

J. Classifications of Service

The Cooperative offers a variety of rate classes to its members. The appropriate class for you will depend on your current electric usage and system requirements. Refer to the Cooperative's *Schedule of Fees, Charges and Rates* for the specific rates that apply to each classification of service.

1. BASIC SERVICE

Service for this classification is provided as single-phase, 60 Hz (cycles per second), alternating current, normally three-wire at a nominal voltage of 120/240 volts. However, in secondary network areas, service will be supplied at a nominal voltage of 120/208 volts. The use of single-phase motors of 5 HP rating or less (such as small pumps, garage door openers) is permitted under this rate provided such use does not interfere with the quality of service rendered to other members. Upon written application to the Cooperative, the use of larger motors may be authorized where existing distribution facilities permit.

a. Standard Basic Service – Rate Code B and BH

Basic Service is available for any single-phase service including individual residences, apartments, and businesses, provided that such service is less than or equal to 400 amps.

b. Controlled Water Heating – Rate Code BC and BCH

This is available for load-managed water heating, which allows the Cooperative to control your water heater during peak times. The availability of load managed water heating is limited to member locations where the Cooperative has radio signaled control devices available. Load Management Controlled water heating is available at these locations only for standard Cooperative approved water heaters with a minimum capacity of 40 gallons and with two thermostatically operated heating elements each with a rating of not less than 4,500 watts nor more than 5,500 watts.

c. Water Heating, Uncontrolled – Separately Metered – Rate Code BW

Uncontrolled separately metered water heating service is available only at existing locations and only to members for whom uncontrolled water heating service was provided prior to January 1, 1985.

d. Water Heating – Controlled – Separately Metered – Rate Code BWC

Separately metered controlled water heating service is available only at existing locations and only to members for whom controlled water heating service was provided prior to January 1, 1985. Replacement units of all controlled water heaters are subject to Cooperative approval as to size and type.

e. Optional Time of Day Rate – Rate Code TDN and TDF

Service under this rate is available at your option provided that you receive all of your electric delivery service requirements under this rate and complete a written Application for Service. The written Application will include a *TOD Rate Evaluation Form* that will be used by the Cooperative in estimating your electrical consumption by time of use. Based on the information you supply, the Cooperative will assist you in determining whether to take service under this rate. Ultimately, however, the choice for selection of this rate is yours.

Though there is potential you may save money by taking service under this rate, the Cooperative does not warrant what those savings will be, if any. The On-peak Hours shall be the hours between 7:00 A.M. and 8:00 P.M., Monday through Friday, excluding New Hampshire Legal Holidays. All other hours are considered Off-peak.

- f. Optional Storage Space Heating, Storage Water Heating and Dual Fuel – (Separately Metered) – Rate Code OPB and OPBH

This classification must be separately metered and is available for controlled storage space and water heating service. This classification is available for:

01. Controlled conventional electric space heating loads when a storage space heating system or non-electrical heating source is used as backup for the time during which the Cooperative interrupts the conventional heating system.
02. Storage water heating, either alone or in conjunction with storage space heating or dual fuel. Storage water heaters must have a minimum capacity of 80 gallons.

Service to the controlled storage space and water heating will be subject to interruptions of up to sixteen hours (i.e. 7:00 a.m. - 11:00 p.m.). Service to the conventional electric space heating system will be subject to interruptions of up to six hours per day for times of peak demand or system emergencies such as ISO declared high use emergencies.

Dual fuel heating systems are subject to control periods that cumulatively do not exceed 500 hours per heating season. For alternative heating systems that have to be manually activated, control periods will be further limited to a maximum of eight continuous hours and a minimum recovery period of four hours between control periods. For the other alternative heating systems that can be automatically activated, the Cooperative may control for a longer continuous period, as the particular emergency dictates. For this service, a Member Service Agreement with the Cooperative is required.

2. THREE PHASE SERVICE

This classification of service is available for three-phase service at secondary voltage.

This classification is not available for standby or breakdown service, or for use in conjunction with member-owned generating facilities, unless such facilities are those of a Small Power Producer covered by *Public Utilities Commission Order No. 14,797 of DE 80-246*, or subsequent modifying order.

For service in locations where the Cooperative has available three-phase lines and the member's load warrants its application, the Cooperative will supply 120/208 volts or 277/480, three-phase, four wire. Any other service voltages supplied will be provided under special situations and solely at the discretion of the Cooperative. The member will furnish any necessary transforming and regulating devices on the member's side of the meter. In secondary network areas, service will be supplied only at a nominal voltage of 120/208 volts.

At its option the Cooperative may meter for this service at the primary voltage. In such cases a discount of 2% of energy and demand on all bills rendered will be allowed to compensate for transformer losses.

When measured, the member's demand shall be determined to the nearest one-tenth (0.1) kilowatt for billing purposes.

LEVELS OF THREE-PHASE SERVICE:**a. Basic Three Phase Service – Rate Code B3 and B3H**

This service is for those members whose kilowatt demand is less than 50 kilowatts. The load of each member who receives this service will be reviewed periodically to determine whether they meet the less than 50 kW criterion for this service or if they should be Large Basic Three Phase Service.

b. Large Basic Three Phase Service – Rate Code LB3

This service includes members whose registered kilowatt demand is greater or equal to 50 kilowatts but less than 150 kilowatts for three or more billing periods of a 12-month period. The load of each member who receives this service will be reviewed periodically to determine whether they meet this criterion of the Large Basic Three Phase service.

c. Industrial Service – Rate Code IND

This service is for members whose registered kilowatt demand is greater than or equal to 150 kilowatts for three or more billing periods of a 12-month period. The load of each member who receives this service will be reviewed periodically to determine whether they meet this criterion for the Industrial Service.

OPTIONAL SERVICES FOR THREE-PHASE SERVICE:**a. Water Heating – Controlled, Space Heating – Rate Code BC3 and BC3H**

Controlled water heating service, and controlled water heating service with space heating is available to member locations where the Cooperative makes radio or other control devices available. Replacement units of water heaters are subject to Cooperative approval as to size and type, and no more than two water heaters per member are allowed under this rate.

b. Large Water Heating – Controlled, Space Heating – Rate Code LBC3

Large controlled water heating service, and large controlled water heating service with space heating is available to member locations where the Cooperative makes radio or other control devices available. Replacement units of water heaters are subject to Cooperative approval as to size and type, and no more than two water heaters per member are allowed under this rate.

c. Optional Time of Day Rate – Rate Code TDN3 and TDF3

Service under this rate is available at your option provided that you receive all of your electric delivery service requirements under this rate and complete a written Application for Service. Reference the Optional Time of Day Rate for Basic Service in section *I.*, above, “*Basic*” Service for additional information. The On-peak Hours shall be the hours between 7:00 A.M. and 8:00 P.M., Monday through Friday, excluding New Hampshire Legal Holidays. All other hours are considered Off-peak.

d. Optional Storage Space Heating, Storage Water Heating and Dual Fuel - (Separately Metered) – Rate Code OPB3

This classification must be metered separately and is available for three phase installations and is the same as the Optional Storage Space Heating, Storage Water Heating and Dual Fuel classification described above in section *I. Basic Service*.

e. Industrial Interruptible Service – Rate Code INDC

This classification of service is available to members who qualify for service under the Industrial Service classification described above and have entered into a Member Service Agreement for Interruptible Service where the Cooperative makes radio or other control devices available. The Cooperative will control, or interrupt, the member's service to specific equipment as needed to reduce peak loads.

f. Large Basic Interruptible Three Phase Service – Rate Code LBI3

This classification of service is available to members who would normally qualify for service under the Large Basic Three Phase Service classification described above and have entered into a Member Service Agreement for Interruptible Service where the Cooperative makes radio or other control devices available. The Cooperative will control, or interrupt, the member's service to specific equipment as needed to reduce peak loads.

3. PRIMARY SERVICE – Rate Code P

This classification is available for primary voltage electricity delivered for general service in a specified location furnished to any member who agrees to own, furnish, maintain and be solely responsible for all wiring, structures, transforming and regulating devices, and all other fixtures and apparatus used in conducting the flow of electric energy delivered to the member by the Cooperative from the load side of the metering equipment. In locations in which space limitations or other factors make it impossible or inadvisable, in the opinion of the Cooperative, for the member to have transforming apparatus devoted to his exclusive use, and in secondary network areas in which primary service is not made available by the Cooperative, at the Cooperatives option, service shall be supplied from Cooperative-owned transforming apparatus which also supplies other members. In such cases, the member is subject to additional charges in accordance with the Cooperative's *Schedule of Fees, Charges and Rates*.

Service shall be three-phase, 60 Hz (cycles per second), alternating current, at a nominal voltage determined by the Cooperative, generally 2,400/4,160, 7,200/12,470, or 14,400/24,900 and 19,900/34,400 volts. The member shall maintain a reasonably balanced load between phases.

Substation foundations, structures, and all necessary controlling, regulating and transforming apparatus are either:

- a. Furnished, owned, and maintained by the member at their expense, or
- b. Rented from the Cooperative at a charge in accordance with the Cooperative's *Schedule of Fees, Charges and Rates*. In case the member elects to rent apparatus from the Cooperative, they shall guarantee in such form as to be satisfactory to the Cooperative, in addition to any other guarantees, to continue to pay rental for a period of not less than five years. Should the member discontinue service before five years shall have elapsed, the guaranteed rental then unpaid shall immediately become due and payable.

The member pays to the Cooperative all costs of installing such equipment. The Cooperative may install one or more meters at its option. Metering shall be located on the high voltage side

of the member's transforming apparatus, provided however, that metering may be on the low voltage side at the option of the Cooperative. In the latter case there will be added to the kilovolt-ampere demand and kilowatt-hours metered, an additional 2% for transforming losses for billing purposes.

The billing demand for the current monthly billing period shall be determined by measurement, rounded to the nearest whole kilovolt-ampere (kVA) at the greater of: a) the highest kilovolt-ampere demand registered during any fifteen minute interval of the on-peak hours of the month; or b) fifty-percent (50%) of the highest kilovolt-ampere demand registered during any fifteen minute interval of the off-peak hours of the month.

a. Primary Controlled Service – Rate Code PC

This classification of service is available to members who would normally qualify for service under the Primary Service classification described above and have entered into a Member Service Agreement for Interruptible Service where the Cooperative makes radio or other control devices available. The Cooperative will control, or interrupt, the member's service to specific equipment as needed to reduce peak loads.

4. PRIMARY SKI MEMBER SERVICE – Rate Code PSKI

This classification is available to NHEC members primarily engaged in a recreational business which requires the production of snow, the operation of lifts and the maintenance of downhill and cross-country ski trails and which, because they were parties to contracts with NHEC for electric service which expired on December 31, 2003, were not included, prior to that date, in either NHEC's PRIMARY SERVICE cost-of-service analysis or NHEC's wholesale power supply contracts.

5. SKI AREA CONTRACT MEMBER SERVICE – Rate Code SKI

This classification is available to NHEC members primarily engaged in a recreational business, which requires the production of snow, the operation of lifts and the maintenance of downhill and cross-country ski trails and which would otherwise receive service from NHEC under the PRIMARY SERVICE classification. As a condition to receipt of service under the SKI AREA CONTRACT MEMBER classification, the member must have entered, and be in good standing under an electric service agreement with NHEC, which imposes upon the member certain conditions during the term of the agreement which will minimize certain risks to NHEC associated with the member's unique characteristics.

- a. All electric service agreements required as a precondition to this service classification shall be available for public inspection, with certain member-specific information redacted, at NHEC's headquarters and shall be posted on NHEC's website.
- b. All terms, conditions, fees and charges applicable to the PRIMARY SKI SERVICE classification shall apply to the SKI AREA CONTRACT MEMBER classification, unless, and to the extent that they conflict with provisions of the applicable energy services contract, in which case the provisions of the energy service contract shall be controlling.

6. LIGHTING SERVICE – Rate Code is Determined By Size (Lumens) of Light

Available for street lighting and outdoor area lighting, this classification is available for:

- a. Street and highway lighting provided to municipalities, state highway departments, and other governmental bodies.
- b. Outdoor area lighting for private yards, parking lots, private roads, and other off-street applications

See section *B. Obtaining Service* for term of service. After the initial one-year service period, the service will be automatically extended, unless cancelled by either the Cooperative or the member with at least a 30-day advance notice.

Failure of Lights to Burn:

- c. The Cooperative will exercise reasonable diligence to ensure that all lamps are burning at night and not burning during the day. When notified of an outage, the Cooperative shall make replacements promptly (normally within two business days) but the Cooperative is not required to perform any replacement or maintenance except during regular working hours.
- d. In the case of frequent malicious breakage, lighting may be removed from the location and alternative solutions sought.

Only all-night outdoor lighting service on an annual basis shall be provided under this classification, totaling approximately 4,000 hours of operation per year.