conduit (minimum) and the necessary bends for the primary cable installation.
  
- F. Contract: A written contract will be required for users with a transformer capacity of 100 KVA or more, or a service extension over 200'. If a monthly minimum is required, it will be determined as specified in the contract and/or the rate schedule. See Policy O-12 for "Special Grades of Service."
  
- G. Aid-to-Construction: If the development does not qualify as defined in this policy, the developer/owner must pay the cost difference between an underground and an overhead system. See Policy O-12 for "Special Grades of Service."

Adopted: January 15, 1990

**PALMETTO ELECTRIC COOPERATIVE, INC.**

**POLICY O-9**

**SERVICE RULES REGULATIONS**

**100 ELECTRIC SERVICE AVAILBILTY**

**108.5 THREE PHASE UNDERGROUND SERVICE TO COMMERCIAL ESTABLISHMENTS**

This classification includes businesses, schools, public buildings, churches, or any other commercial establishment of a permanent nature, located within 200' of existing lines, and individually requiring more than 74 KVA and less than 501 KVA of transformer capacity. Shopping malls and business parks located on one large lot of land may be considered as a large commercial and industrial establishment.

It shall be the policy of the Cooperative to provide a single point of delivery of three phase underground electric service to permanent commercial establishments under the following terms and conditions:

- A. Easements: The developer/owner shall provide suitable overhead and/or underground right-of-ways for all lines.
- B. Development Plans: The developer and/or owner shall furnish the Cooperative with a site plan, indicating property boundaries and building location, and an electrical plan that includes, in detail, the electrical connected load and voltage. The purpose of the site plan is to design the distribution system and coordinate transformer and meter locations. The electrical plans, in detail, are necessary for the proper sizing of transformers and conductors. Due to the long delivery times, it is necessary that the Cooperative have the electrical plan including connected loads as soon as they have been determined, but at least six (6) months prior to the requested permanent service date.
- C. Service Characteristics: The Cooperative will routinely provide 120/208Y or 277/480Y volt service to loads between 75 KVA and 500 KVA. Should other voltages or phasing be required for portions of the connected load, this transformation will be the responsibility of the developer/owner. Transformer locations must be coordinated with and approved by the Cooperative.

**108.5 THREE PHASE UNDERGROUND SERVICE TO COMMERCIAL ESTABLISHMENTS**

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- D. Service Laterals and Metering: It will be the responsibility of the developer\owner to provide and install all "service laterals" to three phase installations in accordance with the National Electrical Code. The developer/owner shall own and have total responsibility for maintenance of these conductors. All metering specifications and locations must be coordinated with and approved by the Cooperative. If current transformer cabinets are required, the developer\owner must provide them.
  
- E. Other Requirements: It will be the responsibility of the developer\owner to provide and install a concrete transformer pad in accordance to the Cooperative's specifications. Also, it will be the responsibility of the developer\owner to provide 4" PVC conduit (minimum) and the necessary bends for the primary cable installation.
  
- F. Contract: A written contract will be required for users with a transformer capacity of 100 KVA or more, or a service extension of over 200'. If a monthly minimum is required, it will be determined as specified in the contract and/or the rate schedule. See Policy O-12 for "Special Grades of Service."
  
- G. Aid-to-Construction: If the development does not qualify as defined in this policy, the developer/owner must pay the cost difference between an underground and an overhead system. See Policy O-12 for "Special Grades of Service."

For service to a three phase commercial park development, the developer\owner will be required to pay the cost difference between an underground feeder system and an overhead feeder system. Each lot will be allocated up to a 200' primary tap.

Adopted: January 15, 1990

**PALMETTO ELECTRIC COOPERATIVE, INC.**

**POLICY O-14**

**SERVICE RULES AND REGULATIONS**

**100 ELECTRIC SERVICE AVAILABILITY**

**109 STANDARD SUPPLY VOLTAGES**

One system of alternating current, 60 cycles per second (HZ), is supplied throughout the Cooperative's system.

The nominal voltage, number of phases, and type of metering which will be supplied depends upon the Cooperative's available facilities and upon the character, size, and location of the load to be served. Therefore, the consumer shall consult the Cooperative before proceeding with the purchase or installation of wiring or equipment. To avoid misunderstanding, this information shall be in writing.

The Cooperative offers standard, nominal steady state voltages shown below. For any nominal voltage, the operating voltages on a power system may differ from that nominal value due to the voltage drop in the system, as well as changes in the system's operating condition. The Cooperative's voltage ranges are based upon the American National Standard for Electric Power Systems and Equipment - Voltage Ratings (60 Hz), ANSIC84.1.

Voltage is divided into two ranges: A and B. Each voltage is measured for two locations: service and utilization. The service voltage is measured for two locations: service and utilization. The service voltage is measured at the point of the Cooperative's delivery and the utilization voltage is measured at the terminals of the utilizing equipment. The difference between the two ranges is to allow for voltage drop in the facility wiring between the point of delivery and the utilization equipment.

**Range A:**

Service Voltage: The Cooperative's supply systems are designed and operated so that most service voltage levels will be within the limits specified for Range A. The occurrence of service voltages outside of these limits should be infrequent.

Utilization Voltage: The consumer's systems shall be designed and operated so that, with service voltages within the voltage Range A limits, most utilization voltages will also be within the limits specified within Range A.

109 **STANDARD SUPPLY VOLTAGES**  
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**Range B:**

Service and Utilization Voltage: Range B includes voltages above and below Range A limits that necessarily result from practical design and operating conditions on Cooperative or user systems, or both. Although such conditions are a part of practical operations, they shall be limited in extent, frequency, and duration. When they occur, the Cooperative and/or user shall take corrective measures within a reasonable time to improve voltages to meet Range A requirements.

The following are tables of the standard nominal voltages offered by the Cooperative and the allowable service and utilization voltage ranges:

**TABLE 1 - Service Voltage Ranges**

Nominal Service Voltage	Range B Minimum	Range A Minimum	Range A Maximum	Range B Maximum
% of Nominal	91.7%	95%	105%	105.8%
<b><u>Single - Phase</u></b>				
120/240, 3 wire	110/220	114/228	126/252	127/254
120/208, 3 wire*	110/191	114/198	126/218	127/220
<b><u>Three-Phase</u></b>				
240Δ/120, Open Δ, 4 wire	220/110	228/114	252/126	254/127
240Δ/120, Closed Δ, 4 wire	220/110	228/114	252/126	254/127
208Y/120, 4 wire	191/110	197/114	218/126	220/127
480Y/277, 4 wire	440/254	456/263	504/291	508/293
2.4 to 12.47 kV (% of Nominal)	95%	97.5%	105%	105.8%

*\*Only when approved by the Cooperative\*\*Available only for overhead service*

**TABLE 2 - Utilization Voltage Ranges**

Nominal Service Voltage	Range B Minimum	Range A Minimum	Range A Maximum	Range B Maximum
% of Nominal	88%	91.7%	105%	105.8%
<b>Single - Phase</b>				
120/240, 3 wire	106/212	110/220	126/252	127/254
<b>Three-Phase</b>				
240Δ/120, Open Δ, 4 wire	220/110	228/114	252/126	254/127
240Δ/120, Closed Delta, 4 wire**	212/106	220/110	252/126	254/127
208Y/120, 4 wire	184/106	191/110	218/126	220/127
480Y/277, 4 wire	424/245	440/254	504/291	508/293
2.4 to 12.47 kV (% of Nominal)	86.7%	90%	105%	105.8%

\*\*Available only for overhead service

The above voltage limits apply to all phases of a three-phase service even in the presence of unbalanced loads. The consumer shall at all times maintain a reasonable balance of load between phases.

The voltage levels above apply to steady-state voltages only. These levels do not apply to the momentary voltage deviations that may result from such causes as switching operations, motors starting, fluctuating loads, service interruptions, acts of God, animals, harmonics, and other causes outside of the control of the Cooperative.

Adopted: February 16, 1970

Amended: November 29, 2010

**PALMETTO ELECTRIC COOPERATIVE, INC.**

**POLICY O-18**

**SERVICE RULES AND REGULATIONS**

**100 ELECTRIC SERVICE AVAILABILITY**

**110 RESALE OF POWER**

Consumers shall not resell, sub-meter or re-distribute electric energy for a mark-up, margin or profit. Consumers shall not divert electric energy to other premises or use it for purposes other than those permitted by the By-Laws, rules and regulations of the Cooperative, and by federal, state or local laws, rules, and codes.

Adopted: February 16, 1970

Amended: November 29, 2010