

**CITY UTILITIES OF SPRINGFIELD, MISSOURI  
GENERAL TERMS AND CONDITIONS GOVERNING ELECTRIC SERVICE**

1. City Utilities will not furnish auxiliary, standby or seasonal electric service except as approved by the General Manager of City Utilities. Seasonal discontinuance of service shall be subject to a reconnection charge determined by the Board of Public Utilities.
2. City Utilities will not furnish electric service to any customer at any location being served by another electric utility.
3. Electric service is furnished for the sole use of the premises described in the service application, and the resale or submetering of energy is not permitted except in certain existing owner-tenant customer relationships approved by City Utilities.
4. Electric service may be temporarily limited or suspended to any or all classes of customers in extreme emergencies.
5. Customers generating electric power for internal use must install a safety switch between the meter and their load to prevent backfeeding of power into City Utilities' electric system.
6. A separate billing shall be rendered for each point of service, and electrical energy metered to the same customer through two or more points of service shall not be added or cumulated for billing purposes, except where necessary, in the opinion of the General Manager, for the convenience of City Utilities.
7. The RESIDENTIAL ELECTRIC SERVICE RATE shall be applicable to residential customers in separately metered dwellings for domestic housekeeping purposes. Existing master-metered, multiple-family dwellings of not more than two (2) dwelling units, one of which is owner-occupied, may be served under this rate. Dwellings, also used as a place of business and requiring a license or registration to operate, shall not be served under this rate. Energy furnished under the Residential Electric Service Rate may be in the form of single-phase or three-phase power.
8. The GENERAL LIGHTING SERVICE RATE shall be applicable to customers for nonresidential purposes. Energy furnished under the General Lighting Service Rate shall be in the form of single-phase power and may be metered, at the option of City Utilities, at either primary or secondary voltage.
9. The GENERAL POWER SERVICE RATE shall be applicable to customers for nonresidential purposes. Energy furnished under the General Power Service Rate shall be in the form of three-phase power and may be metered, at the option of City Utilities, at either primary or secondary voltage.

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10. For Time-of-Use billing, peak periods shall be defined as 8 a.m. to 11 p.m., Monday through Friday.
11. Electric service to customers served under the General Lighting Service Rate or the General Power Service Rate shall qualify for the Large General Power Service Rate if monthly demand is 300 kW or greater for any one month. If monthly demand for a service is 300 kW or greater for any three months of a twelve consecutive month period, the service will automatically be reclassified to the Large General Power Service Rate.
12. The LARGE GENERAL POWER SERVICE RATE shall be available to customers with monthly demands of 300 kW or greater, but less than 1,500 kW. Energy furnished under the Large General Service Rate may be metered, at the option of City Utilities, at either primary or secondary voltage.
13. Electric service to customers served under the Large General Power Service Rate will automatically be reclassified to such other rate as City Utilities determines applicable if monthly demands for twelve consecutive months are each less than 300 kW.
14. The LARGE POWER SERVICE RATE shall be available to customers with monthly demands of 1,500 kW or greater. Energy furnished under the Large Power Service Rate may be metered, at the option of City Utilities, at transmission, primary or secondary voltage.
15. Electric service to customers served under the Large Power Service Rate will automatically be reclassified to such other rate as City Utilities determines applicable if monthly demands for twelve consecutive months are each less than 1,500 kW.
16. The INTERRUPTIBLE POWER SERVICE RATE shall be available on an interruptible basis under special contract to large customers with monthly demands of 1,500 kW or greater. Energy furnished under the Interruptible Power Service Rate may be metered, at the option of City Utilities, at transmission, primary or secondary voltage. No firm load shall be served under this rate.
17. Customers receiving service under the LARGE GENERAL POWER SERVICE RATE or the LARGE POWER SERVICE RATE shall be eligible, under special contract, for OPTIONAL RIDER A—DUAL ELECTRIC FEED and/or OPTIONAL RIDER B—AUTOMATIC THROWOVER SWITCH.

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18. Customers served under the LARGE GENERAL POWER SERVICE RATE, the LARGE POWER SERVICE RATE or the INTERRUPTIBLE POWER SERVICE RATE shall provide City Utilities access to plant telephone service or grant public communications access to install communications service for metering purposes. City Utilities will be responsible for installation and modifications required to make communications available at the electric meter set.
19. Service:
- a) Secondary Service – Electric service provided from the low-voltage side of a distribution transformer owned by City Utilities; metering may be at primary voltage or secondary voltage.
  - b) Primary Service – Electric service provided at primary voltage (13,200 volts) and the customer owns and maintains all transformation facilities to reduce the voltage from 13,200 volts to the customer's voltage.
  - c) Transmission Service – Electric service provided at transmission voltage (69,000 volts or 161,000 volts) and the customer owns and maintains all transformation facilities to reduce the voltage from 69,000 volts or 161,000 volts to the customer's voltage.