

ALABAMA POWER COMPANY

SCHEDULE OF SERVICE REGULATIONS AND RATES

FOR

ELECTRIC SERVICE

IN

THE STATE OF ALABAMA

ORIGINALLY
FILED BY ALABAMA POWER COMPANY WITH
ALABAMA PUBLIC SERVICE COMMISSION
DECEMBER 10TH, 1920, IN ACCORDANCE
WITH SECTION 25 OF ALABAMA PUBLIC
UTILITY ACT OF 1920

RULES AND REGULATIONS FOR ELECTRIC SERVICE

By order of the Alabama Public Service Commission Docket #U-3170.

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DEFINITION OF TERMS AND EXPLANATION OF ABBREVIATIONS

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| (a) "Company" | The Alabama Power Company or any of its subsidiary companies through which the Alabama Power Company may furnish service. |
| (b) "Consumer" | The purchaser of service. This is understood to mean one class of service furnished to one Consumer at a named location. |
| (c) "Continuous Service" | Service which the Company endeavors to keep available at all times. |
| (d) "Kilowatt" | One thousand watts. A measure of the rating of electrical equipment, also the unit at which the power is measured. |
| (e) "Kilowatt Hour" | The energy consumed by the use of one Kilowatt steadily for one hour. |
| (f) "A.C." | Alternating current |
| (g) "V." | Volt |
| (h) "Month" | One-twelfth of a year, or the period between two consecutive readings of the Company's meters, as near 30 days as practicable. |
| (l) "Division Switch" | The switch for opening and closing the circuit between the equipment of the Company and the Consumer. |
| (j) "Maximum Integrated 15-Minute Load" | The average demand in kilowatts over a period of 15-minutes to determine the Consumer's actual demand. |

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RULES AND REGULATIONS REQUIRED OF CONSUMERS

1. The Consumer should, before wiring any building or purchasing any electrical equipment, present in writing to the Company at its nearest office, a list of the equipment that is proposed to be attached to the Company's lines, together with such other pertinent information deemed necessary, so that the Company may determine the service requirements of the Consumer and advise the phase, voltage, Hertz, and capacity of electric service it will furnish. The point at which service will be brought in and the location of the metering device will also be indicated by the Company. The Company will assume no responsibility to change its point of service if the location is chosen without consultation with the Company or if the designated location is not utilized. The Consumer should also obtain any necessary permits from public authorities, where applicable.
- *2. All wiring and apparatus beyond the delivery point (except the meter) must be installed by and at the expense of the Consumer, or the owner of the property, subject to the requirements of the National Fire Protection Association/ American National Electrical Code, National Electrical Safety Code or other requirements that may be in force at the time work is begun on such installation. All wiring and apparatus beyond the delivery point (except the meter) shall be the property of the Consumer, and the Consumer shall at all times be responsible for the installation and proper maintenance of the same. The Company shall have no obligation to inspect the Consumer's electrical facilities. Prior to service being established to a facility located within the jurisdiction of an inspecting authority, such as a city or county government, such authority must inspect and approve the facility to assure compliance with the above-mentioned codes, as well as codes or ordinances promulgated by appropriate governmental authorities. All changes in wiring or repairs, involving modifications, must also be inspected and approved by such inspecting authority. The Company has the right to refuse or terminate service to any Consumer entrance facility whenever the Company becomes aware that such facility is not in compliance with the above codes. Service entrance conductors must extend at least 18 inches outside of the building in order to facilitate connections of Company-owned conductors. The service entrance conductors (between the meter socket and the point of attachment) are installed by and at the expense of the Consumer, subject to some differences in underground distribution. Where service is supplied directly from a substation, the Consumer's service conductors will extend to the Company's substation bus. In no event shall the Company's facilities extend beyond the metering point on the Consumer's facilities.
3. The Consumer shall provide, free of expense to the Company, a suitable place for the transformer or transformers, meter devices and other appliances of the Company necessary for providing service.

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4. A deposit or suitable guarantee or security to insure payment of the final bill, other indebtedness or damage to Company property may be required of any Consumer before electric service will be supplied. This deposit may be retained by the Company until termination of service except in the case of a residential customer whose account is considered in good standing by the Company.
- *5. All meter devices for measuring usage of electrical energy and all other metering equipment necessary for proper metering of such consumption will be furnished by and will remain the property of the Company. Access to the meter devices for reading, inspection, repair, or other purposes will be furnished to authorized agents of the Company at all reasonable hours. Service will be furnished only at the voltage described on each rate schedule. In the event the wiring or metering equipment on Consumer's premises is altered or changed in any way so as to cause the meter or mechanical device for measuring the usage to give false registration or to fail to register the power consumed, the Company may without notice to Consumer, discontinue service. If unauthorized service is discovered, the cost will be billed to the Consumer for an estimate of the energy used, the cost of inspection, investigation, reconnection, and cost of repair to the Company's facilities, all of which will be paid before the restoration of service.

RULES AND REGULATIONS DEFINING OBLIGATION OF THE COMPANY IN FURNISHING SERVICE

6. The Company will use reasonable diligence to provide a regular and uninterrupted supply of current, but in case the supply of current should be interrupted or fail:
 - (a) By reason of accident, strike, legal process, governmental order, fire, extraordinary repairs or other causes beyond the control of the Company, or
 - (b) By action of the Company when, in the sole judgment of the Company, such interruption will prevent or alleviate an emergency threatening the integrity of its system or aid in the restoration of its service in such an emergency,

then the Company shall not be held liable for damages because of such interruption or failure and the Consumer shall make no claim for such damage.

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7. The Company reserves the right to disconnect its service and remove its equipment upon five (5) days written notice, should the Consumer fail to comply with any of the provisions of the Company's rate schedules or any of its rules and regulations on file with, and approved by, the Alabama Public Service Commission. The charge for reconnection of service shall be the charge provided for in Rule 20 hereof, and shall be paid by the Consumer before service is reconnected.
8. The Consumer shall exercise proper care to protect the property of the Company located on his premises, and, in the event of loss or damage to property or equipment, arising from the neglect of the Consumer to properly care for same, the cost of necessary repairs or replacement shall be paid by the Consumer.
9. If deemed necessary by the Company, or the Consumer, the Consumer shall provide suitable equipment on his lines to adequately protect the Company from lightning discharges originating on the Consumer's circuits.

RULES AND REGULATIONS REQUIREMENTS AFTER SERVICE HAS BEEN SUPPLIED

10. The Consumer shall notify the Company promptly of any defect in service or any trouble or accident to the electric supply.
11. Electric power must not be used in such a manner as to cause unusual voltage fluctuation, harmonically related disturbances, and other disturbances on the Company's communications, transmission or distribution system. In case of a violation of this rule, service may be discontinued.
12. The service connection, transformers, meters and appliances supplied by the Company for each Consumer, have a definite capacity, and no major additions to the equipment or load connected thereto will be allowed except upon written permission by the Company. When the Consumer installs standby generation facilities or other power sources, the Company shall approve the design to insure that the Consumer's system will prevent the unauthorized interconnection of the Consumer's system to the Company's system.
13. The authorized agents of the Company shall have free access to the property of the Company, situated on Consumer's premises, as is necessary from time to time. If the wiring, fixtures or appliances in the Consumer's premises are found by the Company's employees to be defective, and liable to cause damage to the property of the Company, the meter can be removed and service discontinued until such time as said defects are remedied.

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The Consumer shall use reasonable diligence to protect the property of the Company and shall reimburse the Company for injury or damage suffered by it, resulting from defects beyond the delivery point or division switch or from negligence of the Consumer or from misuse of the property by the Consumer or any unauthorized parties; and the Consumer shall indemnify and hold harmless the Company from all damage to person or property due to installation, maintenance or operation of any electrical equipment on the premises or arising out of, or in any way connected with, the service furnished or to be furnished the Consumer.

- *14. (A) On request, the Company will test any meter through which the Consumer is receiving service. If the test shows such meter to be accurate within two percent (2%) plus or minus, the cost of such test shall be borne by the Consumer when the meter has been tested within the past twelve (12) months; otherwise, it shall be at the expense of the Company.
- (B) Adjustments for billing inaccuracies shall be limited to the most recent thirty-six (36) month period and shall be made as follows:
 - (1) Whenever a meter in service is found, upon test by the Company or the Commission, to be in excess of two percent (2%) fast or slow as determined by the average error method or any other method prescribed by the Commission or whenever any other equipment affecting the metering or billing of the Consumer's service fails to perform properly:
 - (a) If the date the meter first became inaccurate or the equipment failed to perform can be definitely ascertained, an adjustment shall be made for the incorrect amount charged since said date in the most recent thirty-six (36) month period, over or under what the billing would have been had the meter registered with one hundred percent (100%) accuracy.
 - (b) Otherwise, adjustments shall be calculated by adjusting the Consumer's metered consumption for the most recent thirty-six (36) month period by the application of the percentage of error related to one hundred percent (100%) accuracy as determined by a current test or use of the most reliable available information. The rates effective during said thirty-six (36) month period shall be applied to this adjusted consumption and the difference between the amount so obtained and the actual billing shall be adjusted to the Consumer.

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- (c) Refunds shall be made either as a credit to the Consumer's next monthly bill or in a lump sum payment within forty-five (45) days of confirmation of inaccurate billing, such method of refund to be mutually agreed upon by the Company and the Consumer.
 - (d) In the event the inaccuracy results in the Consumer having underpaid the Company service, no backbilling shall be allowed without prior written notification to the Consumer by the Company. Such notice shall inform that the Consumer shall be given the option of repayment of the amount due in monthly installments equal to the period of said underbilling, or by any other mutually agreeable arrangement, except in the cases of meter or equipment tampering and/or unauthorized use.
- (2) Whenever a billing inaccuracy (other than inaccuracies related to misread meters corrected through the next actual meter reading) would not have occurred or would have been corrected more promptly but for a failure of the Company to perform in accordance with applicable rules of this Commission or the written policies, procedures or practices of the Company and the affected Consumer has not caused or contributed to the billing inaccuracy or failed to notify the Company of any known or suspected billing inaccuracy, the Company shall:
- (a) Notify the Consumer of the billing inaccuracy,
 - (b) Correct the billing inaccuracy without charge to the Consumer for any underbillings caused by the Company's failure,
 - (c) Bill the Consumer for any underbillings associated with the inaccuracy for the most recent thirty-six (36) month period that were not caused by the Company's failure in accordance with subparagraph (B) (1) hereof, and
 - (d) Refund to the Consumer any overbillings caused by the Company's failure for the most recent thirty-six (36) month period calculated in accordance with the methods set out in subparagraph (B) (1) above with interest at the rate applicable to Consumer service deposits under Rule 8 of the General Rules of the Alabama Public Service Commission.

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- (3) The thirty-six (36) month limitation set out in this rule and the provisions of subparagraph (B) (2) hereof are not applicable to limit recovery of unbilled revenue or any other relief otherwise available to the Company in any case where the billing inaccuracy relates to meter or equipment tampering and/or unauthorized use.
15. Equipment beyond the delivery point shall be supplied, maintained and operated by the Consumer with the view of securing a power factor of as near ninety percent (90%) as may be deemed satisfactory to the Company and shall be subject at all times to the inspection, testing and approval of the Company insofar as the same may in any way affect the safe, economical and successful operation of the electric system of the Company; and no change which might affect such operation shall be made without Company approval. Should the Consumer fail to maintain a power factor, as set out in Company rates or special rules governing the application of rates, the adjustments stated therein shall become applicable.
 16. The Company, in accepting the application of the Consumer and in supplying energy, does not assume any obligation or responsibility as to the condition of the Consumer's equipment or apparatus.
 17. A copy of the rates, rules and regulations, under which electric service will be supplied, is on file with the Alabama Public Service Commission and is open to inspection at offices of the Company.
 18. The entire electric service requirements of the Consumer shall be supplied exclusively by the Company unless written consent by the Company is given to do otherwise. The Consumer shall not sell or dispose of any power so furnished without the written consent of the Company.
 19. Abnormal billing resulting from accidents to the Consumer's machinery or plant, short circuits, etc. shall be subject to adjustment.
 20. (A) Bills for service will be rendered monthly and will be payable at an office of the Company within ten (10) days from the due date. Any such bill that is not paid within ten (10) days from the due date of the bill shall then be delinquent. At any time after such bill becomes delinquent, the Company may dispatch its collector to the premises of the Consumer for the purpose of collecting such delinquent account, and, in event such dispatching is done, a collection fee in amount of ten dollars (\$10.00) shall be added to Consumer's delinquent account to cover, in part, the additional expense incurred by the Company.

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- (B) At any time after a Consumer's account has become delinquent the Company shall give to the Consumer at least five (5) days written notice of the Company's intention to discontinue service if his account, including any subsequently rendered bill for service which has also become delinquent, is not paid in full. After the elapse of the period specified in the written notice, if the account has not been paid in full, the Company, notwithstanding any deposit, may then discontinue service without further notice, subject to the following provisions:
- (1) The Consumer shall have the right of paying such delinquent account, which shall include any subsequent bill for service that has become delinquent, at any time prior to the actual disconnection of his service.
 - (2) Payment by the Consumer, as set out in (1) above, at a collection office of the Company, shall not affect the Company's right during the day such payment is received to disconnect service for nonpayment, if such payment was unknown to the employee disconnecting service.
 - (3) The Consumer making payment in accordance with (2) above will not, in case his service is disconnected, be required to pay any reconnection charge. A reconnection charge may apply if the Company has certain knowledge that payment was made following disconnect.
 - (4) No service shall be disconnected for nonpayment after 3:30 P.M. on any day immediately preceding a day or days when the Company's office will be closed.
- (C) Notice of the Company's intention to discontinue service as required in paragraph (B) shall be considered to be given to Consumer when copy of such notice is left with such Consumer, left at the premises where service is rendered, or posted in the United States mail, addressed to the Consumer's last known post office address. If the notice is posted in the United States mail, it shall be delivered to the U. S. post office at least five (5) calendar days before service may be disconnected.

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- (D) Whenever service is discontinued for nonpayment and Consumer requests that service be restored, except as provided in (B) (3) above, a reconnection fee in the amount of fifty dollars (\$50.00), paid during regular office hours (before 5:00 p.m.) shall be added to Consumer's delinquent account and shall become due and payable as part of the account for service rendered, and can be required by the Company to be paid before service is restored along with all amounts owing on the Consumer's account which were specifically referred to in the delinquent notice, together with all amounts owing on Consumer's account which has subsequently become delinquent. If a service is required to be reconnected on a regular business day, after 5:00 p.m., but before 8:00 a.m., a reconnect fee of seventy-five dollars (\$75.00) will be charged. This would include weekends and holidays. A deposit or additional deposit may also be required before service is restored.
- (E) When, at Consumer's request, the Company changes the location at which service is rendered, the service at the new and old locations and the account therefor shall, for the purposes of these rules, be deemed one service and one account and the change of the location to which service is rendered shall not be deemed to affect the rights of the Company with regard to the application of deposit or discontinuance of service for nonpayment of the account.
- (F) The Company may extend at any time and from time to time upon terms satisfactory to it, the time for payment of any delinquent account, or any part thereof, and its action in so doing, whether by taking the note of the Consumer or anyone else, with or without security, or merely extending the time for payment of such account, shall be without prejudice to its right thereafter to disconnect service. The amount of the unpaid bill, the Consumer's payment record, the length of time the bill has remained unpaid, and the reasons why the bill is unpaid will be considered in granting any extension of time for payment of a delinquent amount.
- (G) The Company will temporarily postpone termination of residential service for nonpayment of a delinquent bill during periods of extreme weather conditions that may be especially dangerous to the life or health of the Consumer.
- (H) The Company will temporarily postpone termination of residential service for nonpayment of a delinquent bill where a medical emergency exists in the Consumer's household. The Company may, at its option, require that the Consumer furnish the Company with a certified statement from a licensed physician stating that termination of service will aggravate an existing medical emergency and which identified the medical emergency. The certified statement, if required, must be furnished to the Company within three (3) days of the date the Consumer is advised of its necessity. Recertification may be required periodically as deemed necessary by the Company.

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- (I) The Company will, upon notification by the Consumer, maintain a record of special conditions such as the use of life support equipment, physical or mental disability, or age which might require that special efforts be made to contact the Consumer prior to termination of service for nonpayment. The Company may, at its option, require that the Consumer furnish written certification from a licensed physician, psychiatrist, or health agency regarding physical or mental disability or use of life support equipment. The written certification, if required, must be furnished to the Company within ten (10) days of the date the Consumer is advised of its necessity. Recertification may be required periodically as deemed necessary by the Company.
- (J) The Company will mail a copy of disconnect notices to a third party such as a relative, friend, agent, or agency when so requested by the residential Consumer and agreed to by such third party.
- (K) It is the responsibility of the Consumer to notify the Company regarding existing conditions that might require special consideration prior to the termination of service for nonpayment of a delinquent bill.
- (L) An administrative charge of twenty dollars (\$20.00) will be billed to each Consumer for which payment for electric service made by check, draft or electronic remittance device is subsequently returned due to being dishonored by the Consumer's financial institution. This charge shall be made when the reason for the return is as follows:
 - (1) Insufficient funds,
 - (2) Account closed, or
 - (3) No account with institution on which item is drawn.

Such charge shall become a part of the total amount owed by the Consumer for which electric service may be disconnected. A charge shall not be made for those instances when the reason given by the financial institution is an error by the institution on Consumer's account, an improper date, missing signature, or variance in the stated and written amount of the check.

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(M) The Company may decline to serve an applicant or disconnect a Consumer who is indebted to the utility for similar service at a former location or at the present location of the applicant or Consumer, or where such indebtedness was incurred by a member of the applicant's or Consumer's household, either under the name of the applicant or the Consumer, or another name when the application for such service is or was made within one (1) year from the date such indebtedness became due. Provided, however, that in the event such indebtedness for service previously rendered is in dispute, applicant shall be served or Consumer's service shall be continued upon complying with normal deposit requirements, and in addition thereto making a special deposit in amount equal to the net balance in dispute. Upon settlement of the disputed account, the balance if any, due the applicant or Consumer or member of applicant's or Consumer's household shall be promptly repaid, together with accrued interest at the rate of seven percent (7%) per annum.

*(N) All Residential, Commercial and Industrial customers on standard rates are eligible for Budget Billing except customers using the following rates: RTP, RTPD, RTPH, HLF, ILD, ILTU, PULP, and Rate Rider RGB or rates, which by their terms, are not subject to Budget Billing.

Budget Billing is a payment option intended to level out the effects of seasonal changes in electric consumption. A levelized payment amount will be calculated equal to 1/12 of the last 12 months actual or estimated charges, plus 1/12 of any arrears. The Customer pays this amount each month rather than the actual usage billing amount during that month's billing period. The difference between the budget amount paid and the actual usage may be periodically reviewed and the budget amount adjusted as necessary to avoid large accumulated differences. Full settlement of the differences between actual usage amounts and budget payments amounts will be required if the Customer is removed from the plan for any reason.

It is required that Budget Billing Customers have good payment records and/or meet the proper credit requirements (i.e. deposits, etc.) of Alabama Power Company.

21. It is understood that no statement or representation of any employee or officer of the Company shall bind the Company, unless the same be in writing and approved by the signature of an authorized representative of the Company, and that no employee or officer of the Company is authorized to waive this condition.

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22. Where three-phase primary lines are available at the premises of any Consumer, three-phase service may be established but the Consumer may be required to pay the difference in the additional cost of three-phase above single-phase service. However, the Company shall not be required to construct any additional facilities for the purpose of supplying three-phase service unless the revenue to be derived therefrom shall be sufficient to yield to the Company its current ratio on such additional facilities.
23. Service may be refused or discontinued in the event the Consumer's use of premises is determined by the Company to encroach on and violate the land interests or land rights of the Company.
24. A charge of forty dollars (\$40.00) for establishing an account at any location, whether or not a service connection or reconnection is required, except to premises not previously served by the Company, shall be made to all Consumers.
25. These rules shall be construed together with the General Rules of the Alabama Public Service Commission. However, in the event these rules conflict with the General Rules of the Alabama Public Service Commission, the latter shall govern.