

**RULE NO. 3**

**APPLICATION FOR SERVICE**

A. **APPLICATION FOR SERVICE**

Each Applicant for Utility service shall be required to furnish the following information, as applicable:

1. Name, mailing address, and contact telephone number of Applicant.
2. Location of Premises to be served.
3. Date Applicant will be ready for service.
4. Such other information as the Utility may reasonably require and/or is required by applicable federal or state law.

The above information may be supplied by the Applicant in writing, in person, or by telephone.

The Application is a request for service and does not in itself bind the Utility to serve except under its Tariff Schedules, nor does it bind the Customer to take service for a longer period than the minimum requirements of the Rate Schedule.

B. **INDIVIDUAL LIABILITY FOR JOINT SERVICE**

Two or more Persons who join in one Application or contract for service shall be jointly and severally liable thereunder and shall be billed by means of a single periodic bill provided to the Person designated on the Application to receive the bill.

C. **CHANGE IN CUSTOMER'S EQUIPMENT OR OPERATIONS**

Customers shall give the Utility written notice of the extent and nature of any change in the rating of the service, increase in connected load, or extent, size, or character of the utilizing equipment or operations for which the Utility is supplying service at least 15 days before making any such change, in order to schedule any corresponding changes to the Utility's facilities.

(Continued)

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**D. SERVICE ESTABLISHMENT CHARGE**

1. The Utility will charge a service establishment charge for any service(s) established at an individual Premises. This charge is contained in Rule No. 23.
2. The service establishment charge provided for herein is in addition to the charges in accordance with the applicable Tariff Schedule and may be made each time an account is established. As used herein, establishment means each time an account is opened, including a turn on of service or a change of name which requires a Meter reading or occupant verification.
3. Service requests will be processed and scheduled on a first-come, first-served basis. If a Customer requests to expedite the establishment of Service, the Utility may fulfill the request on the same day or after the Utility's regular service establishment hours to the extent resources are available. In such cases, an additional charge will be assessed on the Customer in the amounts set forth in Rule No. 23.
4. The service establishment charge is only applicable to Customers of the Utility whose service is directly metered by the Utility.
5. No service establishment charge shall be assessed on Customers requesting a change of name on an account if the new Person to be named on the account can verify that he or she lived at the individual Premises prior to the change of name request.
6. No service establishment charge shall be assessed on any new Customer who subsequently receives approval for the Utility's Energy Discount for Income-Qualified Senior, Income-Qualified Long-Term Disabled, or Income-Qualified Military Veteran Customers as defined in Electric Rule No. 26, within one year of starting service with the Utility, and shall be refunded any service establishment charges if paid in advance of such approval. United States military veteran status refers to current or prior service members of the United States Armed Forces, including members of the National Guard or Reserves.

**E. TEMPORARY WAIVER OF CHARGES OR APPLICATION OF BILL CREDITS DUE TO DECLARED EMERGENCIES**

1. In the event an emergency or local emergency, as those terms are defined in the Government Code, as amended, or Anaheim Municipal Code, as amended, is proclaimed or declared by the City Council or other governing body vested with the authority to make such a proclamation or declaration, the General Manager may, subject to the Utility's financial ability, authorize the Utility to:
  - a. Waive or defer any portion of fees or charges, including associated administrative charges, relating to an affected Customer's electric service, service connection, and/or Temporary Service; and/or
  - b. Apply bill credits to provide temporary relief to residential Customers.
2. If an existing residential structure is totally destroyed or partially damaged during one of the emergencies referenced in E.1 above, the Utility may provide partial service restoration at no charge to the existing property owner Applicant, if the Planning and Building Department, Fire and Rescue Department, and/or Utility determine that partial service restoration will not result in further damage to Utility equipment/facilities or that residential structure or adjacent structures.
3. The Utility shall expedite requests for plan check reviews and schedule service connections, to the extent feasible, subject to the quantity and frequency of such requests.