

**DIRECT TESTIMONY OF
ELEANOR K. KEETON
ON BEHALF OF KINGSPORT POWER COMPANY
D/B/A AEP APPALACHIAN POWER
BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION
DOCKET NO. 21-00107**

1 **Q. PLEASE STATE YOUR NAME, BUSINESS ADDRESS AND POSITION.**

2 A. My name is Eleanor K. Keeton. My business address is Three James Center, Suite
3 1100, 1051 East Cary Street Richmond, Virginia 23219. I am employed by APCo as a
4 Regulatory Consultant Principal VA/TN.

5 **Q. PLEASE BRIEFLY DESCRIBE YOUR EDUCATIONAL BACKGROUND**
6 **AND PROFESSIONAL EXPERIENCE.**

7 A. I received my Master of Public Administration from Virginia Commonwealth
8 University in 2015, with a concentration in Public Policy. From 2013 to 2015 I
9 worked as a graduate research fellow at the Virginia Department of Corrections where
10 my primary responsibilities were to support operations of the Research Unit, including
11 data extraction, collection, and collation for federal grant reporting purposes and
12 compliance to agency procedure. In 2015 I was hired by the Virginia Department of
13 Corrections as a Senior Research Analyst in the Program Fidelity and Evaluation Unit.
14 My primary duties included designing and maintaining various research studies for
15 program evaluation and policy analysis, and making recommendations based on the
16 outcomes of the analyses. In August 2017 I accepted the position of Regulatory
17 Consultant Senior with APCo and was promoted to my current position in March
18 2021.

1 **Q. HAVE YOU PREVIOUSLY SUBMITTED TESTIMONY AS A WITNESS**
2 **BEFORE ANY REGULATORY COMMISSION?**

3 A. Yes. I have submitted testimony to the TPUC on behalf of KgPCo in Docket Nos. 18-
4 00125, 19-00106 and 20-00127. I have also submitted testimony on behalf of APCo
5 before the Virginia State Corporation Commission.

6 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

7 A. The purpose of my testimony is to:

- 8 • Discuss KgPCo's proposed changes in the T&Cs of the Company's Tariff,
9 including the Company's proposed AMI Opt-out Provision and associated
10 charges
- 11 • Sponsor KgPCo's proposed new optional Residential Plug-In Electric Vehicle
12 tariff, Tariff PEV
- 13 • Sponsor KgPCo's proposed Optional Renewable Energy Choice Rider
- 14 • Sponsor KgPCo's proposed Economic Development Rider
- 15 • Sponsor KgPCo's proposed Underground Service Policy

16 **Q. ARE YOU SPONSORING ANY EXHIBITS IN THIS PROCEEDING?**

17 A. Yes, I am sponsoring the following exhibits:

- 18 • KgPCo Exhibit No. 1 (EKK): Kingsport Power Company d/b/a AEP
19 Appalachian Power T.P.U.C. Tariff Number 3 Terms and Conditions of
20 Service
- 21 • KgPCo Exhibit No. 2 (EKK): Opt-out Provision Customer Charge Derivation
22 and Proposed T&Cs Fee Change Calculations
- 23 • KgPCo Exhibit No. 3 (EKK): Relevant tariff pages of opt out provisions
24 currently offered by AEP affiliates
- 25 • KgPCo Exhibit No. 4 (EKK): Proposed Residential PEVTariff and Customer
26 Charge Derivation

- 1 • KgPCo Exhibit No. 5 (EKK): Proposed Optional Renewable Energy Choice
- 2 Rider – Rider R.E.C.
- 3 • KgPCo Exhibit No. 6 (EKK): Rider R.E.C. Annual Customer Report example
- 4 • KgPCo Exhibit No. 7 (EKK): Proposed Economic Development Rider – Rider
- 5 E.D.R.
- 6 • KgPCo Exhibit No. 8 (EKK): Underground Service Policy

7 **I. TERMS AND CONDITIONS**

8 **Q. WHY IS KGPCO PROPOSING CHANGES TO ITS T&Cs AT THIS TIME?**

9 A. The Company is proposing changes to its T&Cs to reflect advancements in metering
10 and billing technology, increased labor costs, and evolving customer expectations that
11 have occurred in the time since filing its last base case in 2016.

12 **Q. CAN YOU BRIEFLY SUMMARIZE THE CATEGORIES OF CHANGES THE**
13 **COMPANY IS PROPOSING?**

14 A. Yes. The proposed changes can be separated into two general categories: 1) clarifying
15 and updating policies and procedures, and 2) fee changes.

16 **Q. WHAT CHANGES ARE THE COMPANY PROPOSING TO ITS POLICIES**
17 **AND PROCEDURES?**

18 A. The Company is proposing additions and clarifying language to several sections of the
19 T&Cs, including Definitions and Payments. The changes to Definitions are proposed
20 only to reduce any potential customer confusion by clarifying the difference between
21 Standard and Non-Standard meters. The Company proposes the changes to the
22 Payments section to reflect its customers' general shift to paperless billing and varied
23 payment options from paper billing and payment via mail.

1 Under Service Connections, the Company is proposing a new Underground Service
2 Policy to replace the one currently on file with the Commission. I address this
3 proposal in greater detail later in my testimony.

4 The Company is also proposing an AMI opt-out provision for customers who
5 do not wish to have an AMI meter installed at their premises. As described by
6 Company witness Castle, KgPCo completed replacement of its aging AMR meters
7 with AMI meters in 2019. Currently, the Company has approximately 25 customers
8 who have requested a non-AMI meter; the proposed opt-out provision will allow the
9 Company to offer a cost-based alternative to the aging AMR meters currently in use
10 for those, and any future customers, interested in a non-AMI meter.

11 These are the most significant of the proposed changes and clarifications for
12 the T&Cs. For a full account of the proposed changes, please review KgPCo Exhibit
13 No.1 (EKK).

14 **Q. PLEASE DESCRIBE THE AMI METER OPT-OUT PROVISION.**

15 A. The Company's proposed opt-out provision provides two alternative metering options
16 from which customers may choose: a digital non-communicating meter with no radio
17 frequency (RF), or a Nighthawk two-way communicating meter that uses a cell phone
18 signal. Both the digital non-communicating meter and the two-way communicating
19 meter impose an additional monthly meter-reading charge on customers as well as a
20 one-time cost to replace the customers' current AMI meter or AMR meter. The
21 additional monthly charge is designed to recover the cost of meter reading and

1 administrative fees required by both non-communicating and two-way communicating
2 meters. As an alternative, the customer may elect to relocate the standard AMI meter
3 to a location acceptable to the customer and the Company, as currently specified on
4 Sheet 2-5 of the Company's T&Cs.

5 **Q. HOW WERE THE CHARGES FOR THE PROPOSED OPT-OUT PROVISION**
6 **CALCULATED?**

7 A. The charges associated with the proposed opt-out provision vary based on which
8 alternative metering option the customer selects. Regardless of option selected, the
9 charges will consist of two components: a one-time meter installation charge, and a
10 monthly meter reading fee. The one-time meter installation charge is the sum of the
11 incremental cost of the meter, either digital non-communicating or two-way
12 communicating, and the installation and administrative costs. The monthly meter
13 reading fee for the non-communicating meter is the labor cost for a service technician
14 to perform the meter reading monthly. The monthly meter reading fee for the two-
15 way communicating meter is the administrative cost associated with the remote read,
16 which would be performed manually by an employee once a month. All of the
17 charges associated with the opt-out provision are cost-based, as detailed in KgPCo
18 Exhibit No. 2 (EKK).

19 **Q. IS THIS APPROACH SIMILAR TO OPT-OUT PROVISIONS**
20 **IMPLEMENTED IN OTHER STATES?**

21 A. Yes, this approach is similar to opt-out provisions that have been implemented in other
22 states. KgPCo Exhibit No.3 (EKK) provides examples from the tariffs of AEP
23 affiliates Appalachian Power Company Virginia,

1 I&M, Southwestern Electric Power Company, Ohio Power Company, and AEP Texas.

2 **Q. PLEASE DESCRIBE THE CHANGES IN RECONNECTION OF SERVICE**
3 **FEE THE COMPANY IS PROPOSING.**

4 A. The Company proposes to change its service reconnection fees for standard and non-
5 standard meter customers to better reflect current meter technology and labor costs.

6 For customers with standard meters capable of remote reconnection, the Company is

7 proposing to reduce the current reconnect fee from \$50 to \$20 to reflect the lower

8 labor cost associated with remote capabilities. Alternatively, the Company is

9 proposing to increase the reconnection fee for customers with non-standard meters

10 requiring manual reconnection from \$50 to \$75 to reflect increased labor costs. Please

11 refer to KgPCo Exhibit No. 2 (EKK) for a summary of the proposed fee calculations.

12 **Q. DO YOU HAVE AN ESTIMATE OF THE INCREMENTAL ANNUAL**
13 **REVENUE THAT THE PROPOSED FEE CHANGES WOULD GENERATE?**

14 A. Yes. As illustrated in KgPCo Exhibit No. 2 (EKK), the proposed fee changes would
15 produce a decrease of approximately \$174,600 in incremental annual revenue.

II. NEW TARIFF OFFERINGS

A. Tariff PEV

Q. WHY IS THE COMPANY PROPOSING TO OFFER A PEV TARIFF IN THIS PROCEEDING?

A As interest in sustainable transportation continues to increase throughout the country, PEVs have the potential to become a significant additional load. It is important that customers get accustomed to charging their vehicles off-peak so that the utility does not have to add significant generation, transmission, and distribution capacity to supply that load. TOU rate designs allow utilities to absorb this additional load by increasing utilization of existing generation, transmission and distribution assets by encouraging off-peak charging.

Q. PLEASE DESCRIBE THE PROPOSED OPTIONAL TARIFF PEV.

A. Tariff PEV is designed to allow a residential customer who is receiving standard service to charge an electric vehicle on a time of day rate tariff. The Company's proposed tariff would use on-peak and off-peak times that correspond to the Company's current Tariff R.S. – T.O.D. with modifications to reflect current, lower submetering costs.

Q. WHY IS IT NECESSARY TO HAVE A DISTINCT TIME OF DAY TARIFF FOR PEV CHARGING?

A. The Company's current Tariff R.S.-T.O.D. is for customers who wish to put their whole house on a time of day rate, or to submeter a portion of household load. In that regard, customers could technically accomplish electric vehicle charging while leaving the remainder of their household load on the standard Tariff R.S., but they would be

1 required to pay the monthly basic service charge associated with Tariff R.S.-T.O.D. in
2 addition to the standard Tariff R.S. service charge. In either event, the customer
3 would not realize the savings that they will likely see under Tariff PEV. Moreover,
4 what may make sense for an electric vehicle peak and off-peak window could be
5 expensive for a whole house time of day customer.

6 In addition, not having a distinct time of day electric vehicle offering would
7 limit KgPCo's ability to adapt the pricing and hours associated with a unique, growing
8 and ultimately significant load. The ability to design rates specifically for PEV
9 charging enables the Company to incentivize the use of electric vehicles in its service
10 territory.

11 **Q. HOW WERE THE RATES IN TARIFF PEV DEVELOPED?**

12 A. All kWhs metered during the on-peak charging period will be billed under the
13 customer's standard Tariff R.S. rates. The off-peak charging rate will be (1.938)
14 ¢/kWh, applied as a credit to the customer's total monthly bill. The credit was
15 calculated as the difference between the Tariff R.S. and R.S.-T.O.D. FPPAR rates,
16 with a \$2.43 monthly second meter charge to cover the cost of the submeter. Refer to
17 KgPCo Exhibit No. 4 (EKK) for the proposed Tariff PEV and customer charge
18 derivation.

19 **B. Renewable Energy Choice Rider**

20 **Q. PLEASE DESCRIBE THE PROPOSED OPTIONAL RIDER R.E.C.**

21 A. The Company is proposing an optional program that will allow customers to purchase
22 the environmental attributes of renewable generators, qualified in RECs, and have
23 them retired on their behalf. The retirement of RECs allows customers to use

1 renewable energy to meet their load. Because this is an optional service, there is no
2 cost of service impact on customers who do not participate in Rider R.E.C.

3 Also included in the proposed Rider R.E.C. is an option for larger customers to
4 contract with the Company bilaterally to directly purchase the electrical output and all
5 associated environmental attributes from a specific renewable energy project.

6 **Q. WHAT ARE RECS?**

7 A. RECs are a claim to the renewable attributes of a generator. Every MWh of energy
8 from a renewable generator has an associated REC. RECs are tradable, and robust
9 REC markets exist. States with an RPS require that a certain percentage of the
10 consumption in the state be supplied with renewable energy. Since not all utilities
11 have renewable generation, they can buy and retire RECs to satisfy the requirement.
12 In order for one to say they have consumed renewable energy obtained from the grid,
13 RECs must be purchased or retained by the consumer of energy claiming to be
14 renewable. RECs are a system for accounting for the production and consumption of
15 renewable energy.

16 **Q. WHAT WILL BE THE COST TO THE CUSTOMER TO PARTICIPATE IN**
17 **THE PROPOSED RIDER R.E.C.?**

18 A. Customers can purchase renewable energy in two ways: They can choose to
19 participate by purchasing a specific number of fixed 500 kWh blocks each month at
20 \$5.35 per block, or they can choose a 100% enrollment option for \$.0107 kWh. The
21 two enrollment options will give customers the option to easily offset all of their

1 monthly usage, or enroll in fix-cost blocks to offset a portion of their energy usage that
2 does not fluctuate based on their monthly energy consumption.

3 The revenues received from customers will be used to purchase and retire
4 RECs on their behalf, in addition to paying the administrative and marketing costs of
5 the program. Program rates will be evaluated annually and may be adjusted to reflect
6 changes in market REC price, program administrative costs and marketing and
7 education fees. The proposed rate derivation is as follows:

(100% Option) Per kWh Rate		Per 500 kWh Block
\$0.0040	\$2.00	Marketing
\$0.0007	\$0.35	Program and Admin
\$0.0060	\$3.00	RECs (Market) - estimated
\$ 0.0107	\$ 5.35	Total

8
9 For a full account of the proposed Rider R.E.C., please review KgPCo Exhibit
10 No. 5 (EKK).

11 **Q. WHY IS THE COMPANY INCLUDING MARKETING AND**
12 **ADMINISTRATIVE COSTS IN THE DESIGN OF ITS PROPOSED**
13 **RENEWABLE ENERGY RIDER?**

14 A. As green pricing and renewable program offerings have gained in popularity in the
15 past decade, the programs that see the highest customer enrollment are those that
16 include marketing and customer engagement. For example, Dominion Virginia Power
17 has had considerable success enrolling customers in its voluntary REC programs by
18 contracting with a third party vendor that specializes in marketing and customer

1 engagement to administer its programs and consistently ranks among NREL's top ten
2 Utility Green Pricing Programs.¹

3 The Company is proposing to contract with a third party vendor, Allconnect,
4 for customer acquisition and outreach. The Company will also be providing the
5 marketing and education materials necessary to encourage customer participation
6 using the revenues apportioned to marketing.

7 In addition to marketing costs, the Company is proposing to include the
8 nominal administrative costs associated with administering the program and
9 purchasing and retiring RECs. These functions would be performed by AEPSC
10 personnel who have considerable experience in these areas.

11 The Company also plans to provide each customer enrolled in the program
12 with an annual report that describes their contribution to renewable energy by the
13 number of RECs retired in the program and the type of carbon free renewable resource
14 from which the RECs were sourced. See KgPCo Exhibit No. 6 (EKK) for an example
15 of the annual customer report described above.

16 **Q. HOW DOES THE COMPANY PROPOSE TO TREAT ANY RIDER R.E.C.**
17 **REVENUES THAT MAY BE COLLECTED IN EXCESS OF THE**
18 **ASSOCIATED REC, MARKETING, AND PROGRAM COSTS?**

19 A. Rider R.E.C. revenues apportioned to REC procurement will be tracked on a monthly
20 basis throughout the year. Periodically, the Company may purchase, and retire on

¹ NREL 2020 Utility Green Pricing Program Ranks. <https://www.nrel.gov/analysis/assets/pdfs/green-pricing-top-10-2020-data-plus-archives.pdf>.

1 behalf of participating customers, RECs in an amount sufficient to cover the sales
2 under Rider R.E.C. The Company proposes any Rider R.E.C. revenues that remain in
3 excess of the total cost of marketing, program administration, and procuring RECs be
4 carried over to reduce future program costs.

5 **C. Economic Development Rider**

6 **Q. WHAT IS THE PURPOSE OF THE COMPANY'S PROPOSED ECONOMIC**
7 **DEVELOPMENT RIDER?**

8 A. The purpose of the proposed Economic Development Rider (Rider E.D.R.) is to
9 encourage economic development by attracting new load to KgPCo's service territory
10 and to encourage existing companies to expand their operations. Under the proposed
11 Rider E.D.R., commercial and industrial customers that establish or substantially
12 expand operations, thereby creating jobs and spurring investment, will pay the
13 Company a reduced level of demand charges than they would otherwise pay. In
14 addition to job creation and investment, utility customers also benefit from strong
15 economic development programs because the increase in load created by economic
16 development provides a larger base over which to spread the fixed costs necessary to
17 maintain the electric delivery system.

18 **Q. PLEASE DESCRIBE THE PROPOSED RIDER E.D.R.**

19 A. The proposed Rider E.D.R. is available to new and existing commercial and industrial
20 customers who meet the following requirements: new customers must have a billing
21 demand of at least 500 kW, or 500 kVA for Tariff L.G.S., and existing customers who
22 increase billing demand by at least 500 kW, or 500 kVA for Tariff L.G.S.; customers
23 must create at least ten full-time equivalent (FTE) jobs, or a capital investment at the

1 service location in excess of \$2,500,000; the customer must demonstrate that its new
2 or increased demand would be located outside of the Company's service territory or
3 not placed in service without Rider E.D.R.

4 Qualifying Rider E.D.R. customers will receive an "adjustment factor," or
5 reduction, of 40% on the incremental demand created by the new customer or the new
6 load created by an existing customer for a period of five years. For example, a
7 customer with an existing monthly demand of 1,000 kW/month wants to expand
8 production and anticipates an increase in load requirements of 500 kW/month.
9 Assuming it meets the EDR requirements and does in fact realize the 500 kW increase
10 in load, the customer's billed demand would be calculated under the proposed changes
11 to the EDR as follows:

$$1,500 \text{ kW} - (500 \text{ kW} \times .40) = 1,300 \text{ kW}$$

12
13 Without the EDR Rider the customer's billed demand would be 1,500kW, but with the
14 new EDR Rider, the billed demand would be calculated at 1,300kW. Please refer to
15 KgPCo Exhibit No.7 (EKK) for the proposed Rider E.D.R.

16 **D. Net Metering Service Rider**

17 **Q. WHAT MODIFICATION IS THE COMPANY PROPOSING TO ITS NET**
18 **METERING SERVICE RIDER (TARIFF N.M.S.)?**

19 A. The Company is proposing to increase the renewable fuel (RF) generator capacity
20 limit from 10 kW to 15 kW for residential customers who have increased load due to
21 PEV charging. Refer to MFR 5c for the proposed modification to Tariff N.M.S.

III. UNDERGROUND SERVICE POLICY

Q. WHY IS THE COMPANY PROPOSING A NEW UNDERGROUND SERVICE POLICY?

A. The USP currently on file with the TPUC is at least thirty years old and in many cases does not reflect current costs or practices. The Company is proposing additions and clarifying language throughout the USP to better reflect its current method of service for underground service installations. Specifically, the Company is proposing to add clarifying language regarding the Company's service entrance and conduit equipment requirements, and its policy on Contribution in aid of Construction (CIAC) charges.

The Company is also proposing the following charges associated with the installation of new single phase service laterals in Section VII to better reflect current labor and equipment costs:

- For service from an existing overhead source the Company proposes a fixed charge of \$350, and \$8 per linear foot for Company-provided trenching, conduit, and backfill.
- For service from an existing underground source the Company proposes a charge of \$8 per lineal foot for Company-provided trenching, conduit, and backfill.
- Should the Customer provide the trenching, conduit, and backfilling, the Company proposes that the charge for providing the underground service lateral will be reduced by a credit of \$8 per lineal foot, not to exceed the amount of the fixed charge for service from an overhead source. When the Company provides trenching, the Customer will pay an additional charge equal to the amount by which the actual trenching, conduit and backfilling costs exceed \$9.20 per foot of total trench length.

Please refer to KgPCo Exhibit No. 8 (EKK) for the Company's proposed Underground Service Policy.

Q. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?

A. Yes.

Exhibit No. 1 (EKK)

KINGSPORT POWER COMPANY
Number 1
d/b/a AEP Appalachian Power
32
Kingsport, Tennessee

Second Revised- Original Sheet

T.P.U.C. Tariff Number

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Issued: ~~January 23, 2019-~~
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By: Christian T. Beam, President

00107

Effective: July 1, 2022 ~~February~~

Pursuant to an Order in
 Docket Number 18-0003821-

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00107

Effective: July 1, 2022 ~~February~~

Pursuant to an Order in

Docket Number ~~18-0003821-~~

TERMS AND CONDITIONS OF SERVICE

DEFINITIONS

Words or phrases in this tariff shall be defined as follows:

~~“Advanced Metering” – A meter (1) capable of remote meter reading and/or (2) capable of storing electric consumption data at specified time intervals compliant with existing tariffs and in conformance with applicable performance specifications.~~

“Applicant” – Any person, group of persons, including the developer, builder, property owner or other person, association, partnership, firm, corporation or other entity requesting Electric Service from the Company, or who has not been recognized by the Company as a customer.

“Company” – Kingsport Power Company.

“Contribution-in-Aid-of-Construction (CIAC)” – Payment by customer to cover the cost of facilities not covered by the applicable revenue credit. The CIAC includes all state and federal income taxes incurred by the Company that are associated with such payment “

“Customer” – Any person, group of persons, including the developer, builder, property owner or other person, association, partnership, firm, corporation or other entity purchasing Electric Service from the Company.

“Delivery Point” – The point of connection between the distribution facilities of the Company and the electric system of the customer.

“Electric Service” – The supply of electricity by the Company to a retail customer.

“Electricity Supply Service” – The generation of electricity, or when provided together, the generation of electricity and its transmission to the distribution facilities of the Company on behalf of a retail customer.

“Meter Reading” – Any reading obtained from a meter via manual or electronic reading process.

“Month” – The elapsed time between two successive meter readings approximately thirty (30) days apart.

~~“Non-Standard Meter” – A meter that is not a Standard Meter because it lacks the ability to provide one or more of the following functions: automated or remote Meter Reading, two-way communications, remote disconnection and reconnection capability, or the capability to store electric consumption data at specified time intervals compliant with existing tariffs and in conformance with applicable performance specifications, or as designated by the Company as a non-standard meter.~~

“Person” – Any individual, corporation, partnership, association, company, business, trust, joint venture, or other private legal entity, and the State of Tennessee or any city, county, town, authority or other political subdivision of the State of Tennessee.

~~“Standard Meter” or “AMI” -- A meter (1) capable of automated or remote meter reading and (2) capable of two-way communications and (3) capable of storing electric consumption data at specified time intervals compliant with existing tariffs and in conformance with applicable performance specifications, or as designated by the Company as a standard meter.~~

“Submetered Service” – The measurement of electricity by the owner/operator of a master metered multiple occupancy building for the purpose of determining the actual use of individual occupants.

~~“TPUCTRA” – Tennessee Public Utility CommissionRegulatory Authority.~~

APPLICATION

Issued: ~~January 23, 2019~~
~~1, 2019~~

By: Christian T. Beam, President

00107

Effective: July 1, 2022 ~~February~~

Pursuant to an Order in
Docket Number ~~18-0003821-~~

The Company reserves the right to require an applicant, before any electricity is delivered, to:

- (1) Establish that the applicant is the owner or bona fide lessee of the premises and to require all owners and bona fide lessees to have the electric service in their names.
- (2) Execute an electric service application. Notwithstanding the application, an applicant, by accepting the electricity, agrees to be bound by the applicable Tariff and these Terms and Conditions as amended from time to time. Failure to make application does not relieve new customers from being liable for all services supplied since the last meter reading, either actual or estimated, under the appropriate Tariff.

A copy of the Tariffs and the Terms and Conditions under which service is to be rendered to the customer will be furnished upon request. The customer shall select the particular Tariff, of those available, upon which the application for

Issued: ~~January 23, 2019~~
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By: Christian T. Beam, President

00107

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TERMS AND CONDITIONS OF SERVICE

service shall be based. The Company may assist the customer in making this selection but responsibility for the selection rests exclusively with the customer.

A written agreement may be required from a customer before service will be commenced. A copy of the agreement will be furnished to the customer upon request.

When the customer desires delivery of energy at more than one point, a separate agreement will be required for each separate point of delivery. Service delivered at each point of delivery will be billed separately under the applicable Tariff.

DEPOSITS

Pursuant to the Rules and Regulations of the ~~TRATPUC~~, Section 1220-4-4-.15, a deposit, or suitable guarantee, as security for the payment of bills, may be required of the customer at any time or from time to time before or after service is commenced. Such deposit shall not be more in amount than the maximum estimated charge for service for two (2) consecutive billing periods or ninety (90) days, whichever is less, or as may reasonably be required by the utility in cases involving service for short periods or special occasions. The Company will pay an interest rate on deposits as approved by the ~~TRATPUC~~. The Company may retain the deposit as long as it feels it is necessary to insure payment of bills for service.

The Company will not be required to supply service if deposit conditions are not met or if an appropriate deposit is not paid as required.

The Company shall have a reasonable time in which to read and remove the meters and to ascertain that the obligations of the customer have been fully performed before being required to return any deposit. Retention by the Company, prior to final settlement, of any deposit or guarantee, shall not be deemed a payment or partial payment of any bill for service.

METERING AND BILLING

Meters will be read monthly, unless otherwise indicated within an individual tariff, except that readings may be estimated on occasion as necessary.

All electricity sold by the Company shall be on the basis of meter measurement, except for installations such as street lighting, outdoor lighting, traffic signal and other service where the usage is constant and the consumption may readily be computed, consistent with tariff availability, and all charges for electricity used shall be calculated from the meter reading or estimated consumption and the usage at each Delivery Point shall be billed separately.

Whenever it is found that electric service is being used as a result of tampering, the customer will pay to the Company an amount estimated by the Company to be sufficient to cover the electric service used and not previously paid for, as well as an amount equal to any damage done to the company's facilities as a result of such tampering.

When meters are installed by the Company to measure the Electric Service used by the Company's Customers, all charges for Electric Service used, except certain customer and minimum charges, shall be calculated from the readings of such meters. All meters used to determine billing will be owned and operated by the Company.

The Company installs, maintains and operates a variety of meters, including ~~Advanced Meters~~ AMI and related equipment designed to measure and record Customers' consumption and usage of electric services provided under this Tariff. The Company may from time to time, at its sole and exclusive discretion, install such meters and related equipment, including but not limited to, telemetering equipment and ~~Advanced Meters~~ AMI, it deems reasonable and appropriate to provide electric service to Customers under this Tariff.

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TERMS AND CONDITIONS OF SERVICE

ADVANCED METERING INFRASTRUCTURE (AMI) METER OPT-OUT PROVISION (RESIDENTIAL ONLY)

Customers served on residential tariffs RS and RS-E may elect to opt-out of the Company's choice of AMI metering equipment as follows:

NON-STANDARD METER INSTALLATION CHARGE

Customers selecting a non-standard metering service shall pay the following one-time installation charge per premise:

<u>Meter</u>	<u>Charge (\$)</u>
<u>Digital Non-communicating Meter</u>	<u>61.44</u>
<u>Two-way Communicating Meter</u>	<u>277.01</u>

NON-STANDARD METER MONTHLY SERVICE CHARGE

Customers selecting a non-standard metering service shall pay the following monthly charge per meter:

<u>Meter</u>	<u>Charge (\$)</u>
<u>Digital Non-communicating Meter</u>	<u>37.92</u>
<u>Two-way Communicating Meter</u>	<u>7.18</u>

In order for a customer to be eligible to receive a non-standard meter instead of an AMI meter, the customer shall have no documented instances, within the past 24 months, of known unauthorized use, theft, or fraud. Further, the customer will have zero instances of threats of violence toward Company employees or its agents. Service under this provision will be terminated if access to the Company's non-standard meter is denied two (2) times. A customer who has requested non-standard metering service may terminate the non-standard metering at any time and request a standard meter, at which time the monthly charge will no longer be applicable.

The customer may also elect to relocate the current meter to a location acceptable to the Company, with the expense of such relocation to be paid by the customer, as specified in accordance with the provisions set forth herein.

PAYMENTS

Bills will be rendered by the Company to the customer monthly in accordance with the tariff selected applicable to the customer's service with the following exceptions:

EQUAL EXTENDED PAYMENT PLAN (EEP)

Residential customers shall have the option of paying bills under the Company's equal payment plan (Budget Plan), whereby the total service for the succeeding 12-month period is estimated in advance, and bills are rendered monthly on the basis of one twelfth of the 12-month estimate. The Company may at any time during the 12-month period adjust the estimate so made, and the bills rendered in accordance with such estimate, to conform more nearly with the actual use of service being experienced. - The normal equal payment period will be 12 months, commencing in any month selected by the Company.

In case the actual service used during any equal payment period exceeds the bills as rendered on the equal payment plan, the amount of such excess shall be paid on or before the due date of the bill covering the last month of the equal payment period in which such excess appears. If the customer discontinues service with the Company under the equal payment plan, any such excess not yet paid shall become payable immediately. In case the actual service used during the equal payment period is less than the amount paid under the equal payment plan during such period, the amount of such overpayment shall, at the option of the Company, either be refunded to the customer or credited on his last bill for the period.

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If a customer fails to pay bills as rendered on the equal payment plan, the Company shall have the right to withdraw the plan with respect to such customer and to restore the customer to billing as provided for in the applicable tariffs, in addition to any other rights which the Company may have under such tariffs in case of arrearage in payment of bills.

AVERAGE MONTHLY PAYMENT PLAN (AMP)

The Average Monthly Payment Plan (AMP) is available to year-round residential customers and Small General Service customers.

The AMP Plan is designed to minimize large seasonal variations in electric service billings by allowing the customer to pay an average amount each month based on the current month's billing, including applicable taxes and surcharges, plus the eleven (11) preceding months, divided by the total billing days associated with those billings to get a per day average. The average daily amount will be multiplied by thirty (30) days to determine the current month's payment under the AMP Plan. At the next billing period, the oldest month's billing history is dropped, the current month's billing is added and the average is recalculated to find a new payment amount. The average is recalculated each month in this manner.

In such cases where sufficient billing history is not available, an AMP account may be established allowing the first month's amount be the average based on the actual billing for the month. The second month's amount due will be the average based on the first and second billing. The average will be recomputed each month using the available actual history throughout the first AMP year.

Actual billing will continue to be based on the applicable rate and meter readings obtained to determine consumption. The difference between actual billings and the averaged billings under the AMP Plan will be carried in a deferred balance that will accumulate both debit and credit differences for the duration of the AMP Plan year – twelve consecutive billing months. At the year of the AMP Plan year (anniversary month), the net accumulated deferred balance is divided by twelve (12) and the result is included in the average payment amount starting with the first billing of the new AMP Plan year and continuing for twelve (12) consecutive months. Settlement occurs only when participation in the plan is terminated. This happens if an account is final billed, if the customer requests

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KINGSPORT POWER COMPANY

Number 2-4

d/b/a AEP Appalachian Power

Kingsport, Tennessee

~~Original~~~~T.R.A.T.P.U.C.~~ Tariff Number ~~32~~

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termination, or may be terminated by the Company if the customer fails to make two or more consecutive monthly payments on an account. The deferred balance (debit or credit) is then applied to the billing now due.

All bills are payable ~~either by via US mMail, through a variety of telephonic, internet-based, or other electronic means, checkless payment plan, electronic payment plan, through at~~ authorized collection agencies, or by other payment methods acceptable to the Company. Any fees charged by third party vendors for providing payment services are the responsibility of the customer.

All bills ~~from the Company are due in \$US dollars and~~ are payable within the time limits specified in the tariff. Failure to receive bill will not entitle customer to any discount or to the remission of any charge for non-payment within the time specified. In the event of the stoppage of or the failure of any meter to register the full amount of energy consumed, the customer will be billed for such period on an estimated consumption based upon his use of energy in a similar period of like use.

The tariffs of the Company contain a provision to allow a discount if the account of the customer is paid within the time limit specified in the tariff applicable to his service.

RETURNED CHECK CHARGE

In cases where a check is tendered for payment of an account is returned for insufficient funds or other reason, excluding bank error, a \$12.50 service charge will be made.

INSPECTION

It is to the interest of the customer to properly install and maintain the customer's wiring and electrical equipment and the customer shall at all times be responsible for the character and condition thereof. It is the customer's responsibility to assure that all inside wiring, appliances and equipment are grounded and are otherwise in accordance with requirements of the National Electric Code or the requirements of any local inspection authority having jurisdiction. The Company is not required to inspect such wiring and electrical equipment, and in no event shall the Company be responsible therefore or liable for any damages to person or property caused by such wiring or equipment.

Where a customer's premises are located in a municipality or other governmental subdivision where inspection laws or ordinances are in effect, the Company may withhold furnishing service to new installations until it has received evidence that the inspection laws or ordinances have been complied with.

Where a customer's premises are located outside of an area where inspection service is in effect, the Company may require the delivery by the customer to the Company of an agreement duly signed by the owner and tenant of the premises authorizing the connection to the wiring system of the customer and assuming responsibility therefor. No responsibility shall attach to the Company because of any waiver of this requirement.

SERVICE CONNECTIONS

The Company shall not be required to provide electric service until a reasonable time has elapsed after the Company has obtained or received all suitable permits, certificates and easements.

If requested, applicants and customers shall supply the Company with drawings and specifications covering the plot and structures requiring electric service. The Company shall not be obligated to provide electric service until the applicant or customer has properly prepared the site for installation of the Company's facilities.

The Company shall supply electricity at one Delivery Point whose location shall be determined by the Company. The customer's wiring shall, except for those cases listed below, be brought outside the building wall nearest the Company's service wires so as to be readily accessible thereto. When service is from an overhead system, the customer's wiring shall extend at least 18 inches beyond the building.

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The Company will not furnish, install or replace service entrance cable. Whenever a customer desires that energy be delivered at a point or in a manner other than that designated by the Company, the customer shall pay a Contribution-in-Aid-

of-Construction (CIAC) reimbursing the Company for the additional costs of providing such service. The customer shall also reimburse the Company for all state and federal income taxes associated with the CIAC at a gross-up rate of 17.5%.

The Company shall provide underground distribution and/or underground services to individual customers, to groups of customers, or to real estate developers in accordance with the Underground Distribution and Service Plan on file with the Tennessee ~~Regulatory Authority~~ Public Utility Commission. Copies of the Underground Distribution and Service Plan are available upon request.

CONTRIBUTIONS IN AID OF CONSTRUCTION AND CUSTOMER ADVANCES

The Company will require from any customer and/or developer a Contribution in Aid of Construction or Customer Advance for installation of underground service in lieu of standard overhead service, construction of additional facilities to serve only the subject customer or facilities over and above the standard necessary to provide reliable electric power service. This Contribution in Aid of Construction or Customer Advance will be calculated according to the most recent facility costs available to the Company. The customer shall also reimburse the Company for all state and federal income taxes associated with the CIAC at a gross-up rate of 17.5%.

RELOCATION OF COMPANY'S FACILITIES AT CUSTOMER'S REQUEST

Whenever, at the customer's request, Company's facilities located on the customer's premises are relocated to suit the convenience of the customer, the customer shall reimburse the Company for the entire cost incurred in making such relocation. Such relocation shall include all state and federal income taxes associated with the relocation cost at a gross-up rate of 17.5%.

COMPANY'S LIABILITY

The Company will use reasonable diligence in furnishing a regular and uninterrupted supply of energy, but the Company does not guarantee uninterrupted service. The Company shall not be liable for damages for injury to person or property in the event such supply is interrupted or fails by reason of an act of God, the public enemy, accidents, strikes or labor disputes, orders or acts of civil or military authority, breakdowns or injury to the machinery, transmission lines, distribution lines or other facilities of the Company, extraordinary repairs, or any act of the Company to interrupt service to any customer whenever in the sole judgment of the Company such interruption is indicated in order to prevent or limit any instability or disturbance on the electric system of the Company or any electric system interconnected with the Company or ordinary negligence or breach of contract on the part of the Company, its agents or employees.

Unless otherwise provided in a contract between Company and Customer, the point at which service is delivered by Company to customer, to be known as "delivery point", shall be the point at which the customer's facilities are connected to the Company's facilities. The metering device is the property of the Company; however, the meter base and all internal parts inside the meter base are customer owned, and are the responsibility of the customer to install and maintain. The Company shall not be liable for any loss, injury, or damage resulting from the customer's use of the customer's equipment or use of the energy furnished by the Company beyond the delivery point.

The Company does not guarantee the delivery service against fluctuations or interruptions. The Company will not be liable for any damages, whether direct or consequential, including, without limitations, loss of profits, loss of revenue, or loss of production capacity occasioned by fluctuations or interruptions. The customer shall provide and maintain suitable protective devices on the customer's equipment to prevent any loss, injury or damage that might result from single phasing conditions or any other fluctuation or irregularity in the supply of energy. The Company shall not be liable for any loss, injury or damage resulting from a single phasing condition or any other fluctuation or irregularity in the supply of energy which could have been prevented by the use of such protective devices.

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The Company is not responsible for loss or damage caused by the disconnection or reconnection of its facilities. The Company is not responsible for loss or damages caused by the theft or destruction of Company facilities by a third party.

The Company shall provide and maintain the necessary line or service connections, transformers (when same are required by conditions of contract between the parties thereto), meters and other apparatus which may be required for the proper measurement of and protection to its service. All such apparatus shall be and remain the property of the Company.

CUSTOMER'S LIABILITY

In the event of loss or injury to the property of the Company through misuse by, or the negligence of, the customer or the customer's agents and employees, the customer shall be obligated for and shall pay to the Company the full cost of repairing or replacing such property. The customer shall be responsible for the entire cost incurred in relocating a Company pole if the customer jeopardizes the integrity of the pole. In addition, the customer shall reimburse the Company for all state and federal income taxes associated with such relocation.

The customer and the customer's agents and employees shall not tamper with, interfere with or break the seals of any meters used by the Company or any Company-owned equipment installed on the customer's premises, and the customer assumes all liability for the consequences thereof. The customer hereby agrees that no one, except the agents and employees of the Company, shall be allowed to make any internal or external adjustments of any installed meter used by the Company or any other piece of apparatus which belongs to the Company.

The Company shall have the right at all reasonable hours to enter the premises of the customer for the purpose of installing, reading, removing, testing, replacing or otherwise disposing of meters used by the Company and all Company-owned apparatus and property. The Company shall have the right to discontinue electric service if such access at any time is not provided. The Company shall also have the right to remove any or all of the Company's property in the event of termination of the customer's service for any reason.

DOMESTIC SERVICE

Individual residences shall be served individually under the appropriate residential tariff. The customer may not take service for two or more separate residences through a single point of delivery under any residential schedules, even if the customer owns all of such residences. In the case of multi-unit residential dwellings such as apartment houses, condominiums, townhouses, etc., the owner shall have the choice of providing separate wiring for each unit so that the Company may supply each such unit separately under residential schedules, or of purchasing the entire service through a single meter under the appropriate general service tariff. The owner may provide submetered service to the individual units under rules for master metering electricity as specified in the Rules and Regulations of the TRATPUC, Section 1220-4-4-.07 (2). Hospitals, nursing homes, hotels, motels and dormitories are not considered multi-unit residential dwellings.

Single phase motors of 10 H.P., or less, may be served under the appropriate residential tariff. Larger motors may be served when, in the Company's sole judgment, the existing service facilities of the Company are adequate.

Detached buildings actually appurtenant to the customer's residence, such as a garage, stable, or barn, may be served by an extension of the customer's residential wiring through the residential meter provided no business activities are transacted in the detached buildings.

CHANGE OF ADDRESS BY CUSTOMER

It is the responsibility of an existing customer to notify the Company when service is to be discontinued, and to provide a mailing address for the final bill.

When the Company receives notice from an existing customer that the service is to be discontinued, or from a prospective customer that an existing service is to be transferred into the prospective customer's name, the Company will

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d/b/a AEP Appalachian Power
Kingsport, Tennessee

Original Sheet Number 2-7
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determine the meter reading for the final bill to the existing customer. The existing customer will be responsible for all service supplied to the premises until such meter reading and discontinuance or transfer is made. Transfer of service to a qualified prospective customer will not be delayed or denied because of nonpayment of the final bill by the former customer, unless the former customer continues to be a consumer of electric service at the premise.

EXTENSION OF SERVICE

The electrical facilities of the Company will be extended or be expanded to supply electric service when the revenue is sufficient to justify the cost of making such additions, or in lieu of sufficient revenue the Company may require a long term contract and/or contribution, monthly minimum charge, definite and written guarantee, from a customer or group of customers in addition to any minimum payment required by the tariff as may be necessary. This requirement may also be applied to cover the payment by the customer of the cost of tapping existing transmission or distribution lines for electric service or for reservation of electrical capacity when such service or reservation will not otherwise provide sufficient revenue to justify the cost of tapping said lines.

LOCATION AND MAINTENANCE OF COMPANY'S EQUIPMENT

In order to provide service to the customer, the Company shall have the right to construct its poles, lines and circuits on the customer's property, and to place its transformers and other apparatus on the property or within the buildings of the customer, at a point or points convenient for such purpose.

The customer shall provide suitable space for the installation of necessary measuring instruments at an outside location, where practicable, designated by the Company so that such instruments will be protected from injury by the elements or through the negligence or deliberate acts of the customer, its agents and employees. Such space for measuring instruments should be unobstructed, readily accessible and, safe and convenient for reading, testing and servicing by the Company.

USE OF ENERGY BY CUSTOMER

The tariffs for electric energy given herein are classified by the character of use of such energy and are not available for service except as provided herein.

When more than one tariff is available for the service requested, the customer shall designate the tariff on which the request or contract shall be based. The Company will assist the customer in the selection of the tariff best adapted to the customer's service requirements, provided, however, that the Company does not assume responsibility for the selection or that the customer will at all times be served under the most favorable tariff.

The customer may change the initial tariff selection to another applicable tariff at any time by either written notice to Company and/or by executing a new contract for the tariff selected, provided that the application of such subsequent selection shall continue for 12 months before any other selection may be made. In no case will the Company refund any monetary difference between the tariff under which service was billed in prior periods and the newly selected tariff.

With particular reference to power customers it shall be understood that upon the expiration of a contract the customer may elect to renew the contract upon the same or another tariff published by the Company available in the district in which the customer resides or operates and applicable to the customer's requirements, except that in no case shall the Company be required to maintain transmission, switching or transformation equipment (either for voltage or form of current change) different from or in addition to that generally furnished to other customers receiving electrical supply under the terms of the tariff elected by the customer.

A customer may not change from one tariff to another during the term of contract except with the consent of the Company.

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The service connections, transformers, meters and appliances supplied by the Company for each customer have a definite capacity and no additions to the equipment, or load connected thereto, will be allowed except by consent of the Company. The customer shall install only motors, apparatus or appliances which are suitable for operation with the character of the service supplied by the Company, and which shall not be detrimental to same, and the electric power must not be used in such a manner as to cause unprovided for voltage fluctuations or disturbances in the Company's transmission or distribution system. The Company shall be the sole judge as to the suitability of apparatus or appliances, and also as to whether the operation of such apparatus or appliances is or will be detrimental to its general service. No attachment of any kind whatsoever may be made to the Company's lines, poles, cross arms, structures or other facilities without the express written consent of the Company.

The customer shall make no attachment of any kind whatsoever to the Company's lines, poles, crossarms, structures or other facilities without the express written consent of the Company.

All apparatus used by the customer shall be of such type as to secure the highest practicable commercial efficiency, power factor and proper balancing of phases. Motors which are frequently started or motors arranged for automatic control, must be of a type to give maximum starting torque with minimum current flow, and must be of a type, and equipped with controlling devices, approved by the Company. The customer agrees to notify the Company of any increase or decrease in his connected load.

The Company will not supply service to customers who have other sources of energy supply except under tariffs which specifically provide for same. Whenever used in these Terms and Conditions of Service or in any of the Company's tariffs the term "other sources of energy supply" shall mean "other sources of electric energy supply". The customer shall not be permitted to operate his own generating equipment in parallel with the Company's service except with the express written consent of the Company.

Resale of energy will be permitted only by written consent of the Company.

RESIDENTIAL SERVICE

Individual residences shall be served individually with single-phase service under the residential service tariff. Customers may not take service for 2 or more separate residences through a single point of delivery under any tariff even if the customer owns all of such residences. In the case of multi-unit residential dwellings such as apartment houses, condominiums, townhouses, etc., the owner shall have the choice of providing separate wiring for each unit so that the Company may supply each unit separately under residential tariffs, or of purchasing the entire service through a single meter under the appropriate general service tariff without submetering the service to the units.

Detached building or buildings, actually appurtenant to the residence, such as a garage, stable or barn, may be served by an extension of the customer's residence wiring through the residence meter.

TEMPORARY SERVICE

Temporary service is electric service that is required for a limited duration, where capacity is available, to nonpermanent installations such as construction projects, transient uses such as traveling shows, fairs, exhibitions, outdoor or indoor entertainment, seasonal installations, or under other circumstances where the Company has reason to believe that the facilities will not be used for a permanent supply of electricity. Such service is available only upon approval of the Company. In order to qualify for temporary service, the customer must demonstrate, to the Company's satisfaction, that the requested service will, in fact, be temporary in nature.

Temporary service shall be provided through its own separately metered delivery point. The temporary service pole shall be reasonably accessible to the Company's service vehicles without causing damage to the customer's or other's property.

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Temporary service for light and power will be supplied under any published tariff applicable to the class of business

of the customer, when the Company has available unsold capacity of lines, transformers, and generating equipment. The customer will pay a temporary service charge in advance equal to the estimated cost to the Company for providing the temporary service. The service charge, as set forth in the applicable tariff shall be, in no case, less than one full monthly amount. The Company reserves the right to require a written contract for temporary service, at its option.

CHARACTERISTICS OF SERVICE SUPPLIED

The following definitions apply to terms used below:

"Nominal Voltage" is the reference level of service voltage.

"Maximum Voltage" is the greatest 5-minute mean or average voltage.

"Minimum Voltage" is the least 5-minute mean or average voltage.

The Company shall endeavor to supply voltages within the following limits:

1. For electricity supplied for residential service in urban areas, the variation from nominal voltage to minimum voltage will not be more than 5% of the nominal voltage, and the variation from nominal voltage to maximum voltage will not be more than 5% of the nominal voltage.

2. For electricity supplied for residential service in all other areas, the variation from nominal voltage to minimum voltage will not be more than 7.5% of nominal voltage, and the variation from nominal voltage to maximum voltage will not be more than 7.5% of the nominal voltage.

3. For electricity supplied for other services, the variation from nominal voltage to minimum voltage will not exceed 7.5% of the nominal voltage, and the variation from nominal voltage to maximum voltage will not exceed 7.5% of the nominal voltage.

The Company shall not be responsible for variations in voltage in excess of those specified above arising from causes beyond the control of the Company.

VOLTAGES

The standard nominal distribution service voltages within the service area of the Company are:

<u>Secondary</u>		<u>Primary</u>
<u>Single Phase</u>	<u>Three Phase</u>	<u>Three Phase</u>
120/240 volts	120/208 volts	12,470/7,200 volts
120/208 volts	240 volts	34.5/19.9 KV
	277/480 volts	

The standard subtransmission and transmission service voltages within the service area of the Company are:

<u>Subtransmission</u>	<u>Transmission</u>
<u>Single or Three Phase</u>	<u>Three Phase</u>
34.5 KV	138 KV
69 KV	

METER ACCURACY AND TESTS

The Company's meter performance levels, testing methods, and test schedules are in conformance with the standards recommended by the American National Standard Code for Electricity Metering, (ANSI C12.1), as revised from time to time.

The performance of a Watthour meter is considered to be acceptable when the meter disk emulator does not creep ~~when the meter disk does not creep and~~ when the percent registration is not more than 102%, nor less than 98%, based
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upon the simple average of light load and heavy load.

The performance of a demand meter or register shall be acceptable when the error in registration does not exceed 4% in terms of full scale value when tested at any point between 25% and 100% of full scale value.

Whenever Watthour meters are being tested for accuracy and found to be registering outside 1% on either light or heavy load or outside 2% on lag, the percentage registration of the meter shall be adjusted to within these limits of error or the meter shall be discarded.

Whenever demand meters or registers are being tested for accuracy and found to be registering outside $\pm 4\%$ of full scale value, the demand meter or register shall be adjusted to within $\pm 2\%$ of full scale value or the meter shall be discarded.

The Company shall, without charge, make a test of the accuracy of any Company-owned electric meter upon request, provided the customer does not request such tests more frequently than once every twelve months. If tests of Company-owned meters are requested by the customer to be made more frequently than once every twelve months, then the customer shall pay the Company a deposit of \$15 for a single phase meter or \$30 for a polyphase meter for each test. The deposit shall be refunded only if the percentage registration of the meter is less than 98% or greater than 102%.

Whenever a meter is found upon periodic, request or complaint test to have an average error of registration of more than 2% (fast or slow), the Company shall recalculate the monthly bills as referenced in the Rules and Regulations of the ~~TRATPUC~~, Section 1220-4-4-.18.

The Company is under no obligation, legal or regulatory, to replace any properly functioning meter in service.

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DENIAL OR DISCONTINUANCE OF SERVICE

- (1) Reasons for Termination of Service or Denial of Service. Service may be refused or discontinued for any of the reasons listed below:
- (a) Without notice in the event of a condition determined by the utility to be hazardous.
 - (b) Without notice in the event of customer use of equipment in such a manner as to adversely affect the utility's equipment or the utility's service to others.
 - (c) Without notice if there is evidence of tampering with, including and not limited to removal or obstruction of metering equipment, ~~with~~ the equipment furnished and owned by the utility.
 - (d) Without notice if there is evidence of unauthorized use.
 - (e) For violation of and/or non-compliance with the utility's rules on file with and approved by the Authority Commission.
 - (f) For failure of the customer to fulfill his contractual obligations for service and/or facilities subject to regulations by the Authority Commission.
 - (g) For failure of the customer to permit the utility reasonable access to its equipment.
 - (h) For non-payment of delinquent account.
 - (i) For failure of the customer to provide the utility with a deposit.

Unless otherwise stated, the utility shall comply with the notice requirements set forth in paragraph (2) below before service is discontinued. However, no service shall be discontinued on the day or a date preceding a day or days on which the services of the utility are not available to the general public for the purpose of reconnecting the discontinued service, except as provided in (a), (b), (c) and (d) above. For purposes of this section, the Company recognizes the following holidays: New Year's Day, ~~Good Friday~~, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the Friday following Thanksgiving Day, Christmas Eve and Christmas Day.

- (2) Notice of Termination of Service. Electric service to any electric customer may not be terminated without reasonable opportunity to dispute the reasons for such termination.
- (a) Content of the notice, which may be included in the customer's bill, shall be clearly legible and contain the following information:
- 1. The name and address of the customer and the address of the service, if different.
 - 2. A clear and concise statement of the reason for the proposed termination of service.
 - 3. The date on which service will be terminated unless the customer takes appropriate action. The date of the proposed termination by the utility shall be at least seven (7) days after the utility sends the notice by first class mail. The mailing of the notice of termination, as set forth above, shall constitute reasonable prior notice within the meaning of this rule.
 - 4. Information concerning the reconnection fee.
 - 5. The telephone number and address of the utility where the customer may make inquiry, enter into a service continuation agreement, or file a complaint.
 - 6. The notice shall also contain the name and address of the Authority Commission and a statement to the effect that the Authority Commission is the regulatory authority for this service.
 - 7. In cases where the termination is based on the failure to pay, the notice shall state if the bill is the actual or estimated, amount owed, and the time period over which the amount was incurred.
- (b) Notwithstanding any other provisions of these rules, a utility shall postpone the physical termination of utility service to a residential customer for a period of thirty (30) days in the event a physician, public health officer, or social service official certifies in writing that discontinuation of the service will aggravate an existing medical emergency of the customer or other permanent resident of the premises where service is rendered. During the thirty (30) day extension the customer or other permanent resident of the premises where service is rendered shall be referred to social service agencies for investigation, confirmation of need and guarantee of payment.

Issued: ~~January 23, 2019~~
~~1, 2019~~

By: Christian T. Beam, President

00107

Effective: July 1, 2022 ~~February~~

Pursuant to an Order in
Docket Number ~~18-0003821-~~

Issued: ~~January 23, 2019~~
~~1, 2019~~

By: Christian T. Beam, President

00107

Effective: July 1, 2022 ~~February~~

Pursuant to an Order in
Docket Number ~~18-00038~~21-

TERMS AND CONDITIONS OF SERVICE

The local utility shall supply customers with names of agencies providing assistance.

- (c) All customers shall be provided with the option of a Third Party Notification service and shall be notified annually by the utility of its availability. The Third Part Notification will provide any customer with the opportunity to designate a third party who will receive a duplicate of any termination notice by first class mail.

RECONNECTION CHARGES

- (1) In cases where the Company had discontinued service as herein provided for, the customer shall pay the Company a reconnection charge ~~of \$50.00~~, as described below, prior to the Company's reconnection of the service. For purposes of this section, the Company recognizes the following holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, the Friday following Thanksgiving Day, Christmas Eve and Christmas Day.
- (a) When payment is made during normal working hours (8:00 a.m. to 6:00 p.m., Monday through Friday, excluding holidays), service will be reconnected the same day to residential or small general service customers for a reconnect fee of \$75.00 for a customer with a meter incapable of remote reconnection, and \$20.00 for a customer with a meter capable of remote reconnection through the Customer Solutions Center.
- (b) For payments made after 7:00 p.m. Monday through Friday or during weekends or holidays, service to residential or small general service customers will be reconnected the next regular business day.

The reconnection charge for all customers, where service has been disconnected for fraudulent use of electricity, will be the actual cost of the reconnection.

- (2) When the Company requires past-due balances to be paid prior to reconnection, the Company may further require such payments to be made by cash, certified check, cashier's check or money order at a Company designated payment location when, during the previous twelve months, either of the events below have occurred:
- (a) The customer's electric service has been disconnected due to non-payment of any bill for electric service.
- (b) The customer has attempted to make payment by a check upon which the Company was initially unable to collect.
- (3) In addition, the Company may, at its option, require a deposit from the customer prior to reconnecting the service.
- (4) Where service has been discontinued at the request of the customer, and where the same customer requests that the service be reconnected within a period of 8 months from the date that service was discontinued, the customer will be required to pay (1) the avoided monthly basic service charges associated with the rate schedule on which the customer was previously receiving service, plus (2) the reconnection fee in accordance with the above stated reconnection charges.

CUSTOMER RIGHTS AND REMEDIES

1. Dispute Resolution. Customers have the right to dispute the reasons for service refusal or termination. The Company has employees available to answer questions, to resolve complaints, to negotiate partial payment plans and to furnish information on its Equal Payment Plan in which the customer can elect to average electric bills so they can be the same each month of the year, provided any outstanding balance is paid.
2. Initiation Date. If a payment plan is agreed upon, service will not be terminated as long as the customer meets the requirements of the plan. If no payment plan can be mutually agreed upon, the customer may contact the Tennessee ~~Regulatory Authority~~ Public Utility Commission. To use the dispute resolution

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~~1, 2019~~

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Pursuant to an Order in
Docket Number ~~18-0003821-~~

process, the customer must contact the Company on or before the specified last payment date for the amount shown on the bill.

3. Financial Assistance. A customer needing financial assistance may qualify for aid under certain federal, state or local programs. If a customer needs assistance in paying an electric service bill, the customer

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~~1, 2019~~

By: Christian T. Beam, President

00107

Effective: July 1, 2022 ~~February~~

Pursuant to an Order in
Docket Number ~~18-0003821-~~

KINGSPORT POWER COMPANY**d/b/a AEP Appalachian Power****Kingsport, Tennessee****Original Sheet Number 2-12**
T.R.A.T.P.U.C. Tariff Number 32 -**TERMS AND CONDITIONS OF SERVICE**

should contact the Upper East Tennessee Human Development Agency, phone: (423) 246-6180.

4. Payment Pending Resolution. A customer who disputes a bill must notify the Company of the portion of the bill that is disputed and the reasons for disputing the bill. The customer does not have to pay that portion of a bill which is under dispute while the dispute process is underway. However, the greater of the undisputed portion of the bill or the customer's average monthly usage amount must be paid by the specified last payment date for net amount, or service will be terminated.
5. Medical Emergency. Electric service will be continued for a period of 30 days when a written certificate, signed by a physician, public health officer or social service official is furnished by the customer stating that an existing medical emergency at the residence will be aggravated by termination of service. During the 30-day extension, the customer should contact the Upper East Tennessee Human Development Agency, phone: ~~(423)~~ 246-6180 for assistance in paying electric bills and arranging for continuation of electric service.
6. Critical Health Maintenance Appliances. It is the customer's responsibility to notify the Company if the household has an appliance which is critical for maintenance of the health of any of the residents. The Company will provide the necessary form for notification upon request from the customer.
7. Third Party Notification. Any customer may designate a third party, either an agency or an individual, to receive a copy of all termination notices. The Company will provide the necessary form for notification upon request from the customer.
8. Deferred Payment Plan. Any residential customer about to be disconnected for nonpayment of past due bills for electric service may have service continued if he/she enters into an agreement with the Company that the total amount due be paid in monthly payments until paid in full within the following six (6) month period in addition to their regular electric service bill. The customer shall be provided a copy of the agreement.
9. Winter Reconnection Plan. Any residential customer whose service has been disconnected for nonpayment and who has not been reconnected as of November 1 in any year shall have service reconnected if he/she makes a down payment agreeable with both the Company and the customer not to exceed twenty-five percent (25%) of the balance owed at the time of the service termination, and enters into an agreement with the Company that the balance of the amount past due be paid in monthly payments until paid in full within the following six (6) month period in addition to their regular electric service bill. The customer shall be provided a copy of this agreement.

If the Company and the customer cannot agree about the amount of the down payment, the Company shall inform the customer that he/she may appeal the Company's decision to the Tennessee Public Utility Commission ~~Regulatory Authority~~ and provide the customer with the ~~TRATPUC~~'s toll-free telephone number.

This program, to be known as the "Winter Reconnection Plan," will be in effect from November 1 through March 31 of any year.

10. Tenant Notification of Disconnection. At least thirty (30) days prior to the scheduled date of termination of service for nonpayment at commercially operated master metered multi-family projects, the Company will use its best efforts to notify tenants who are not direct customers of the Company. Posting of a notice of termination at the office of the project shall be deemed compliance with this provision.

Issued: ~~January 23, 2019~~
~~1, 2019~~

By: Christian T. Beam, President

00107

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Pursuant to an Order in
Docket Number ~~18-0003821-~~

Exhibit No. 2 (EKK)

Appalachian Power Company Virginia
Opt-out Provision Customer Charge Derivation

Digital Non-communicating Meter (a)

Meter Installation Charge:	
Incremental Cost of Meter (c)	(\$21.57)
* Cost to Install (Servicer II, 1 hour)	\$75.83
Administrative Cost (15 minutes)	\$7.18
One-time Charge	<u>\$61.44</u>
Monthly Meter Reading Fee:	
(Servicer II, 30 minutes)	<u>\$37.92</u>

Two-way Communicating Meter (b)

Meter Installation Charge:	
Incremental Cost of Meter (c)	\$194.00
* Cost to Install (Servicer II, 1 hour)	\$75.83
Administrative Cost (15 minutes)	\$7.18
One-time Charge	<u>\$277.01</u>
Monthly Meter Reading Fee:	
Administrative Cost (15 minutes)	<u>\$7.18</u>

(a) Digital Non-communicating Meter cost \$62.43

(b) Two-way Communicating Meter cost \$278.00

(c) Standard (AMI) Meter cost \$84.00

* 2021 labor rates. See EKK Workpaper 1

Reconnection of Service Fee Calculations

Non-Standard Meter

Assumptions:

One hour labor to reconnect

Hourly rate: MRO Servicer II = $\$30.70^1 * 2.47^2$ for loading = \$75.83

Total Cost = \$75.83 (rounded to \$75.00)

Standard Meter

Assumptions:

20 minutes labor to reconnect

Hourly rate: MRO Servicer II = 20 mins @ $\$30.70^1 * 2.1^3$ for loading = \$21.28

Total Cost = \$21.37 (rounded to \$20.00)

Incremental Annual Revenue Calculation (Standard Meter Only)

Current Fee	Number of fees ³	Dollars Collected	Proposed New Fee	Proposed Total	Difference
\$ 50	5,820	\$ 291,000	\$ 20	\$ 116,400	\$ (174,600)

Notes:

¹ 2021 labor rates. See EKK Workpaper 1

² Labor loading factor includes labor overhead, incentive, general & admin, and transportation costs

³ Labor loading for Standard Meter reconnect excludes transportation costs

⁴ Based on total reconnect orders generated in 2019. 2020 excluded due to disconnect moratorium.

Exhibit No. 3 (EKK)

AEP TEXAS - NORTH DIVISION

TARIFF FOR ELECTRIC DELIVERY SERVICE

Applicable: Certified Service Area previously served by AEP Texas North Company

Chapter: 6 Section: 6.1.2

Section Title: Discretionary Service Charges (Premises with a Standard Meter)

Revision: First Effective Date: January 15, 2015

Charge No.	Name and Description	Amount
Non-Standard Meter Installation Charge		
(11)	<p>Non-Standard Metering Service One-Time Fee</p> <p>Applicable to a Retail Customer receiving Standard Metering Service who chooses pursuant to P.U.C. SUBST. R. 25.133 to begin receiving Non-Standard Metering Service.</p> <p>Company shall bill the One-Time Fee to Retail Customer, collect payment, and receive the signed, written acknowledgement pursuant to P.U.C. SUBST. R. 25.133 before the initiation of Non-Standard Metering Service.</p> <p>Existing Non-Standard Meter One-Time Fee</p> <p>New Analog Meter One-Time Fee</p> <p>Digital Non-Communicating Meter One-Time Fee</p> <p>i. Self-Contained</p> <p>ii. CT Meter</p> <p>Advanced Meter with Communications Disabled One-Time Fee</p>	<p>\$105.00</p> <p>\$220.00</p> <p>\$220.00</p> <p>\$257.00</p> <p>\$164.00</p>
Service Call Charge (Standard Meter)		
(12)	<p>This charge is for service that dispatches Company personnel to Retail Customer's Premises to investigate an outage or other service-related problem. Retail Customer may directly submit an order to Company to perform this service as authorized pursuant to Section 4.11, OUTAGE AND SERVICE REQUEST REPORTING.</p> <p>A charge for performance of this service applies only if Company completes its investigation and determines the outage or other service-related problem is not caused by Company's equipment.</p> <p>Business Day (8:00 AM -5:00 PM CPT)</p> <p>Business Day (Other Hours)</p> <p>Weekend</p> <p>Holiday</p>	<p>\$72.00</p> <p>\$138.00</p> <p>\$138.00</p> <p>\$171.00</p>

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CONTROL #

**AEP TEXAS - NORTH DIVISION
 TARIFF FOR ELECTRIC DELIVERY SERVICE**

Applicable: Certified Service Area previously served by AEP Texas North Company

Chapter: 6 Section: 6.1.4

Section Title: Discretionary Service Charges (Premises with an AMS-M Meter)

Revision: First Effective Date: January 15, 2015

Charge No.	Name and Description	Amount
(10)	<p>If the requested date is not an AMS Operational Day, Company shall complete performance of the service by the first AMS Operational Day following the requested date.</p> <p>Company may use an Estimated Meter Reading to complete performance of the service if conditions preclude execution of an Actual Meter Reading.</p>	\$0.00
	<p>Meter Reading for the Purpose of a Mass Transition</p> <p>This service provides a Meter Reading for each affected Retail Customer for the purpose of a mass transition of the Retail Customers pursuant to P.U.C. SUBST. R. 25.43. Company shall charge the exiting Competitive Retailer for performance of the service.</p>	\$0.00
Non-Standard Meter Installation Charge (AMS-M Meter)		
(11)	<p>Non-Standard Metering Service One-Time Fee</p> <p>Applicable to a Retail Customer with an AMS-M Meter who chooses to begin receiving Non-Standard Metering Service under Section 6.1.3, pursuant to P.U.C. SUBST. R. 25.133.</p> <p>Company shall bill the One-Time Fee to Retail Customer, collect payment, and receive the signed, written acknowledgement pursuant to P.U.C. SUBST. R. 25.133 before the initiation of Non-Standard Metering Service.</p>	
	Existing Non-Standard Meter One-Time Fee	\$105.00
	New Analog Meter One-Time Fee	\$220.00
	Digital Non-Communicating Meter One-Time Fee	
	i. Self-Contained	\$220.00
	ii. CT Meter	\$257.00
	Advanced Meter with Communications Disabled One-Time Fee	\$164.00
<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED</p>		

SOUTHWESTERN ELECTRIC POWER COMPANY

Tariff Manual - Public Utility Commission of Texas

Section Title: Rates, Charges, and Fees

Section No: IV

Applicable: All Areas

Docket No: 40443

Sheet No: IV-43

Effective Date: Cycle 1, December 2013

Revision 2

Page 1 of 4

FEE FOR ADVANCED METERING EQUIPMENT INSTALLATION AND /OR ACCESS TO METER DATA

This fee will be charged to a Retail Customer or the Retail Customer's authorized representative requesting advanced Metering or access to Meter data for the Retail Customer. All fees must be paid prior to the service being provided. An AGREEMENT AND TERMS AND CONDITIONS FOR PULSE METERING EQUIPMENT INSTALLATION (PMEI) must be fully executed with the Company prior to the Company granting access to data outputs from its Meter. AEP will provide access to pulses to those requesting such service as specified in the PMEI Agreement.

All requests for advanced Metering or access to Meter data outputs will be considered a request for a solid-state Meter containing an internal Interval Data Recorder (IDR) with a single channel recorder. A customer may request remote interrogation in addition to Meter data outputs provided under this tariff at the listed price. The equipment that will be provided by the Company to meet the Customer's request under this tariff will be limited to equipment from manufacturers commonly stocked and utilized by the Company.

The applicable Fixed Price listed will cover the costs for a typical installation. A typical installation includes the installation of a solid-state IDR Meter containing a single channel recorder and capable of providing a single channel of data, where no isolation relay is required, and the Retail Customer's point of interconnection to the data output circuits (if requested) is adjacent to the billing Meter enclosure. An isolation relay is not required unless the meter will be installed within a substation, or for other non-typical installations.

An installation that takes more time, labor, metering requirements, or materials than the typical installation will be considered a non-typical installation and the requesting party will be charged a fee for non-typical installations based on the estimated cost incurred by the Company to install the facilities necessary to provide the requested service. The Company will present the Customer with an invoice of the itemized estimated costs and the Customer must pay the invoice in advance of the work being performed.

The Retail Customer will be responsible for providing all electrical work normally associated with a new billing Meter installation as stated in the PMEI. The Company retains the right of priority access to the billing Meter and data from the billing Meter.

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SOUTHWESTERN ELECTRIC POWER COMPANY

Tariff Manual - Public Utility Commission of Texas

Section Title: Rates, Charges, and Fees

Section No: IV

Applicable: All Areas

Docket No: 40443

Sheet No: IV-43

Effective Date: Cycle 1, December 2013

Revision 2

Page 3 of 4

FEE FOR ADVANCED METERING EQUIPMENT INSTALLATION AND /OR ACCESS TO METER DATA

Request for Remote Meter Reading Access Only for a Typical Installation:

Applicable for providing remote Meter reading capability utilizing a solid-state IDR Meter containing an internal modem, a single channel recorder, and capable of providing only one channel of data, no isolation relay is required, and the Retail Customer's point of interconnection to the data output circuits is adjacent to the billing Meter enclosure. The Fixed Price includes the advanced Meter.

Fixed Price if existing billing Meter is a standard Meter	\$488.00
Fixed Price if existing billing Meter is already advanced Metering or for a new installation where no billing Meter currently exists	\$410.00

Request for Both K-Y-Z Outputs and Remote Meter Reading Access for a Typical Installation:

Applicable for providing both remote Meter reading capability and K-Y-Z outputs utilizing a solid-state IDR Meter containing an internal modem, a single channel recorder, and capable of providing only one channel of data, no isolation relay is required, and the Retail Customer's point of interconnection to the data output circuits is adjacent to the billing Meter enclosure. The Fixed Price includes the advanced Meter.

Fixed Price if the existing billing Meter is a standard Meter	\$564.00
Fixed Price if existing Meter is already advanced Metering or for a new installation where no billing Meter currently exists	\$486.00

PUBLIC UTILITY COMMISSION OF TEXAS
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COMPLIANCE

486.00

SOUTHWESTERN ELECTRIC POWER COMPANY

Tariff Manual - Public Utility Commission of Texas

Section Title: Service Rules and Regulations
Section No: V
Applicable: All Areas
Docket No: 40443

Sheet No: V-1
Effective Date: Cycle 1, December 2013
Revision 6
Page 6 of 7

STANDARD TERMS AND CONDITIONS (Back of Form 702)

In like manner, should the Customer's premises be rendered wholly unfit for the continued operation of the Customer's plant or business, due to any of the causes mentioned above, the Customer's contract, if any, will thereupon be suspended until such time as the plant or premises will have been reconstructed, reconditioned, and reoccupied by the Customer for the purpose of his business.

14. INTENTIONAL INTERRUPTION OF SERVICE

The Company may without notice and without liability to Customer interrupt service to Customer when in the Company's sole judgment such interruption:

- (a) Will prevent or alleviate an emergency threatening to disrupt the operation of the Company's system; or
- (b) Will lessen or remove possible danger to life or property; or
- (c) Will aid in the restoration of electric service; or
- (d) Is required to make necessary repairs to or changes in the Company's facilities.

Customer may request, in writing, that Company provide notice of intentional interruption of service by contact at an address and telephone number provided in such written request by Customer and Company will exercise reasonable diligence to give such notice but does not warrant that notice will be given in every case of intentional interruption.

The Company is not responsible for loss or damage caused by disconnection or reconnection of its facilities, unless it be shown the Company failed to make reasonable provisions to avoid or prevent loss or damage.

15. METERING

The electricity used will be measured by a meter or meters and bills will be calculated upon the registration of such meters. Meters include all measuring instruments. Provisioning and installation requirements for meters, meter bases, and metering enclosures will be in accordance with the specifications set forth in the Company's Electric Service Handbook (available at SWEPCO.com). Customer will provide a sufficient and proper space in a clean and safe place, accessible at all times and free from vibration, for the installation of Company's meters.

The Company shall determine the meter type to be installed at customer facilities.

Meters will be tested as reasonably necessary in accordance with the Company's Meter Testing Policy, Sheet No. V-6.

PUBLIC UTILITY COMMISSION OF TEXAS
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**M.P.S.C. 16 – ELECTRIC
INDIANA MICHIGAN POWER COMPANY
STATE OF MICHIGAN
(AMI OPT OUT U-20137)**

**FIRST REVISED SHEET NO. C-18.00
CANCELS ORIGINAL SHEET NO. C-18.00**

(Continued from Sheet No. C-17.00)

**17. AUTOMATED METER INFRASTRUCTURE (AMI) METER OPT OUT TARIFF PROVISION
(RESIDENTIAL ONLY)**

Customers served on residential tariffs RS, RS-TOD, RS-OPES/PEV, RS-TOD2, and RS-SC have the option to choose to retain or receive an Automated Meter Reading (AMR) meter.

In order for a customer to be eligible to receive an AMR meter, the customer shall have no documented instances, within the past 24 months, of known unauthorized use, theft, or fraud. Further, the customer will have zero instances of threats of violence toward Company employees or its agents.

Customers selecting an AMR meter shall pay the following charges per premise:

I&M Michigan Residential Customer AMI Opt Out Charges

Up Front Charge:	\$81.30	A one-time charge per meter, when the request is received after the AMI meter is installed
Monthly Charge:	\$16.40	Per month at each premise

Customers electing this provision will not be able to access the benefits of having an AMI meter. All charges and provisions of the customer's applicable tariff shall apply.

18. MISCELLANEOUS CUSTOMER CHARGES

When the Company detects that its regulating, measuring equipment, or other facilities have been tampered with or when fraudulent or unauthorized use of electricity has occurred, a rebuttable presumption arises that the customer or other user has benefited by such fraudulent or unauthorized use of such tampering. Therefore, that customer or other user is responsible for payment of the reasonable cost of the service used during the period such fraudulent or unauthorized use or tampering occurred or is reasonably assumed to have occurred and is responsible for the cost of field calls and the cost of making repairs necessitated by such use and/or tampering, plus a charge of \$50 per occurrence. Under such circumstances the Company will institute the procedures outlined in the Consumer Standards and Billing Practice Rules.

19. CUSTOMER OWNED EQUIPMENT TROUBLESHOOTING.

When requested by the customer to investigate any problems with customer owned equipment that is connected to the Company's system, such as a generator, transformer, or other unique customer-owned facilities, the Company will conduct investigations at no charge to the customer. Company will make all reasonable attempts to resolve any problems when the Company is found to be at fault. If the customer owned equipment is found to be at fault, the Company may at the customer's request, and upon mutual agreement, continue troubleshooting the problem if the customer consents to paying for all additional charges which shall be based on actual labor and material incurred.

(Continued on Sheet No. C-19.00)

**ISSUED OCTOBER 26, 2018
BY TOBY L. THOMAS
PRESIDENT
FORT WAYNE, INDIANA**

**EFFECTIVE FOR BILLS RENDERED BEGINNING
WITH THE BILLING MONTH OF NOVEMBER 2018**

**ISSUED UNDER AUTHORITY OF THE
MICHIGAN PUBLIC SERVICE COMMISSION
DATED OCTOBER 24, 2018
IN CASE NO. U-20137**

OHIO POWER COMPANY

3rd Revised Sheet No. 103-12
Cancels 2nd Revised Sheet No. 103-12

P.U.C.O. NO. 20

TERMS AND CONDITIONS OF SERVICE

Service Performed During Normal Business Hours	Charge (\$)
Connect phone line to meter at a time other than the initial interval meter installation	57.00
Perform manual meter reading	43.00
Check phone line and perform manual meter reading due to communication loss	47.00
Replace surge protector	119.00
Replace interval board	121.00
Replace modem board	210.00
Replace interval and modem boards	260.00

The customer may select a meter from the Company's approved standard equipment list. If a customer selects any meter other than those shown on the approved standard list, the customer accepts responsibility for any incremental cost which the meter may require to upkeep, maintain, or replace the meter due to failure. The customer may communicate with the meter for the purpose of obtaining usage data, subject to the Company's communication protocol.

16. ADVANCED METER OPT OUT

For residential customers who elect to opt out of the installation of the Company's choice of metering equipment, either a two way communication AMI meter or one way communication AMR meter, the opt out program will work as follows.

- 1) The Company will give the customer the option to relocate the current meter location, acceptable to the Company, with the expense of such relocation to be paid by the customer. This option allows for a customer to still have an AMI or AMR meter installed, but at a location acceptable to the customer and the company.
- 2) The customer can request not to have the installation of an AMI or AMR meter and pay a monthly fee of \$24.00. This monthly fee option does not guarantee an actual meter read each month and monthly bills at times may be based on estimated usage with a true-up to actual usage upon the Company obtaining an actual meter read. However, the company will attempt to read the meter at regular monthly intervals. The monthly fee of \$24.00 will be billed monthly on the customer's bill and is considered a tariffed charge. The monthly meter reading fee will only be charged in areas where the meter reading route is designated as an AMI or AMR meter area by the company. A designated meter reading route is one in which the company has installed AMI and/or AMR meters on at least 85% of meter route designations (the 85% will be calculated without including designations for customers who opt out or have meter communication or meter access issues).
- 3) In cases where an AMI or AMR meter has already been installed (regardless of whether the meter was installed as part of a designated meter reading route), the customer will be billed a one-time charge of \$43 to remove the AMR/AMI meter and install a non-AMI or non-AMR meter. This fee will be billed separately and must be paid prior to the company scheduling the meter removal.

Filed pursuant to Order dated April 27, 2016 in Case No. 14-1158-EL-ATA

Issued: April 19, 2017

Effective: April 19, 2017

Issued by
Julia Sloat, President
AEP Ohio

**AEP TEXAS - CENTRAL DIVISION
 TARIFF FOR ELECTRIC DELIVERY SERVICE**

Applicable: Certified Service Area previously served by AEP Texas Central Company
 Chapter: 6 Section: 6.1.4
 Section Title: Discretionary Service Charges (Premises with an AMS-M Meter)
 Revision: First Effective Date: January 15, 2015

Charge No.	Name and Description	Amount
(10)	<p>If the requested date is not an AMS Operational Day, Company shall complete performance of the service by the first AMS Operational Day following the requested date.</p> <p>Company may use an Estimated Meter Reading to complete performance of the service if conditions preclude execution of an Actual Meter Reading.</p>	\$0.00
	<p>Meter Reading for the Purpose of a Mass Transition</p> <p>This service provides a Meter Reading for each affected Retail Customer for the purpose of a mass transition of the Retail Customers pursuant to P.U.C. SUBST. R. 25.43. Company shall charge the exiting Competitive Retailer for performance of the service.</p>	\$0.00
Non-Standard Meter Installation Charge (AMS-M Meter)		
(11)	<p>Non-Standard Metering Service One-Time Fee</p> <p>Applicable to a Retail Customer with an AMS-M Meter who chooses to begin receiving Non-Standard Metering Service under Section 6.1.3, pursuant to P.U.C. SUBST. R. 25.133.</p> <p>Company shall bill the One-Time Fee to Retail Customer, collect payment, and receive the signed, written acknowledgement pursuant to P.U.C. SUBST. R. 25.133 before the initiation of Non-Standard Metering Service.</p> <p>Existing Non-Standard Meter One-Time Fee</p> <p>New Analog Meter One-Time Fee</p> <p>Digital Non-Communicating Meter One-Time Fee</p> <p> i. Self-Contained</p> <p> ii. CT Meter</p> <p>Advanced Meter with Communications Disabled One-Time Fee</p>	<p>\$105.00</p> <p>\$182.00</p> <p>\$182.00</p> <p>\$214.00</p> <p>\$146.00</p>
<p>PUBLIC UTILITY COMMISSION OF TEXAS APPROVED</p>		

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CONTROL # _____

APPALACHIAN POWER COMPANY

VA. S.C.C. TARIFF NO. 26

**TERMS AND CONDITIONS OF STANDARD SERVICE
(continued)**

ADVANCED METERING INFRASTRUCTURE (AMI) METER OPT-OUT PROVISION (RESIDENTIAL ONLY)

Customers served on residential tariffs RS, RS-TOD, and RS-E may elect to opt-out of the Company's choice of AMI metering equipment as follows:

ALTERNATIVE METER INSTALLATION CHARGE

Customers selecting an alternative metering service shall pay the following one-time installation charge per premise:

Meter	Charge (\$)
Digital Non-communicating Meter	47.48
Two-way Communicating Meter	263.05

ALTERNATIVE METER MONTHLY SERVICE CHARGE

Customers selecting an alternative metering service shall pay the following monthly charge per meter:

Meter	Charge (\$)
Digital Non-communicating Meter	31.10
Two-way Communicating Meter	7.18

In order for a customer to be eligible to receive an alternative meter instead of an AMI meter, the customer shall have no documented instances, within the past 24 months, of known unauthorized use, theft, or fraud. Further, the customer will have zero instances of threats of violence toward Company employees or its agents. Service under this provision will be terminated if access to the Company's alternative meter is denied two (2) times. A customer who has requested alternative metering service may terminate the alternative metering at any time and request a standard meter, at which time the monthly charge will no longer be applicable.

The customer may also elect to relocate the current meter to a location acceptable to the Company, with the expense of such relocation to be paid by the customer, as specified in accordance with the provisions set forth herein.

PAYMENTS

Bills will be rendered by the Company to the customer monthly in accordance with the Standard Schedule selected applicable to the customer's service, with the following exceptions:

BUDGET BILLING

Year-round residential customers, religious sanctuaries, and Small General Service customers shall have the option of paying bills under the Company's Budget Billing plan (Budget), whereby the total service for the succeeding 12-month period is estimated in advance, and bills are rendered monthly on the basis of one-twelfth of the 12-month estimate. The Company may at any time during the 12-month period adjust the estimate so made, and the bills rendered in accordance with such estimate, to conform more nearly with the actual charges for service being experienced. The normal equal payment period will be 12 months, commencing in any month selected by the Company, but in those cases where billing is commenced during a month which leaves less than 12 months until the beginning of the next normal equal payment period to which the customer is assigned, payments shall be calculated on the basis of the months in such period.

In case the actual charges for the service used during any equal payment period exceeds the bills as rendered on the Budget, the amount of such excess shall be paid by the customer in twelve equal payments except that if the customer discontinues service with the Company under the Budget, any such excess not yet paid shall become payable immediately. In case the actual charges for the service used during the equal payment period is less than the amount paid under the Budget during such period, the amount of such overpayment shall, at the option of the Company, either be refunded to the customer or credited on the customer's last bill for the period.

If a customer fails to pay bills as rendered on the Budget for two consecutive months, the Company shall have the right to withdraw the plan with respect to such customer and to restore the customer to billing as provided for in the applicable Standard Schedules, in addition to any other rights which the Company may have under such Standard Schedules in case of arrearage in the payment of bills.

Exhibit No. 4 (EKK)

KINGSPORT POWER COMPANY
d/b/a AEP Appalachian Power
Kingsport, Tennessee

Original Sheet Number 24
T.P.U.C. Tariff Number 3

TARIFF P.E.V
(Residential Plug-In Electric Vehicle Charging)

AVAILABILITY OF SERVICE

Available for Tariff RS (Residential Service) customers who use using charging stations for Plug-In Electric Vehicles (PEV) programmed to consume electrical energy primarily during off-peak hours specified by the Company, who currently have a standard meter. The PEV must be a licensed electric motor vehicle which is subject to state inspection, and which is either owned or leased by the Customer.

PROGRAM DESCRIPTION

PEVs eligible to be served under this Tariff shall be metered through one single-phase, multi-register meter capable of measuring electrical energy consumption during on-peak and off-peak billing periods. Metering that is capable of separately identifying PEV usage shall be installed at the Company's discretion. Total Residential Service usage will be billed at the Customers Tariff RS Monthly Rates. A credit will be applied to the Customer's bill for all off-peak PEV kWh usage measured at the submeter and billed under Tariff Code (059). There is no billing adjustment for PEV on-peak usage.

CONDITIONS OF SERVICE

The supply of electricity to such charging system must be via a dedicated hard-wired circuit, single-phase, at not more than 240 volts, nor more than 100 amperes. The customer may be required to provide documentation, such as current vehicle registration, that demonstrates possession of the PEV to take service under this Tariff.

MONTHLY RATE (Tariff Code 059)

Energy Charge:

All Residential Service Usage	Current Tariff RS Customer and Energy Charge apply
All metered KWH used during the off-peak billing period . . .	- 1.938 (Credit) cents per kWh
Second Meter Charge....	\$2.43 per month

Each kilowatt-hour of energy consumed is subject to all applicable Standard Service riders and surcharges.

For the purpose of this Tariff, the on-peak billing period is defined as 6 a.m. to 9 p.m., local time, for all weekdays, Monday through Friday. The off-peak billing period is defined as 9 p.m. to 6 a.m., local time, for all weekdays, all hours of the day on Saturdays and Sundays, and the legally observed holidays of New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

FUEL AND PURCHASED POWER ADJUSTMENT RIDER

All bills for service according to the rates set forth herein will include charges under the Fuel and Purchased Power Adjustment Rider.

TERM

Customers who opt to take service under this Tariff are required to enter into a written service agreement which may require periodic documentation of continued operation of a qualifying PEV. Should the Customer discontinue operating the qualifying PEV, the Customer will notify the Company so that arrangements can be made to remove PEV metering and terminate service under this Tariff.

SPECIAL TERMS AND CONDITIONS

This tariff is subject to the Company's Terms and Conditions of Service.

The Company reserves the right to inspect at all reasonable times the vehicle charging devices which qualify the residence for service under this Tariff. If the Company finds that in its sole judgement the availability conditions of this tariff are being violated, it may discontinue billing the customer under this Tariff and commence billing under the appropriate Residential Service Tariff.

Tariff PEV Submeter Charge Development

Cost of Submeter		\$96
* Cost to Install (Servicer II, 1 hour)		\$75.83
Total	A	\$171.83
Carrying Charge (10-years)	B	17.0%
Annual (Sub) Meter Cost	C = A x B	\$29.18
Monthly (Sub) Meter Cost	D = C/12	\$2.43

Tariff PEV Rate Development

	FPPAR Energy Rate	(¢/kWh)
Tariff RS	A	8.332
Tariff RS-TOD Off-peak	B	6.394
Tariff PEV Off-peak Charging Credit	C = B - A	(1.938)

* 2021 labor rates. See EKK Workpaper 1

Exhibit No. 5 (EKK)

KINGSPORT POWER COMPANY
d/b/a AEP Appalachian Power
Kingsport, Tennessee

Original Sheet Number 26
T.P.U.C. Tariff Number 3

OPTIONAL RIDER R.E.C.
(Renewable Energy Choice Rider)

AVAILABILITY OF SERVICE

Available to customers taking service under the Company's metered rate schedules. The Company will purchase and retire Renewable Energy Certificates (RECs) on behalf of participating customers under Option A. The Company will seek to purchase the lowest cost RECs available on behalf of customers. The Company reserves the right to evaluate the market value of RECs annually and adjust the rate to reflect prevailing costs.

Customers who wish to directly purchase the electrical output and all associated environmental attributes from a renewable energy generator may contract bilaterally with the Company under Option B. Option B is available to customers taking metered service under the Company's I.P. or L.G.S. tariffs, or multiple P.S., G.S.-T.O.D. or M.G.S. tariff accounts with common ownership under a single parent company that can aggregate multiple accounts to exceed 1000 kW of peak demand.

CONDITIONS OF SERVICE

Customers who wish to support the development of electricity generated by Renewable Resources may under Option A contract to purchase each month a specific number of fixed kWh blocks, or choose to cover all of their monthly usage. All REC's purchased under Option A of this tariff shall be retained or retired by the Company on behalf of customers.

MONTHLY RATES

Option A

In addition to the monthly charges determined according to the Company's rate schedule under which the customer takes service, the customer shall participate in the Renewable Energy Credit Rider under one of the following options:

Block Purchase Option: \$5.35 for each 500 kWh block nominated
All Usage Purchase Option: \$0.0107/kWh consumed

The Monthly Rate for Renewable Energy (MRRE) is calculated as follows:

$$\text{MRRE} = \text{CR} + \text{CSS}$$

Where

CR = \$0.0060 per kWh/\$3.00 per 500 kWh block, the cost of procuring Renewable Energy derived from Renewable Energy Certificates ("RECs"). A REC is a tradable instrument that is equal to one megawatt hour of electricity or equivalent energy supplied by a renewable energy facility.

And

CSS = \$0.0047 per kWh/\$2.35 per 500 kWh block, the cost of Support Services. "Support Services", includes but is not limited to customer enrollment, customer service center support, reporting functions, marketing and customer education.

Customers participating under Option A may terminate service under this Rider by notifying the Company with at least thirty (30) days prior notice.

Option B

Charges for service under option B of this Tariff will be set forth in the written agreement between the Company and the Customer and will reflect a combination of the firm service rates otherwise available to the Customer and the cost of the renewable energy resource being directly contracted for by the Customer.

Under Option B, the term of the agreement will be determined in the written agreement between the Company and the Customer.

SPECIAL TERMS AND CONDITIONS

This Rider is subject to the Company's Standard Terms and Conditions of Service and all provisions of the rate schedule under which the customer takes service, including all payment provisions. The Company may deny or terminate service under this Rider to customers who are delinquent in payment to the Company.

Issued:
By: Christian T. Beam, President

Effective: July 1, 2022
Pursuant to an Order in
Docket Number 21-00107

Exhibit No. 6 (EKK)



Dear Rebecca,

As a WindChoice customer, you're helping Oklahoma transition to a clean energy future — making electricity more reliable, affordable, and sustainable for everyone. We're pleased to report your support is making a difference.

As a WindChoice customer enrolled at 100% in 2020, you've:

replaced fossil fuels with



1,748 kWh of renewable energy.

reduced your carbon footprint



1,979 lbs. of CO₂.

lowered fossil fuel emissions



equivalent of planting 17 trees**.

*Lbs. CO₂ was calculated using Public Service Company of Oklahoma's 2020 Utility Specific Residual Mix Emissions Rate (Lbs. CO₂/MWh) from the current EEI Customer Report.

**Source: U.S. EPA's Greenhouse Gas Equivalencies Calculator

Creating Brighter Futures

Wind power is generated right here in the Sooner State, where we're creating jobs and economic opportunities for fellow Oklahomans.



Thank you for supporting clean, Oklahoma-generated wind power. Together with you and a growing number of WindChoice customers, we're creating brighter futures for our state and beyond.

See how we're transitioning to a clean energy future.



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**PUBLIC SERVICE
COMPANY OF
OKLAHOMA** Public Service Company of Oklahoma
212 E. Sixth Street, Tulsa, OK 74119
1-888-216-3523

Exhibit No. 7 (EKK)

KINGSPORT POWER COMPANY
d/b/a AEP Appalachian Power
Kingsport, Tennessee

Original Sheet Number 25-1
T.P.U.C. Tariff Number 3

OPTIONAL RIDER E.D.R.
(Economic Development Rider)

AVAILABILITY OF SERVICE

In order to encourage economic development in the Company's service area, limited-term reductions in billing demands described herein are offered to qualifying new and existing retail Customers who make application for service under this Rider.

Service under this Rider is intended for specific types of commercial and industrial Customers whose operations, by their nature, will promote sustained economic development based on plant and facilities investment and job creation. Availability is limited to Customers on a first-come, first-served basis for Customer load additions totaling up to 50 MW in aggregate. This Rider is available to commercial and industrial Customers who are or would be served under Tariff M.G.S., L.G.S. and I.P. who meet the following requirements:

- (1) A new Customer must have a billing demand of 500 kW or more, or at least 500 kVA for Tariff L.G.S. An existing Customer must increase billing demand by 500 kW or more, or at least 500 kVA for Tariff L.G.S., over the maximum billing demand during the 24 months prior to the date of the application by the Customer for service under this Rider (Base Maximum Billing Demand) at the same Customer location. The Base Billing Demand for a new Customer shall be 0 kW.
- (2) A new Customer, or the expansion by an existing Customer, must result in the creation of at least ten (10) full-time equivalent (FTE) jobs maintained over the contract term, or a capital investment at the service location in excess of two million five hundred thousand dollars (\$2,500,000). Company reserves the right to verify job counts. Failure to demonstrate the creation of new employment positions and to maintain the employment during the contract term or the required capital investment, will result in the termination of the contract or agreement addendum for service under this Rider.
- (3) The Customer must demonstrate to the Company's satisfaction that, absent the availability of this Rider, the qualifying new or increased demand would be located outside of the Company's service territory or would not be placed in service due to poor operating economics.

TERMS AND CONDITIONS

- (1) To receive service under this Rider, the Customer shall make written application to the Company with sufficient information contained therein to determine the Customer's eligibility for service.
- (2) For new Customers, billing demands for which deductions will be applicable under this Rider shall be for service at a new service location and not merely the result of a change of ownership. Relocation of the delivery point of the Company's service, moving existing equipment from another AEP-served location or load transfers from another AEP-served location do not qualify as a new service location.
- (3) For existing Customers, billing demands for which deductions will be applicable under this Rider shall be the result of an increase in business activity and not merely the result of resumption of normal operations following a force majeure, strike, equipment failure, renovation or refurbishment, or other such abnormal operating condition. In the event that such an occurrence has taken place during the 24-month period prior to the date of the application by the Customer for service under this Rider, the monthly billing demands during the 24-month period shall be adjusted as appropriate to eliminate the effects of such occurrence.
- (4) All demand adjustments offered under this Rider shall be applicable for a maximum of five years.
- (5) The existing local facilities of the Company must be deemed adequate, in the judgment of the Company, to supply the new or expanded electrical capacity requirements of the Customer. If construction of new or expanded local facilities by the Company is required; the Customer may be required to make a contribution-in-aid of construction for the installed cost of such facilities pursuant to the provisions of the Company's Terms and Conditions of Service.

Issued:
By: Christian T. Beam, President

Effective: July 1, 2022
Pursuant to an Order in
Docket Number 21-00107

KINGSPORT POWER COMPANY
d/b/a AEP Appalachian Power
Kingsport, Tennessee

Original Sheet Number 25-2
T.P.U.C. Tariff Number 3

OPTIONAL RIDER E.D.R.
(Economic Development Rider)
(continued)

DETERMINATION OF MONTHLY ADJUSTED BILLING DEMAND

The Qualifying Incremental Billing Demand shall be determined as the amount by which the billing demand, as determined according to the Customer's Standard Schedule, for the current billing period without this Rider, exceeds the Base Maximum Billing Demand. Such incremental billing demand shall be considered to be zero, however, unless it is at least 500 kW, or at least 500 kVA for Tariff L.G.S., for new Customers or existing Customers.

The monthly adjusted billing demand under this Rider shall be the billing demand as determined according to the Customer's Tariff for the current billing period without this Rider less the product of the Qualifying Incremental Billing Demand and the applicable Adjustment Factor.

No Adjustment Factors shall be applied to any portion of minimum billing demands as calculated under the Customer's Tariff.

DETERMINATION OF ADJUSTMENT FACTOR

Customers meeting all availability and terms and conditions above shall contract for service for a period of five (5) years with an Adjustment Factor of forty percent (40%).

The adjustment factor shall be applicable over a period of 60 consecutive billing months beginning with the first such month following the end of the start-up period. The start-up period shall commence with the effective date of the contract addendum for service under this Rider and shall terminate by mutual agreement between the Company and the Customer.

In no event shall the start-up period exceed 12 months.

TERMS OF CONTRACT

A contract or agreement addendum for service under this Rider, in addition to service under Tariff M.G.S., L.G.S., and I.P., shall be executed by the Customer and the Company for the time period which includes the start-up period and the adjustment factor period immediately following the end of the start-up period. The contract addendum shall specify the Base Maximum Billing Demand, the anticipated total demand, the Adjustment Factor and related provisions to be applicable under this Rider, and the effective date for the contract addendum.

The Customer may discontinue service under this Rider before the end of the contract or agreement addendum only by reimbursing the Company for any demand adjustments received under this Rider billed at the applicable rate.

SPECIAL TERMS AND CONDITIONS

Except as otherwise provided in this Rider, written agreements shall remain subject to all of the provisions of the applicable tariff. This Rider is subject to the Company's Terms and Conditions of Service.

Issued:
By: Christian T. Beam, President

Effective: July 1, 2022
Pursuant to an Order in
Docket Number 21-00107

Exhibit No. 8 (EKK)

UNDERGROUND SERVICE POLICY

(TENNESSEE)

Underground service from existing facilities is available to all residential, small commercial and small industrial Customers under the following conditions:

- I. The Customer shall provide at no cost to Kingsport Power Company (Company) the necessary right-of-way for the service lateral or for the underground distribution facilities, make the strip into which the service lateral or underground distribution facilities are to be located accessible to the Company's equipment, remove all obstructions from the strip, grade the strip to within 4" of the final grade, and provide continuing access to the Company for operation, maintenance or replacement of the service connections. Shrubs, trees and grass requiring protection from the Company's equipment during installation and maintenance of underground facilities will be the responsibility of the Customer who will also reseed the trench cover where required.
- II. The Customer shall install a service entrance adequate for future needs in accordance with engineering standards issued by the Company. The meter socket will be a minimum size of 200 ampere and approved by the Company for use with underground installations. The Company shall specify the service point.
- III. Unless specifically exempted by the Company, all conductors shall be encased in approved protective conduit. The size and type of conduit and the depth and width of trenches will be specified by the Company. Poly vinyl chloride (PVC), high impact strength electrical conduit is the minimum requirement. PVC conduit must be minimum schedule 40 below grade and schedule 80 above grade.
- IV. Facilities normally will be installed in the most economical manner. If the Customer's requirements result in a cost to the Company exceeding those normally incurred in providing service by the most economical means, then in addition to the charges contained in this policy, as filed with the Tennessee Public Utilities Commission (Commission), the Customer shall pay a Contribution in Aid of Construction (CIAC) reimbursing the Company for any such additional costs which result from the Customer's requirements.
- V. Charges under this policy will be in addition to any other charges for extension of service specified in the current Terms and Conditions of Service on file with the Commission.
- VI. The Customer will be required to reimburse the Company for any taxes associated with the CIAC charges required by this policy.
- VII. The Company will provide the necessary trenching, conduit and backfilling and install the electrical conductors and related facilities. The Company will charge the Customer CIAC as follows:
 - A. New single phase service laterals up to and including 400A using up to one run of 350kcm cable:

1. From an existing overhead source
 - a. \$350.00 plus \$8.00 per foot.
 2. From an existing underground source
 - a. \$8.00 per foot.
 3. If the Company does not provide the trenching, conduit and backfilling, the Company's charge for providing the underground service lateral will be reduced by a credit of \$8.00 per foot.
 4. When the Company provides trenching, the Customer will pay an additional charge equal to the amount by which the actual trenching, conduit and backfilling costs exceed \$9.20 per foot of total trench length.
 5. Length of service lateral is measured from base of pole or pedestal to point on ground under meter at the house. Meter location shall be determined by the Company. If meter location is not as specified by the Company, the Customer may be required to reimburse the Company for any costs resulting from the unapproved meter location.
- B. Initial underground service from existing adequate underground systems to non-residential facilities shall be the standard method of service and CIAC shall be calculated according to the extension policy in the current Terms and Conditions of Service on file with the Commission.
- C. Initial underground service from municipal network systems installed in streets and alleys to any facility shall be considered the standard method of service and CIAC shall be calculated according to the extension policy in the current Terms and Conditions of Service on file with the Commission
- D. Underground primary distribution, three phase service laterals, service laterals over 400A and any other service not covered in section A, B, and C above shall be provided after payment to the Company of the estimated total cost difference between overhead and underground facilities. This is in addition to any CIAC required for standard service extension specified by the current Terms and Conditions of Service on file with the Commission.
- E. Customers who wish to replace existing overhead service with underground service will be required to pay the removal cost and remaining useful life less salvagable material of the existing overhead facilities in addition to other charges specified under this policy and the current Terms and Conditions of Service on file with the Commission.
- F. Should streets, curbs, or other obstructions be installed prior to installation of underground facilities, resulting in additional expense to the Company, payment for these additional expenses will be made to the Company by Customer.

APPLICATION AND AGREEMENT FOR UNDERGROUND SERVICE
KINGSPORT POWER COMPANY

LOG NO. _____

Kingsport Power Company (hereinafter referred to as "Company") agrees to install, own and maintain at its cost and expense underground service facilities consisting of a service lateral from Company's pole number _____ or underground pedestal number _____ to Company's meter on Owner's house.

Meter Number _____

Length of service lateral _____ feet

(Customer's Name)

(Phone Number)

(Service Address)

(Mailing Address)

(City)

(State)

(Zip)

(City)

(State)

(Zip)

The underground facilities furnished will be for the following:

_____ sq. feet

Type Heating _____

Service entrance size _____ Amps.

Service will be located as shown below or on the drawing attached and will be installed in accordance with Company's Underground Installation Requirement.

By signing and returning this Application and Agreement for Underground Service and enclosing \$ _____, you hereby contract for such underground service to be furnished in accordance with the Company's Underground Installation Plan. It is understood that the customer will pay additional charges outlined under Section 4 of the Company's Underground Service Policy, which includes charges for hard digging and rock removal.

This agreement shall be binding upon and inure to the benefit of the successors and assigns of both the Customer and the Company.

ORDER NO. _____ Signed _____ Date _____
(Customer's Signature)

GRID NO. _____

WIRE SIZE _____ Signed _____ Date _____
(Employee's Signature)

Telephone Cable _____

Accepted: **KINGSPORT POWER COMPANY**

TV Cable _____

By _____ Date _____