

POLICY NO. 307
CHARACTERISTICS OF ELECTRIC SERVICE

I. OBJECTIVE

Lincoln County Power District No. 1 (Lincoln County Power) provides retail electric service throughout much of Lincoln County, Nevada and to a small portion of Clark County, Nevada. Electric energy delivered by Lincoln County Power has specific characteristics that must be understood by the users of that electric energy. It is the objective of Lincoln County Power to deliver, to the extent possible, electric energy to customers with the characteristics defined in this Policy.

II. POLICY

It is the policy of Lincoln County Power to deliver electric energy to its customers within accepted industry standards as developed by the American National Standards Institute and by the National Fire Protection Association, and in accordance with this Policy.

III. EXPECTATIONS

A. Voltage and Frequency

Electric service furnished by Lincoln County Power shall be three-phase or single-phase as requested by the customer, alternating current, at a nominal frequency of sixty cycles per second, and at a requested nominal voltage level as provided in Policy 305.

B. Steady State Voltage

Steady state voltage is the voltage provided at the point of delivery as averaged over a five-minute period. Lincoln County Power shall make every effort to furnish electric service at a steady state voltage of plus or minus five percent of the customer's requested nominal voltage level as provided in Policy 305. However, the customer understands that the steady state voltage provided by Lincoln County Power may exceed these limits for short periods of time. Lincoln County Power will not compensate a customer for damage to the customer's equipment unless the steady state voltage at the customer's point of delivery exceeds plus or minus twelve percent for a continuous period of twelve hours or more.

C. Voltage Testing and Power Quality Assessment

Lincoln County Power's automated metering infrastructure (AMI) allows monitoring of the steady state voltage at a customer's point of delivery. Lincoln County Power shall provide copies of voltage information from its AMI system to a customer if requested. In addition, Lincoln County Power shall test the voltage at the customer's meter panel once each year without charge, if requested by the customer. This additional voltage testing may include installation of a power quality meter to record continuous voltage changes over a thirty-day period.

If voltage at a customer's point of delivery is found to be outside the limits of this Policy, Lincoln County Power shall make adjustments to its electrical system to provide a steady state voltage within the limits established by this Policy.

D. Voltage Surges

Lincoln County Power's electric system is comprised of long, radial, overhead transmission distribution lines. Lincoln County Power's electric system will experience voltage surges from time to time. Most of these surges are caused by events beyond the control of Lincoln County Power.

Customers are responsible to protect their computers, appliances, televisions, and sensitive electronic equipment from voltage surges. Electrical protection of equipment should include surge arresters, harmonic filters, voltage regulators, and backup power supplies as the customer may determine appropriate.

E. Interruptions of Electric Service

Electric service may be periodically interrupted by Lincoln County Power.

Customers are responsible to provide their own backup power supply source if one is deemed appropriate by the customer. Backup power supply sources if installed by a customer must meet the requirements of Policy 305.

F. Unplanned Interruptions of Electric Service.

Electric service may be interrupted by circumstances beyond the control of Lincoln County Power including but not limited to lightning strikes, fires, vehicle accidents, floods and other acts of God. Interruptions in electric service beyond the control of Lincoln County Power may also include blackouts and outages mandated by the operator of the transmission grid in Nevada. In addition, at any time Lincoln County Power may need to temporarily interrupt service to a customer in order to protect

the health and welfare of Lincoln County Power employees, a customer or the public; or to maintain the integrity and proper operational capability of Lincoln County Power's electric systems.

Customers will not normally receive any advance notice of an unplanned interruption in electric service under these conditions, and as such customers should take any necessary steps for backup power supply if needed.

G. Notifications for Planned Interruptions in Electric Service

Lincoln County Power shall make a reasonable attempt to notify a customer of a planned interruptions in electric service. However, Lincoln County Power is under no obligation to notify a customer before a planned interruption in electric service actually occurs and Lincoln County Power shall not be liable for failing to make such notification. Any one of the following shall be considered an acceptable form of notification:

1. Mailed notice to the customer.
2. Emailed notice to the customer.
3. Texted notice to the customer.
4. Notice posted on the customer's premises.
5. Telephone notice to the customer by an automated call system.
6. Oral communication delivered by an employee of Lincoln County Power to the customer.

For interruptions in electric service that may affect a significant number of customers, in addition to the above forms of notification, Lincoln County Power shall post notices on its web site, social media sites, and in its newsletters or customer magazines.

IV. LIMITATIONS

A. Loss of Revenue

Lincoln County Power shall not be liable for payment of revenues that may be lost by a business enterprise during any interruption in electric service.

B. Damage to Customer Owned Equipment

Lincoln County Power shall not be liable for damages to customer owned property occasioned by the operation of Lincoln County Power's electric system, unless the damages are the result of negligence on the part of Lincoln County Power.

V. RESPONSIBILITY

- A. The general manager shall have primary responsibility to implement this Policy. The general manager shall report to the Board of Trustees on how this Policy is being carried out.

- B. The President of the Board of Trustees shall ensure that this Policy is followed.

Issued by:


Edward Wright, President