

ADDITIONAL INFORMATION

Codes and Regulations

The standards herein are supplementary to, and are not intended to conflict with the rate tariffs of the Company on file with Arizona Corporation Commission, the National Electrical Code as approved by the American National Standards Institute, the National Electrical Safety Code, the Uniform Administrative Code, the Uniform Building Code, the Mobile Home Manufacturers Association Standards for Mobile Homes, and such state, county, and other governing authorities' laws, codes, ordinances, orders, and statutes as may be enforced within the cities, town, or areas to which the Company furnishes service.

Customer Installation

The customer shall install and maintain all wiring and equipment beyond the point of delivery, except for meter and special equipment installed by Service Provider. The customer's entire installation must conform to all applicable governmental codes and to accepted modern standards; and, if an affidavit or certificate of inspection or permit is required by law, or by Service Provider, the same must be furnished by the customer. In all cases, except for three-phase underground services and/or unless otherwise specified, "point of delivery" is the location on the customer's building, structure, or premises where all wires, conductors, or other current-carrying devices of the customer join or connect with wires, conductors, or other current-carrying devices of Service Provider. For three-phase underground services the point of delivery will normally be the secondary terminals of a pad-mounted transformer. Location of the point of delivery shall be determined by Service Provider in conformity with its standards and specifications, rate schedules, and construction standards as they exist from time to time.

Access To Premises

The customer should give the duly authorized agents and employees of Service Provider, when properly identified, full and free access to the premises of the customer at all reasonable hours for the purpose of installing, inspecting, adjusting, repairing, maintaining, replacing, or removing any of Company's facilities on the premises of the customer or for any purpose incidental to the service supplied by Service Provider including emergency situations.




Employee Identification

Each employee whose duty requires access to the premises of the customer is furnished with an identification card bearing his or her photograph. The customer should deny admittance to anyone claiming to be an employee who refuses to display a properly approved identification card. Any uncertainty of identity or of purpose or any unreasonable number of calls should be reported to the Company immediately. Company employees may not demand or accept any compensation from a customer for service rendered in the line of duty. However, certain employees do collect money from customers for settlements of accounts due to the Company and of which the customer is already aware.

Protection of Company Property

The customer at all times shall protect the property of the Company on the premises of the customer and shall permit no person other than the employees, agents, and authorized contractors of the Company and other persons authorized by law to inspect, work on, open or otherwise handle the wires, meters, or other facilities of the Company. In case of loss or damage to the property of Service Providers as a result of any carelessness, neglect, or misuse by the customer, any member of his family, or his agents, servants, invitees, or employees, the customer shall, at the request of the company, pay to TEP/UES the cost of any necessary repairs or replacements of such facilities or the value of such facilities.

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Customer's Equipment

The Company does not design, plan, install, or maintain the customer's wiring, electrical equipment, or other customer owned facilities.

Interruptions

Service Provider will use reasonable diligence to supply continuous distribution service to the customer, but does not guarantee such supply against irregularities or interruptions. Service Provider shall not be considered in default of its service agreement with the customer and shall not otherwise be liable for any damages occasioned by any irregularity or interruption of service. The customer shall be responsible for paying for and installing the necessary equipment to guard against high or low voltage or the loss of one phase in a three-phase system. The customer shall not operate the equipment in such a manner as to cause any unusual voltage fluctuations on or other disturbances to Company's system.

Defaults

Service Provider shall not be considered in default of its service agreement and shall not otherwise be liable as a result of any failure by Service Provider to perform any obligation, if prevented from fulfilling such obligations by reason of delivery delays, breakdown of or damage to facilities, acts of God or public enemy, strikes or other labor disturbances the Company or the customer, civil, military or governmental authority, or any cause beyond the control of the Service Provider.

Resale of Energy

Electric service supplied by the Company is for the exclusive use of the customer on the premises to which such service is delivered by Service Provider. The Company will not supply electric service for sub-metering and resale by the customer except in rental trailer parks as approved by the Arizona Corporation Commission.

Attachments To Company Facilities

Attachments of any kind or nature on Company poles or other equipment, without previous consent will not be permitted.




Energy Diversion

Bypassing Company's meter may be considered Energy Diversion under Arizona law and may subject the customer to criminal and/or civil damages. (Arizona Revised Statutes §13-1602, §13-1802, §40-492). Additionally, the individual will be subject to fees as approved by the Arizona Corporation Commission.

Un-metered Energy

Devices or attachments shall not be connected to Company's facilities in such a manner as to permit the use of un-metered energy, except with prior written consent of Service Provider.

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