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## ELECTRIC SERVICE POLICIES: BASIC SERVICES

### TABLE OF CONTENTS

#### **Part One- Application and Agreement for Service**

A. Existing Residential, General Service and General Service Remote Accounts	P. 2
B. New Residential, General Service, and General Service Remote Accounts	P. 2
C. Multi-Unit Complexes	P. 2
D. Owner/Renter Agreement	P. 3
E. Meter Reading, Billing & Adjustments	P. 3
F. Change of Billing/Payment Responsibility	P. 4
G. Security Deposit	P. 4
H. Disconnection of Service	P. 5
I. Reconnection of Service	P. 6
J. Meter Tampering/Power Theft	P. 6
K. Security Lighting	P. 6
L. Mailing & Receiving District Communications	P. 7
M. Non-Discrimination	P. 7
N. Payment of Bills	P. 7

#### **Part Two- Engineering Service**

A. Alternating Current	P. 9
B. Demands	P. 9
C. Electrical Facilities Relocation	P. 9
D. Inspections	P. 10
E. Interruption of Service	P. 10
F. Meter Location & Installation	P. 10
G. Phase Balance	P. 11
H. Point of Delivery	P. 11
I. Right of Access	P. 11
J. System Disturbances	P. 11
K. Underground Services	P. 11
L. Discontinuation of Service by District	P. 12

#### **Part Three- Special Services**

A. Resale of Energy	P. 13
B. Additional Load	P. 13
C. Customer's Wiring & Equipment	P. 13
D. Relocation of Poles & Equipment	P. 13
E. Customer's Responsibility for District Property	P. 13



## ELECTRIC CUSTOMER SERVICE POLICIES & PROCEDURES

### Part I: Basic Services

#### Application and Agreement for Service

##### A. Existing Residential, General Service and General Service Remote Accounts

- 1) Residential Customers, either owners or renters, are required to complete, sign and return the District's application card or a special contract for electric service (refer to page 3, Section D, Owner/Renter Agreement). Customers are also required to pay a Service Charge to set up or modify an account as listed in the Rate Schedule under Customer Charges. In addition, the customer is required to pay a deposit as noted in the Rate Schedule or pass a credit check to waive the deposit.
- 2) Service applications include provisions and stipulations necessary or desirable to protect the interests of both the customer and the District.
- 3) The District may require proof of residential ownership and/or residential lease agreement.

##### B. New Residential, General Service, and General Service Accounts

Service will be energized for new construction when the following conditions have been met:

- 1) The customer has completed the District's service application for new or altered electrical service with the Engineering department and has paid all applicable fees for the new installation.
- 2) The customer has provided a valid service address for the location where electric service is to be installed and a correct mailing address for billing.
- 3) The customer has obtained a State of Washington electrical inspection approval and has met all District requirements and standards.
- 4) If required, the customer must submit a recorded electric utility easement acceptable to the district allowing for access and future extensions to potential customers.

##### C. Multi-Unit Complexes

Service will be energized to multi-unit complexes when the conditions cited under sections A & B of Residential and General Service are met. However, the account(s) will remain in the builder or owner's name until:

- 1) Meter bases and/or panel covers have been permanently marked and verified by the District.
- 2) Tenants who have applied for service will be allowed to sign up for service effective the date the unit numbers are verified by the District.
- 3) The District has been notified in writing of any unit number changes.
- 4) Total District expense to change incorrect billings due to unit number changes without proper notification will be billed to the owner.



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#### **D. Owner/Renter Standby Agreement**

The Owner/Renter Standby Agreement is available to any owner of property that is let to tenants on a rental basis.

- 1) Owners may elect to enter into a rental standby agreement, the owner must sign a rental standby agreement form with the district .
- 2) In the interest of rendering uninterrupted electric service to an unoccupied premise, the District will leave electric service available with the understanding that the owner of the premise will be responsible for any charges for electric energy used during the period of time such service is in the owner's name.
- 3) If the owner adds or deletes properties to this agreement, written notice must be sent to the District, giving the date, address and unit numbers.
- 4) Individual bills will be rendered to the owner on regular billing dates for those premises with a rental standby agreement. A closing bill will be sent to the owner when the new party signs for service.
- 5) The District reserves the right to discontinue electric service in cases where no one has assumed responsibility for such service, resulting in nonpayment of bills rendered.

#### **E. Meter Reading, Billing and Adjustments**

Meters will be read or estimated, and billed monthly.

- 1) Meter readings will be made on the same cycle date, as nearly as possible, during each billing interval. A variation in reading periods caused by holidays, weekends, severe storms and differences in the length of calendar months will not be construed as a change from a normal monthly billing.
- 2) The District may estimate meter readings for billing purposes when its meter reader is unable to gain access to the premises on regularly scheduled meter reading trips, or when circumstance beyond the control of the District make reading of meters impractical or impossible. The District will analyze the actual reading and make the proper adjustments.
- 3) Opening and closing bills will be prorated from the connect date to the first reading date or from the last reading date to the closing date. If the closing charge is less than \$15 or the balance owed on any closed account is less than \$15, the District may elect to cancel the charge on the amount owed. Bills will be mailed to the billing address furnished by the customer. Failure to receive a bill does not release the customer from the obligation to pay when payment is due.
- 4) Services that have been billed inaccurately due to incorrect application of rates, a faulty meter, or clerical errors (including but not limited to a faulty installation or administration of a metering system) will be billed for an estimated amount of usage based upon a maximum of thirty-six (36) months. If money is owed after the adjustment, the district may agree to a payment plan and during this time may waive any late fees associated with these additional charges until that amount is paid.
- 5) Should one customer be billed for service actually furnished to another because of misidentification of the meter, the customer's accounts will be credited and/or debited. Crediting/debiting will be for all services so billed, up to a period of three years immediately preceding the discovery of the circumstance. The customers will then be re-billed for all service actually furnished. Any payments



made to the incorrect account will be credited to the correct account after the adjustments are made.

- 6) Adjustments for non-operating street lights may be made if the time-to-repair takes more than five working days from the date customer notified the District Office. Note: In the event a bulb change-out or other repair work did not correct the problem, it is the customer's responsibility to again notify the District so the crew can recheck the unit.
- 7) The District may alter or reschedule its meter reading and billing cycle dates when it is in the best interest of the District to do so.

#### **F. Change of Billing/Payment Responsibility**

- 1) When a change of occupancy or legal responsibility takes place, the customer may terminate service by notification in person or by telephone within a reasonable time prior to the change.
  - a. Certain provisions of special contracts or agreements may require specific forms of notification.
  - b. The outgoing customer will be held responsible for all service supplied to the date the District is notified.

The District reserves the right to read the meter(s) for a final bill within five business days from the date of notification.

#### **G. Security Deposit**

##### 1) RESIDENTIAL OWNERS AND RENTERS

- a. All residential owners and renters are required to pay the two highest month's billing in a 12 month period as a security deposit for each service at the location at which the customer is making an application, (rounded up to the nearest dollar), with a minimum \$100.00 or a satisfactory credit check to waive the deposit.
- b. New construction may require a credit check to determine if a deposit is necessary and the deposit amount will be determined by the District.

##### 2) GENERAL SERVICE CUSTOMERS

- a. All general service customers are required to pay the two highest month's billing in a 12 month period as a security deposit for each service at the location at which the customer is making an application, (rounded up to the nearest dollar), with a minimum \$500.00 or a satisfactory credit check to waive the deposit.
- b. New construction will require a credit check to determine if a deposit is necessary and the deposit amount will be determined by the District.

##### 3) REFUNDING SECURITY DEPOSITS

- a. All security deposits from residential owners and renters will be refunded if they have maintained a good payment history over a 12-month period and the account is up-to-date. General Service customer deposits will be held for 24 months.



- b. If a customer's payment history is not in good standing, the District reserves the right to withhold the deposit until the account is kept current for 12 consecutive months for Residential Owners and Renters, and 24 months for General Service customers.
- c. If the customer relocates within the District area and has an existing deposit on file, the original deposit may be transferred to the new account based on a good payment history; otherwise the original deposit will be credited to the final bill and a new deposit will be required for each service. If the original deposit has already been refunded due to good credit history, the district may waive a new deposit. If the customer moves out of the District's service area, the deposit will be credited to the final bill and a credit or balance due will be issued to the customer.

#### H. Disconnection of Service

- 1) The District may refuse to connect or may disconnect service for good cause, including but not limited to:
  - a) Violation of Service Policies
  - b) Failure to Pay a Deposit
  - c) Failure to Pay Electric Charges
  - d) Violation of Rate Schedule or Contract Provisions
  - e) Meter Tampering/Power Theft
  - f) Non-Responsibility for Billing
  - g) Violations of Municipal, State or National Electric Code
- 2) Except where otherwise provided in this policy the District will, before disconnection, attempt to give the customer reasonable advance notice of disconnection, the reasons for it, and the date it is to occur. Notification will take into account the particular circumstances for the disconnect, with special consideration for the potential dangers to life and property.
- 3) Disconnection does not relieve the customer of their obligation to pay for energy or services received, or for the amounts specified in the District's service policies or any written contract with the customer.

#### I. Reconnection of Service

- 1) The District is responsible for maintaining its distribution and service lines on a year round basis. The District's rates and schedules, except where otherwise specifically provided for, are based upon continuous service at a single service location for a period of twelve consecutive months. If a Customer does not maintain continuous service at a single service location for at least twelve (12) consecutive months.
- 2) The District will charge a basic charge at the current rate schedule for each month service has been disconnected.
- 3) The District reserves the right to remove any service that has been disconnected for more than 24 consecutive months.



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**J. Meter Tampering/Power Theft**

- 1) Meter Tampering/Power Theft means to:
  - a. Divert, or cause to be diverted, utility services by any means whatsoever;
  - b. Make, or cause to be made, a connection or reconnection with property owned or used by the utility to provide utility service without the authorization or consent of the utility;
  - c. Prevent a utility meter or other device used in determining the charge for utility services from accurately performing its measuring function by tampering or by any other means;
  - d. Tamper with property owned or used by the utility to provide utility services including a meter seal; or
  - e. Use or receive the direct benefit of all or a portion of the utility service with knowledge of, or reason to believe that, the diversion, tampering, or unauthorized connection existed at the time of the use or that the use or receipt was without the authorization or consent of the utility.
- 2) Customers engaging in Meter Tampering shall be charged the minimum fees as set forth in the Rate Schedule for tampering. In addition to the tampering fees, the customer shall be charged all other applicable charges including, but not limited to, basic charges, usage charges as well as a reconnection charge, disconnection charge and a deposit. The District reserves the right to recover all other damages allowed by law including those authorized by RCW 9A62.060 and 9A.62.070 Usage may be estimated based on prior history.
- 3) Customer engaging in Power Theft Diversion be charged the minimum fees as set forth in the Rate Schedule for tampering. In addition to the tampering fees, the customer shall be charged all other applicable charges including, but not limited to, basic charges, usage charges as well as a reconnection charge, disconnection charge and a deposit. The District reserves the right to recover all other damages allowed by law including those authorized by RCW 9A62.060 and 9A.62.070 Usage may be estimated based on prior history or type of diversion.

Meter Tampering/Power Theft is also a crime under Chapter 9A.61 RCW which may be punishable as a class B felony, by imprisonment in a state correctional institution for a maximum term of not more than ten years, or by a fine in an amount fixed by the court of not more than twenty thousand dollars, or by both such imprisonment and fine.

**K. Security Lights**

The District will install and maintain security lights upon customer request based upon a monthly charge in accordance with the District rate schedule.

- 1) The District will provide all equipment including mast arms, brackets, control equipment, wiring and supports and shall be owned, operated and maintained by the District. For installation of 2 or more security lights, the customer shall pay in advance 100% installation costs and the current monthly fee for each unit at each service location.
- 2) A customer or developer who wants to use a special decorative light and/or decorative light pole will pay the cost of the purchase and installation and will be responsible for the replacement cost.
- 3) The District reserves the right to charge a customer for material, labor and overhead costs for repairs due to vandalism or continued breakage or may remove the security light assembly.



- 4) It is the responsibility of the customer to supply the ditch for an underground security light service.
- 5) It is the responsibility of the customer to inform the District of malfunctioning security lights. Repairs will not be made on Saturdays, Sundays, holidays or outside normal working hours except at the expense of the customer.
- 6) The District may disconnect and/or remove at the District's discretion a security light if the monthly rate is not paid.

#### **L. Mailing and Receiving District Communications**

- 1) All correspondence, bills and notices relating to items covered by these policies will be sent by first-class mail except where specifically provided otherwise. Such communications may also be delivered personally, electronically or by phone.
  - a) Customers shall provide proper mailing addresses and means of receiving mail. Failure to do so may render the service subject to disconnection.
  - b) The District may refuse to accept customer correspondence with insufficient postage.

#### **M. Non-Discrimination**

- 1) The District does not discriminate for any reason on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, physical, mental or sensory disability, familial status, parental status, religion, sexual orientation, genetic information, veteran status, political beliefs, reprisal, or because all or a part of an individual's income is derived from any public assistance program or upon the basis of any other legally protected classification.

#### **N. Payment of Bills**

Note: BILLING DUE DATES- All District bills are due and payable by the 10<sup>th</sup> of each month or the first business day thereafter. Unless otherwise noted on the bill, it becomes "past due" 7 calendar days after the due date.

- 1) Past Due Reminder/Penalty: A past due reminder notice will be sent to the customer on the 17<sup>th</sup> of each month or the first business day thereafter. A 1.5% late fee will be incurred on any past due balances.
- 2) Disconnection Notice: In the event the customer has not paid their bill or made satisfactory arrangements for payment within 10 days of the "Past Due" reminder, the District will send a disconnection notice to the customer by first-class mail, a recorded phone call and/or electronically requesting payment in full or to make satisfactory payment arrangements before the disconnect date shown on the notice. If the full amount due is not paid by the date requested on the disconnection notice, unless satisfactory payment arrangements have been made, the customer may be disconnected. The District may require the customer sign a payment arrangement agreement. A disconnect notice will still be mailed even if a customer has made satisfactory payment arrangements, but the service will not be disconnected unless the customer fails to meet the payment arrangements. Service will be restored upon payment in full **plus** disconnect and reconnect charges as listed in the Rate Schedule, and may require an additional deposit at the discretion of the district.

Any payments made in the field to prevent disconnection shall incur additional fees pursuant to the Rate Schedule, even if service is not disconnected.



3) Collection Procedures:

The District may retain collection agencies licensed under Chapter 19.16 RCW for the purpose of collecting debts owed by any person.

The District shall not assign an account to a collection agency unless (a) there has been an attempt to advise the Customer (i) of the existence of the debt and (ii) that the debt may be assigned to a collection agency for collection if the debt is not paid, and (b) at least thirty days have elapsed from the time notice was attempted.

4) Budget Billing Program:

This budget billing option is available to residential electric utility customers. Participation may be denied/discontinued if the customer has had a disconnect of electrical service for non-payment within the last year.

Utility customers may apply for the Budget Billing Program anytime throughout the year; however customers are strongly encouraged to apply in March. The program is designed to help customers develop a credit balance on their account to help cover the higher usage during the colder winter months. This program is intended to allow customers to pay the same amount each month of the year. This monthly amount will be billed each and every month regardless of any overpayment or credit on the account. Customers who sign up for the Budget Billing Program in October through March, will pay their monthly budget payment, plus an additional 20%, to compensate for higher starting bills. The budget payments are recalculated in March and September of each year. The payment amount is calculated based on an average of the actual electrical consumption for the immediate past twelve month period. To become eligible, your account must be paid in full (no balance owed).

In the event that the residential customer does not have a twelve month history at a particular location, the previous tenant's 12 month history will be used to determine what the current customer will pay each month. In the event that the home is newly constructed, void of a 12 month history, the District shall apply a 12 month history from a similarly situated home as determined by the District until the newly constructed home develops a 12 month history.

If the customer fails to keep agreed upon payments twice in a 12 month period while on the budget billing program, they may be notified that they are no longer allowed to participate in the program for one year from the month of notification and bring your entire account(s) current as defined under District policy and state law.





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## Part II. Engineering Services

### Delivery Phase and Voltage

**A. All Services will be alternating current** – A frequency of 60 cycle. Nominal secondary deliver voltages are:

Page | 9

- 1) Secondary delivery voltages are 120/240 single-phase and 120, 240 or 480 three-phase.
- 2) Service may also be delivered at 120/208 or 277/480 volts three-phase, only where such voltages exist, or in instances when the size of the load justifies a separate transformer installation.
- 3) Generally, delivery voltages and phases will be those available at the point of service and, if other phases and voltages are necessary, the rate will be computed in accordance with extension policies and schedules.

For large loads, power may be delivered at other voltages approved by the District.

The District may require customers to install (at customer expense) reduced voltage starting equipment in cases where across the line starting would result in excessive voltage disturbances to the District's system.

The District may refuse to serve loads of a character which are seriously detrimental to the service rendered other customers.

### **B. Demands**

Demand meters may be installed on any account when the nature of the customer's equipment and operation indicates that a demand meter is required for correct application of the rate schedule.

### **C. Electric Facilities Relocations**

- 1) The District may relocate its electric facilities upon request. The District will pay the cost of relocations when required by law. All other relocation expenses will be at the expense of the requester. The District may require advance deposit of estimated relocation costs.
- 2) All requests for relocations must be in writing with attached project plans. The District must be given adequate notice so that assessment, engineering, cost estimate, and appropriate authorizations may be obtained prior to the planned construction.
- 3) District personnel will evaluate the relocation request and recommend a course of action to the Director of Operations- Electric.
- 4) Evaluation will include a determination of whether or not the District will pay the cost.
- 5) In the case of abnormal or unusual expense to the District, the request may be declined. Outside consultation may be used in making this determination.
- 6) District personnel will evaluate the relocation request and develop a cost estimate for material, labor and any other expenses.

### **D. Inspections**

- 1) The District will have the right, but is not obligated, to inspect the customer's wiring or equipment and trench before, during or after the time service is supplied.



- 2) The right to inspect will not be construed as placing a duty or responsibility on the District for the trench, condition or maintenance of the customer's wiring, or other equipment.

**E. Interruption of Service**

- 1) The District will use reasonable diligence to provide an adequate, uninterrupted supply of electrical energy at normal voltage. If this supply is interrupted without notice for any cause including, but not limited to, acts of nature, floods, fires, accidents, strikes, riots, mobs, public enemies, laws, government regulations, or failure of equipment and/or devices, the District will not be liable for personal injuries, loss or damages resulting therefrom.
- 2) The District will have the right to suspend service for the purpose of making repairs, improvements or additions to its system.
  - a) Notice will be given in such cases, when practicable, and every effort will be made to make such interruptions as short as possible.
  - b) If repairs, improvements or additions are made outside normal work hours for the convenience of the customer, the customer may be required to reimburse the District for costs incurred.

**F. Meter Location and Installation**

- 1) Unless otherwise authorized by the District, the customer shall provide an approved meter base or loop installed on the exterior surface of the building or structure at a height of five to seven feet above finished grade.
- 2) Meters shall be installed in a location approved by the District.
- 3) The customer shall maintain a clear space of at least thirty (30) inches in front of the meter. If the meter is recessed in a wall of a building, a space of not less than two inches around the perimeter of the meter will be provided to permit District access for test equipment.
- 4) If the meter is made inaccessible, in the sole and exclusive opinion of the District, due to remodeling or rearrangement of property, the meter shall be relocated at the customer's expense or the District may exercise its right to disconnect service until the meter has been made accessible.
- 5) The District will install and maintain all meters and other equipment necessary for measuring the electric demand and energy used by the customer under the District's applicable rate schedule.
- 6) If the customer requests the installation of additional meters other than those necessary to adequately measure the service used by the customer, such additional meters shall be provided, installed and maintained at the customer's expense.
- 7) If feasible, a customer may combine two or more electrical services on one meter to eliminate multiple accounts with the PUD by purchasing current transformer metering ("CT" meter) from the District, or the customer may upgrade to a 320 or 400 amp meter loop in compliance with State L&I electrical guidelines and approval.
- 8) Meters are not allowed on District poles.



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**G. Phase Balance**

In the case of three-phase service, the current taken by each wire of a three-phase service will be reasonably balanced at times of maximum or near maximum load.

**H. Point of Delivery**

- 1) Point of delivery is that point where customer owned equipment and District-owned facilities are connected. The customer owned equipment shall not be attached to District facilities unless by special contract or by other agreements with the District.
- 2) All equipment on the load side of the point of delivery with the exception of meters and metering equipment and other equipment provided by the District, will belong to and be the responsibility of the customer.
- 3) The customer, or electrical contractor, is responsible for advising the District of service requirements and the location of the service in advance of the installation.
- 4) If the District is not consulted and/or the District does not accept the service entrance location, the customer must relocate the service entrance to an acceptable location at customer expense.

**I. Right of Access**

- 1) The District will have access to its equipment at all times for the purpose of reading and testing meters, or repairing and/or replacing any equipment which is the property of the District. If such equipment is so located that locks must be operated, the District should be supplied with keys to such locks. The District may install locks for their own right of access.
- 2) The customer is responsible for keeping all obstructions such as fences, buildings, and foliage at a reasonable distance from the District's overhead and underground facilities located on the customer's premises.

**J. System Disturbances**

- 1) Electric service will not be used in such a manner as to cause severe disturbances or voltage fluctuations to other District customers.
- 2) Customers using equipment that might be detrimental to the service of other customers may be required to install at their own expense regulative equipment to control such fluctuations.

**K. Underground Service**

- 1) The District will construct, install and maintain underground electric distribution facilities to the metering point, including transformer, subject to the provisions set forth in the Electric Service Extension Policy.
- 2) Replacement of overhead facilities with underground facilities may be done under the following conditions when the District determines it to be cost effective or in the best interest of the District:
  - a) The District has assurance that all affected customers will cooperate in the conversion project. The District will determine in each case the minimum boundary limits to qualify for conversion.
  - b) The District may require a payment according to the fee schedule to offset the cost of the underground installation.



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- c) The customer will bear all costs of revising customer-owned service entrance equipment to receive underground service.
  - d) The District may require the customer to execute an agreement, wherein special conditions are applicable.

**L. Discontinuance of Service by the District**

- 1) The District may refuse to connect or may discontinue service for violation of any of its service policies, or for violation of rate schedule or contract provisions, or for theft, or illegal diversion of electricity, or if the customer has added electrical loads which, in the opinion of the District, would jeopardize District or customer facilities (see Additional Load in Part III Special Services).
- 2) The discontinuance of service for any of the above causes does not release the customer from obligation to pay for energy received or charges specified in any existing contract.
- 3) A charge will be made for each and every reconnection in accordance with the policies of the District.
- 4) If a meter remains un-energized or the service is abandoned for two years or more, the District may notify the customer of its intent to remove all its salvageable equipment and meter. Reinstallation of removed or retired services will be in accordance with the District's Electric Service Extension Policy for new services.



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## Part III. SPECIAL SERVICES

### A. Resale of Energy

Any purchaser of electric energy shall not connect their service with that of any other person or in any way resell, re-bill or supply any other person or premises with electricity unless permitted by the terms of a special contract approved by the Commission of the District.

### B. Additional Load

Customers wishing to change load shall notify the District sufficiently in advance so that the District may, if economically feasible, provide the facilities to serve the increased load. If the customer fails to notify the District and the District's equipment is damaged, the customer shall be liable for the cost of the damage INCLUDING the cost of repairing, replacing, and/or restoring service.

### C. Customer's Wiring and Equipment

The customer is responsible for providing and maintaining suitable protective equipment such as fuses circuit breakers and relays, to adequately protect the District's equipment. The District shall have the right but shall not be obligated to inspect any customer's electrical installation before service is supplied. The District reserves the right to refuse to connect service to any customer's installation which does not conform to these service policies, applicable codes and accepted standards of construction. The customer shall be solely responsible for the maintenance and safety of their wiring and equipment beyond the meter. The District shall not in any way be liable or responsible for any accident or damages to the customer or to third parties because of contact with or failure of any portion of customer's installation, whether or not such installation has been inspected by the District. All meter locations shall be approved by the District prior to installation by the customer.

### D. Relocation of Poles or Equipment – Altered or upgraded Services

- 1) If a customer requests the delivery point be moved to a new location on an existing structure, the District will remove and reconnect its service drop or delivery point at the customer's expense. 100% of the estimated engineering costs shall be paid up front and reconciled at the project's completion.
- 2) If a customer requests a pole or poles, fixtures, transformers and other facilities be moved for the purpose of making improvement to their premises, the District will relocate such facilities as requested provided that such relocations are in accordance with the District's construction standard. The customer will be required to pay all costs of such relocations.

### E. Customer's Responsibility for District's Property

The Customer shall exercise all reasonable and proper precautions to prevent damage to any District property on customer's premises, including meter, instrument, transformer, service conductors and any other equipment installed and owned by the District. All such equipment shall become and remain the properties of the District and may be removed at the District's discretion. In the event District property is damaged because of customer negligence, the customer shall reimburse the District for any associated costs. The District may disconnect and remove the electric facilities from property where such damage persists. No unauthorized person shall connect any house, premises, wire or appliances to the District's system for the purpose of securing electric energy. Any such act shall be subject to prosecution under the law. (See Meter Tampering/Power Theft).