

**RULES  
OF  
TENNESSEE PUBLIC UTILITY COMMISSION**

**CHAPTER 1220-04-04  
REGULATIONS FOR ELECTRIC COMPANIES**

**TABLE OF CONTENTS**

1220-04-04-.01	Reserved	1220-04-04-.30	Request Tests
1220-04-04-.02	Reserved	1220-04-04-.31	Referee Tests
1220-04-04-.03	Definitions	1220-04-04-.32	Pre-Installation Inspections and Tests
1220-04-04-.04	Location of Records	1220-04-04-.33	Post-Installation Inspection
1220-04-04-.05	Retention of Records	1220-04-04-.34	As Found Tests
1220-04-04-.06	Data to be Filed with the Commission	1220-04-04-.35	In-Service Performance Tests
1220-04-04-.07	Disposition of Electricity	1220-04-04-.36	Instrument Transformer Tests
1220-04-04-.08	Condition of Meter	1220-04-04-.37	Generating Station Meter Tests
1220-04-04-.09	Meter Reading Sheets or Cards	1220-04-04-.38	Test Procedures and Accuracies
1220-04-04-.10	Meter Charts	1220-04-04-.39	Facilities and Equipment for Meter Testing
1220-04-04-.11	Meter Multiplier		
1220-04-04-.12	Meter Reading Interval Devices	1220-04-04-.40	Records of Meters and Associated Metering Devices
1220-04-04-.13	Demand Meter Registration		
1220-04-04-.14	Customer Information	1220-04-04-.41	Meter Test Records
1220-04-04-.15	Customer Deposits	1220-04-04-.42	Standard Frequency
1220-04-04-.16	Customer Bill Forms	1220-04-04-.43	Voltage Limits
1220-04-04-.17	Customer Records	1220-04-04-.44	Voltage Surveys and Records
1220-04-04-.18	Adjustments of Bills	1220-04-04-.45	Equipment for Voltage Measurements
1220-04-04-.19	Reasons for Denying Services	1220-04-04-.46	Interruptions of Service
1220-04-04-.20	Insufficient Reasons for Denying Services	1220-04-04-.47	Protective Measures
		1220-04-04-.48	Safety Program
1220-04-04-.21	Estimated Demand	1220-04-04-.49	Grounding of Secondary Distribution System
1220-04-04-.22	Servicing Utilization Control Equipment		
1220-04-04-.23	Customer Complaints	1220-04-04-.50	Advertising
1220-04-04-.24	Temporary Service	1220-04-04-.51	Compensation of Consumer Intervenors in PURPA - Related Proceedings
1220-04-04-.25	Extension Plan		
1220-04-04-.26	Customer's Discontinuance of Service	1220-04-04-.52	Preliminary Determination of Intervenors Eligibility
1220-04-04-.27	Access to Property		
1220-04-04-.28	Requirement for Good Engineering Practice	1220-04-04-.53	Determination of Costs for Intervenors
		1220-04-04-.54	Procedures for Intervenors
1220-04-04-.29	Acceptable Standards		Reimbursement

**1220-04-04-.01 RESERVED.**

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Repealed by Public Chapter 440; effective July 1, 1985. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.02 RESERVED.**

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Repealed by Public Chapter 440; effective July 1, 1985. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.03 DEFINITIONS.**

- (1) The following words and terms, when used in these rules, shall have the meaning indicated below:

(Rule 1220-04-04-.03, continued)

- (a) Commission - The Tennessee Public Utility Commission.
- (b) Utility - Any electric company operating under the jurisdiction of the Commission.
- (c) Customer - Any person, firm, association, or corporation, or any agency of the Federal, State, or local government, being supplied with electric service by an electric utility.
- (d) Premises - A piece of land or real estate, including buildings and other appurtenances thereon.
- (e) Electric Plant - Includes all real estate, fixtures and property owned, controlled, operated or managed in connection with or to facilitate the production, generation, transmission, delivery or furnishing of electricity for light, heat or power.
- (f) Meter - Unless otherwise qualified, a device that measures and registers the integral of an electrical quantity with respect to time.
- (g) Meter Shop - A shop where meters are inspected, repaired and tested, and may be at a fixed location or may be mobile.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### 1220-04-04-.04 LOCATION OF RECORDS.

- (1) All records required by these rules or necessary for the administration thereof shall be available for examination by the Commission or its representatives at all reasonable hours. When such records are kept outside the state, the utility may at its option furnish the Commission with such records as it may wish to examine or pay the reasonable travel expenses of Commission employees assigned to examine such records.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### 1220-04-04-.05 RETENTION OF RECORDS.

- (1) Unless otherwise specified herein, all records required by these rules shall be preserved for the period of time specified by the current requirements of the Federal Energy Regulatory Commission (FERC).

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.06 DATA TO BE FILED WITH THE COMMISSION.**

- (1) The utility shall file with the Commission the following documents and information, and shall maintain such documents and information in a current status.
  - (a) A copy of the utility's tariff, which shall include:
    1. A copy of each schedule of rates for service, together with any applicable riders.
    2. A copy of the utility's rules, or terms and conditions describing the utility's policies and practices in rendering service.
  - (b) A copy of each special contract for service not covered by regular tariffs.
  - (c) The utility's extension plan as required in Rule 1220-04-04-.25.
  - (d) A map or maps showing the utility's operating area. These shall include the names of all incorporated towns or cities, and the counties or portions of counties served by the utility.
  - (e) The name, title, address and telephone number of the person who should be contacted in connection with:
    1. General management duties.
    2. Customer relations (complaints).
    3. Engineering operations.
    4. Meter tests and repairs.
    5. Emergencies during non-office hours.
  - (f) Plans for expenditures are to be filed with the Commission in accordance with Rule 1220-04-01-.04.
  - (g) Upon request by the Commission the utility shall furnish available information regarding electric service operations or any of the standards set out in Rule 1220-04-04-.29.
  - (h) Financial and statistical report shall be filed annually on forms furnished or approved by the Commission on or before April 30 of the succeeding year for which the report covers.
  - (i) Conform with all applicable Rules and Regulations contained in Chapter 1220-04-01 (General Public Utilities Rules Applicable to all Utilities).

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.07 DISPOSITION OF ELECTRICITY.**

- (1) All electricity sold by a utility shall be on the basis provided in its filed rates. All sales be on the basis of meter measurement except when other basis is provided in the filed rates or when the nature of the usage is such that the consumption may be readily computed.
- (2) Master Metering.
  - (a) Each dwelling and commercial unit in a multi-dwelling unit residential building, mobile home park or commercial building, the construction of which has commenced after the effective date of this rule, shall have installed a separate electric meter, except that individual unit metering will not be required:
    1. Where commercial unit space requirements are subject to alteration with a change in tenants as evidenced by temporary versus permanent type wall construction separating the commercial unit spaces;
    2. For electricity used in central heating, ventilating and air-conditioning systems;
    3. For electric back-up service to storage heating and cooling systems.
  - (b) For purposes of this rule, "dwelling unit" means a structure or that part of a structure which is used or is intended to be used as a residence or a sleeping place such as a house, a mobile home or an apartment, but does not include multi-dwelling facilities used principally for temporary occupancy such as hotels, campgrounds, hospitals and dormitories.
  - (c) For purposes of this rule, "constructed" means totally newly built or renovated to the extent that general rewiring is necessary.

**Authority:** T.C.A. §§ 65-2-102, 65-4-104, and 65-4-105. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 20, 1983; effective January 16, 1984. Amendment filed June 7, 1985; effective September 13, 1985. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.08 CONDITION OF METER.**

- (1) No meter shall be installed which is known to be mechanically or electrically defective, or to have incorrect constants or which has not been tested, and adjusted if necessary, in accordance with Rule 1220-04-04-.38. The capacity of the meter and the index mechanism should be consistent with the electric requirements of the customer.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.09 METER READING SHEETS OR CARDS.**

- (1) The meter reading sheets or cards shall show:

(Rule 1220-04-04-.09, continued)

- (a) Customer's name, address, and rate schedule;
- (b) Identifying number and/or description of the meter(s);
- (c) Meter readings;
- (d) If the reading has been estimated;
- (e) Any applicable multiplier or constant.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### 1220-04-04-.10 METER CHARTS.

- (1) All charts taken from recording meters shall be marked with the date of the record, the meter number, customer's name and location and the chart multiplier.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### 1220-04-04-.11 METER MULTIPLIER.

- (1) If it is necessary to apply a multiplier to the meter readings, the multiplier shall be marked on the face of the meter register.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### 1220-04-04-.12 METER READING INTERVAL.

- (1) Meters shall be read monthly or at other intervals specifically authorized by the Commission. As nearly as practicable, utilities shall avoid sending a customer more than three (3) successive estimated bills.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-13 DEMAND METER REGISTRATION.**

- (1) When a demand meter is used for billing, the installation must be designed so that the highest annual demand reading used for billing should appear in the upper half of the meter's range.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-14 CUSTOMER INFORMATION.**

- (1) Each utility shall:
  - (a) Maintain up-to-date maps, plans, or records of its entire transmission and distribution systems, with such other information as may be necessary to enable the utility to advise prospective customers, and others entitled to the information, as to facilities available for serving prospective customers in its service area.
  - (b) Assist the customer or prospective customer in selecting the most economical rate schedule.
  - (c) Transmit to each of their electric customers the following information regarding rate schedules:
    1. A clear and concise explanation of the existing rate schedule and any rate schedule applied for or proposed, which is applicable to the customer and rules relating to the service of the utility, as filed with the Commission.
    2. Such statement shall be transmitted to each such customer:
      - (i) not later than sixty (60) days after the date of commencement of service to the customer or ninety (90) days after the standard is adopted, whichever last occurs; and
      - (ii) not later than forty (40) days (sixty (60) days in the case of a bi-monthly billing system) after application for or proposal of any change in a rate schedule applicable to such customer.
  - (d) At least once a year each electric customer is to be furnished with:
    1. A clear and concise summary of the existing rate schedules applicable to each of the major classes of electric consumers for which there is a separate rate. Each electric customer need only be supplied with a summary of the rate schedule applicable to his/her service.
    2. An identification of any classes whose rates are not summarized.

Such summary may be transmitted together with each customer's billing or in any other reasonable manner designed to convey this message to each customer.
    3. On request, an electric customer shall be given a clear and concise statement of the actual metered consumption of electric energy by customer for each billing

(Rule 1220-04-04-.14, continued)

period during the prior year (unless such consumption data is not reasonably ascertainable).

- (e) Upon request, inform its customers as to the method of reading meters.
- (f) Furnish such additional information as the customer may reasonably request.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; “Tennessee Regulatory Authority” references were changed to “Tennessee Public Utility Commission,” “Authority” references were changed to “Commission,” “Authority Director” references were changed to “Commissioner,” and “Chief” references were changed to “Director.”

#### 1220-04-04-.15 CUSTOMER DEPOSITS.

- (1) Each utility may require from any customer or prospective customer a deposit intended to guarantee payment of bills for service.
  - (a) Such deposit shall not be more in amount than the maximum estimated charge for service for two (2) consecutive billing periods or ninety (90) days, whichever is less, or as may reasonably be required by the utility in cases involving service for short periods or special occasions.
  - (b) Any interest rates on deposits shall be approved by the Commission.
  - (c) Each utility shall keep records to show:
    - 1. The name and address of each depositor;
    - 2. The amount and date of the deposit;
    - 3. Each transaction concerning the deposit.
  - (d) Each utility shall issue a receipt of deposit to each customer from whom a deposit is received, and shall provide means whereby a depositor may establish his/her claim if his/her receipt is lost.
  - (e) The utility may retain the deposit as long as it feels it is necessary to insure payment of bills for service.
  - (f) A record of each unclaimed deposit must be maintained for at least three (3) years, during which time the utility shall make a reasonable effort to return the deposit.
  - (g) Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account and treated in accordance with Tenn. Code Ann. Title 66, Chapter 29.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; “Tennessee Regulatory Authority” references were changed to “Tennessee Public Utility Commission,” “Authority” references were changed to “Commission,” “Authority Director” references were changed to “Commissioner,” and “Chief” references were changed to “Director.”

**1220-04-04-.16 CUSTOMER BILL FORMS.**

- (1) The utility shall bill each customer as promptly as possible following the reading of his/her meter. The bill shall show:
  - (a) The reading of the meter at the end of the period for which the bill is rendered;
  - (b) The date on which the meter was read at the end of the period for which the bill is rendered;
  - (c) The number and kind of units metered;
  - (d) The gross and/or net amount of the bill;
  - (e) The date by which the customer must pay the bill in order to benefit from any discount or to avoid any penalty;
  - (f) A distinct marking to identify an estimated bill;
  - (g) Any conversions from meter reading units to billing units, or any calculations to determine billing units from recording or other devices, or any other factors, such as fuel adjustments, used in determining the bill. In lieu of such information on the bill, a statement must be on the bill advising that such information can be obtained by contacting the utility's principal office, except that any multiplier used to determine billing units will be shown whenever used;
  - (h) The applicable rate schedule under which the customer is served.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.17 CUSTOMER RECORDS.**

- (1) The utility shall retain records as may be necessary to effectuate compliance with Rules 1220-04-04-.18 and 1220-04-04-.35 but not less than three (3) years. Records for customers shall show where applicable:
  - (a) Kilowatt hour ("kWh") meter reading.
  - (b) kWh consumption.
  - (c) kW meter reading.
  - (d) kW measured demand.
  - (e) kW billing demand.
  - (f) Total amount of bill.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were

(Rule 1220-04-04-.17, continued)

*changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."*

#### **1220-04-04-.18 ADJUSTMENT OF BILLS.**

- (1) Meter Fast - Whenever a meter from service is found upon periodic, request or complaint test to be more than two percent (2%) fast, tests shall be made, as stipulated in Rule 1220-04-04-.38, to determine the average error of the meter.

- (a) Whenever a meter is found upon periodic, request or complaint test to have an average error of registration of more than two percent (2%) fast the utility shall recalculate the monthly bills for a period equal to one half of the time elapsed since the last test, but in no case shall this period exceed six (6) months. (See exception noted in paragraph (4).) The method of recalculating the monthly bills shall be as shown in the following example: A meter, upon test, was found to have an average accuracy of one hundred five percent (105%) or an error of five percent (5%) fast. The consumption registered for a billing period previous to test was one hundred five (105) kWh. The correct amount is determined by multiplying one hundred five (105) kWh by one hundred (100) and dividing this product by one hundred five (105) (the average percent accuracy), which result is one hundred (100) kWh and is the proper amount to be billed. After making such recalculations the utility shall refund to the customer the difference between the amount previously billed and the amount calculated as being the proper charge.

- (2) Meter Slow - When a meter upon periodic, request or complaint test is found to have an average error of more than two percent (2%) slow, the utility may recalculate the monthly bills for a period equal to one half of the time elapsed since the last test, but in no case to exceed six (6) months. The method for recalculating the monthly bills shall be as shown in the following example:

A meter, upon test, was found to have an average accuracy of ninety-five percent (95%) or an error of five percent (5%) slow. The consumption, registered for a billing period previous to test, was one hundred five (105) kWh. The correct amount is determined by multiplying one hundred five (105) kWh by one hundred (100) and dividing this product by ninety-five (95), (the average percent accuracy) which result is 110.526 or 111 kWh and is the proper amount to be billed.

After making such recalculations the utility may collect from the customer an amount equal to the difference between the amount previously billed, and the amount calculated as being the proper charge.

- (3) Percent Error - It shall be understood that when a meter is found to have an error in excess of two percent (2%) fast or slow, the figure for calculating the amount of refund or the amount to be collected by the utility shall be that percentage of error as determined by the test, i.e., it is held that it is the duty of the utility to maintain the accuracy of its measuring devices as nearly one hundred percent (100%) as it is commercially practicable.
- (4) Refunds - The burden of maintaining measuring equipment, so that it will register accurately, is upon the utility; therefore, if meters, other than single phase meters tested under a sampling procedure approved by the Commission, are found upon test to register fast, and also if time for periodic test has overrun to the extent that one half of the time elapsed since the last previous test exceeds six (6) months the refund shall be for the six (6) months as specified in paragraph (2). In addition thereto a like refund upon those months exceeding the periodic test period, provided, however, that the Commission may relieve the utility from this

(Rule 1220-04-04-.18, continued)

requirement in any particular case in which it is shown that the failure to make the periodic test was due to causes beyond the utility's control.

- (5) Notification - When a meter is tested and it is found necessary to make a refund or back-bill a customer, the customer shall be notified in substantially the following form:

On \_\_\_\_\_, 20\_\_\_\_\_, the meter bearing identifying No. \_\_\_\_\_,  
 installed in your building, located at \_\_\_\_\_,  
 was tested at \_\_\_\_\_ and found to  
 register \_\_\_\_\_ (on premises or elsewhere)  
 \_\_\_\_\_ The meter was tested  
 \_\_\_\_\_ (% fast or slow)  
 on \_\_\_\_\_ test.  
 \*(periodic-request -complaint)

Based upon this test, we herewith \_\_\_\_\_  
 \*(charge or credit)

you with the sum of \$ \_\_\_\_\_, which amount has been noted on your regular bill.

\*To be filled in by utility.

- (6) Partial or Non-Registering - If a meter is found not to register or to register only partially for any period, the utility may estimate the consumption and demand, based on a like period of similar use, and any other pertinent facts.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### 1220-04-04-.19 REASONS FOR DENYING SERVICE.

- (1) Reasons for Termination of Service or Denial of Service. Service may be refused or discontinued for any of the reasons listed below:
- (a) Without notice in the event of a condition determined by the utility to be hazardous.
  - (b) Without notice in the event of customer use of equipment in such a manner as to adversely affect the utility's equipment or the utility's service to others.
  - (c) Without notice if there is evidence of tampering with the equipment furnished and owned by the utility.
  - (d) Without notice if there is evidence of unauthorized use.
  - (e) For violation of and/or non-compliance with the utility's rules on file with and approved by the Commission.
  - (f) For failure of the customer to fulfill his contractual obligations for service and/or facilities subject to regulations by the Commission.
  - (g) For failure of the customer to permit the utility reasonable access to its equipment.

(Rule 1220-04-04-.19, continued)

- (h) For non-payment of delinquent account.
- (i) For failure of the customer to provide the utility with a deposit as authorized by rule 1220-04-04-.15.

Unless otherwise stated, the utility shall comply with the notice requirements set forth in paragraph (2) below before service is discontinued. However, no service shall be discontinued on the day or a date preceding a day or days on which the services of the utility are not available to the general public for the purpose of reconnecting the discontinued service, except as provided in rule 1220-04-04-.19(1)(a), (b), (c) and (d) above.

- (2) Notice of Termination of Service. Electric service to any electric customer may not be terminated without reasonable opportunity to dispute the reasons for such termination.
  - (a) Content of the notice, which may be included in the customer's bill, shall be clearly legible and contain the following information:
    1. The name and address of the customer and the address of the service, if different.
    2. A clear and concise statement of the reason for the proposed termination of service.
    3. The date on which service will be terminated unless the customer takes appropriate action. The date of the proposed termination by the utility shall be at least seven (7) days after the utility sends the notice by first class mail. The mailing of the notice of termination as set forth above, shall constitute reasonable prior notice within the meaning of this rule.
    4. Information concerning the reconnection fee.
    5. The telephone number and address of the utility where the customer may make inquiry, enter into a service continuation agreement, or file a complaint.
    6. The notice shall also contain the name and address of the Commission and a statement to the effect that the Commission is the regulatory authority for this service.
    7. In cases where the termination is based on the failure to pay, the notice shall state if the bill is the actual or estimated, amount owed, and the time period over which the amount was incurred.
  - (b) Notwithstanding any other provisions of these rules, a utility shall postpone the physical termination of utility service to a residential customer for a period of thirty (30) days in the event a physician, public health officer, or social service official certifies in writing that discontinuation of the service will aggravate an existing medical emergency of the customer or other permanent resident of the premises where service is rendered. During the thirty (30) day extension the customer or other permanent resident of the premises where service is rendered shall be referred to social service agencies for investigation, confirmation of need and guarantee of payment. The local utility shall supply customers with names of agencies providing assistance.
  - (c) All customers shall be provided with the option of a Third Party Notification service and shall be notified annually by the utility of its availability. The Third Party Notification will

(Rule 1220-04-04-.19, continued)

provide any customer with the opportunity to designate a third party who will receive a duplicate of any termination notice by first class mail.

- (3) Statement of Termination Policy. The utility shall provide a general policy statement detailing its termination policies to all existing customers annually and to all new customers when they initiate service. This policy statement shall be filed by the utility for approval by the Commission within sixty (60) days of the effective date of this rule. The general policy statement shall include the following information in clear and understandable language:
- (a) Grounds for termination.
  - (b) The time allowed to pay outstanding bills.
  - (c) Steps which must occur before service may be terminated for non-payment.
  - (d) Steps necessary to have service reinstated.
  - (e) Instructions for residential customers to designate the following:
    - 1. A third party (agency or individual) to receive a copy, by first class mail, of all termination notices;
    - 2. Presence of appliances at the service address which are critical for maintenance of health of one or more of the residents.
  - (f) A notice of rights and remedies which should contain the following:
    - 1. The time allowed to initiate a complaint;
    - 2. Appropriate administrative or other action to take in order to avoid termination;
    - 3. Procedures to dispute and appeal the termination notice, including the office address and telephone number of the utility representatives available to handle inquiries or complaints;
    - 4. A statement that households which have appliances critical for health are responsible for notifying the utility of such fact;
    - 5. Provide information and steps necessary to qualify for alternative payment arrangements available to residential customers who maintain that they are temporarily unable to pay their bills;
    - 6. The name of a social service agency the customer can call to inquire about a source or sources of financial assistance in paying residential utility bills;
    - 7. Procedures to dispute and appeal an unfavorable decision of the utility, including the address and toll-free telephone number of the Tennessee Public Utility Commission and its representatives, who are available to handle complaints and inquiries; and
    - 8. A statement that a customer does not have to pay that portion of a bill which is in dispute while the dispute process is underway.

**Authority:** T.C.A. § 65-102, 65-4-104, and 65-4-105. **Administrative History:** Original rule certified May 9, 1974. Amendment filed May 17, 1987; effective June 26, 1987. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to

(Rule 1220-04-04-.19, continued)

*Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."*

#### **1220-04-04-.20 INSUFFICIENT REASONS FOR DENYING SERVICE.**

- (1) The following shall not constitute sufficient cause for refusal of service to a present or prospective customer:
  - (a) Delinquency in payment for service by a previous occupant of the premises to be served.
  - (b) Failure to pay for merchandise purchased from the utility.
  - (c) Failure to pay for a different type or class of public utility service.
  - (d) Failure to pay the bill of another customer as guarantor thereof.
  - (e) Failure to pay a back bill rendered in accordance with Rule 1220-04-04-.18(2).
  - (f) Failure to pay a bill to correct previous under-billing due to a misapplication of rates.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### **1220-04-04-.21 ESTIMATED DEMAND.**

- (1) Upon request of the customer and provided the customer's demand is estimated for billing purposes, the utility shall measure the demand during the customer's normal operation and use the measure demand for billing.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### **1220-04-04-.22 SERVICING UTILIZATION CONTROL EQUIPMENT.**

- (1) Each utility shall service and maintain any equipment it uses on a customer's premises and shall correctly set and keep in proper adjustment any thermostats, clocks, relays, time switches or other devices which control the customer's service in accordance with the provisions in the utility's rate schedules.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.23 CUSTOMER COMPLAINTS.**

- (1) Complaints concerning the charges, practices, facilities or service of the utility shall be investigated promptly and thoroughly. The utility shall keep such records of customer complaints as will enable it to review and analyze its procedures and actions.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.24 TEMPORARY SERVICE.**

- (1) When the utility renders temporary service to a customer it may require that the customer bear all the cost of installing and removing the service facilities in excess of any salvage realized.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.25 EXTENSION PLAN.**

- (1) Each utility shall develop a plan, acceptable to the Commission, for the extensions of facilities, where they are in excess of those included in the regular rates for service and for which the customer shall be required to pay all or part of the cost. This plan must be related to the investment that prudently can be made for the probable revenue.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.26 CUSTOMER'S DISCONTINUANCE OF SERVICE.**

- (1) Any customer desiring that service be discontinued shall give at least three (3) days notice to the utility, unless a longer or shorter period shall be incorporated in any standard or special contract mutually agreed upon. Until the utility shall have such notice, the customer may be held responsible for all service rendered.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.27 ACCESS TO PROPERTY.**

- (1) The utility shall at all reasonable times have access to meters, service connections and other property owned by it on customer's premises for the purposes of operation and maintenance.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.28 REQUIREMENT FOR GOOD ENGINEERING PRACTICE.**

- (1) The electric plant of the utility shall be constructed, installed, maintained and operated in accordance with accepted good engineering practice in the electric industry to assure, as far as reasonably possible, continuity of service, uniformity in the quality of service furnished, and the safety of persons and property.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.29 ACCEPTABLE STANDARDS.**

- (1) The utility shall use the applicable provisions in the publications listed below as standards of accepted good practice:
  - (a) National Electrical Safety Code, latest edition.
  - (b) National Electrical Code, latest edition.
  - (c) American Standard Code for Electricity Meters, ASA C-12.1, latest edition.
  - (d) American Standard Requirements, Terminology and Test Code for Instrument Transformers, ASA C57.13 latest edition.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.30 REQUEST TESTS.**

- (1) Upon request by a customer, and at no charge, the utility shall make a test of the meter serving the customer, provided that such tests need not be made more frequently than once in twelve (12) months.
  - (a) The customer, or his/her representative, may be present when his/her meter is tested.

(Rule 1220-04-04-.30, continued)

- (b) A report of the results of the test together with a copy of Rule 1220-04-04-.31 shall be made to the customer within ten (10) workdays after the completion of the test, and a record of the report, together with a complete record of each test, shall be kept on file at the office of the utility.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### **1220-04-04-.31 REFEREE TESTS.**

- (1) Upon written application to the Commission by a customer or a utility, a test will be made of the customer's meter as soon as practicable under the supervision of a representative of the Commission.
- (2) The first application in a twelve (12)-month period is free. Thereafter, the application shall be accompanied by twenty-five dollars \$25 payable to the Commission.
- (3) On receipt of such a request from a customer the Commission will notify the utility and the utility shall not knowingly remove or adjust the meter until instructed by the Commission. The utility shall furnish to the Commission's representative such reasonable assistance as may be required to make the test.
- (4) If upon test the meter is found to over-register to an extent requiring a refund under the provisions of Rule 1220-04-04-.18(1), the amount paid to the Commission for the test shall be returned to the customer by the utility.
- (5) The customer, or his/her representative, may be present when his/her meter is tested.
- (6) The Commission will make a written report of the results of the test to the customer and to the utility.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### **1220-04-04-.32 PRE-INSTALLATION INSPECTIONS AND TESTS.**

- (1) Every meter and/or associated device shall be inspected and tested, either by the utility or the manufacturer, in accordance with the standards contained in American National Standards for Electric Meters - ANSI C.12.1, latest edition, before being placed in service, and the accuracy of each meter shall be certified to be within the tolerances permitted by Rule 1220-04-04-.38. A meter removed from a customer's premises may be returned to service without testing if the type of meter is included in an In-Service performance test program conducted under Rule 1220-04-04-.35, in accordance with American National Standard for Electric Meters - ANSI C.12.1, latest edition and the performance of that type meter in such program is acceptable.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April

(Rule 1220-04-04-.32, continued)

27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### **1220-04-04-.33 POST-INSTALLATION INSPECTIONS.**

- (1) Post-installation inspections are to be made to determine proper operation and wiring connections and must be made within sixty (60) days after installation by a qualified person who, whenever possible, should be someone other than the original installer. The following equipment is subject to post-installation inspections:
  - (a) Meters with associated instrument transformers and phase shifting transformers.
  - (b) Kilovar-hour meters.
  - (c) Demand meters.
  - (d) Direct current watt-hour meters.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### **1220-04-04-.34 AS FOUND TESTS.**

- (1) All meters and/or associated devices removed from service maybe retired without testing unless removed from service due to a customer complaint.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### **1220-04-04-.35 IN-SERVICE PERFORMANCE TESTS.**

- (1) General In-Service performance tests must be made in accordance with Rules 1220-04-04-.35(2), 1220-04-04-.35(3), or 1220-04-04-.35(4). These tests may be made on the customer's premises or in the utility's meter shop. However, it is recommended that meters associated with instrument transformers, or phase shifting transformers, or those having mechanical contact devices, be tested on the customer's premises. Tests made for other purposes, such as request tests or referee tests, must not be counted as in-service performance tests. All meters on a utility's system must be tested in accordance with a single program, which must be one of the following:
  - (a) At a fixed periodic interval in accordance with 1220-04-04-.35(2).
  - (b) At a variable interval in accordance with 1220-04-04-.35(3).
  - (c) An acceptable statistical sampling program in accordance with 1220-04-04-.35(4).

(Rule 1220-04-04-.35, continued)

## (2) Periodic Test Schedule

If this option is used, the basic periodic test interval for meters shall not be longer than provided for in American National Standard for Electric Meters – ANSI C 12.1, latest edition, and as follows for secondary standards:

- (a) Portable electronic watt-hour standards .....yearly
- (b) Indicating voltmeters .....yearly
- (c) Instrument transformer standards .....as required

## (3) Variable Interval Plan

- (a) If this option is used, the variable interval plan shall conform to American National Standard for Electric Meters - ANSI C 12.1, latest edition, for all meters that do not have an additional mechanical attachment such as a thermal or mechanical register.
- (b) The variable interval plan shall be accompanied by an adequate policy for testing meters on request and a procedure whereby unusually high or low bills for service would be detected and investigated.

## (4) Statistical Sampling

- (a) If this option is used, the statistical sampling plan shall conform to American National Standard for Electric Meters - ANSI C 12.1, latest edition, and shall use American Standard for Quality Control, ANSI, ASQCZ1.9, latest edition, to select sample quantities and to analyze test results, for all meters that do not have an additional mechanical attachment such as a thermal or mechanical register.
- (b) A statistical sampling program shall included an adequate policy for testing meters on request and a procedure whereby unusually high or low bills for service would be detected and investigated.
- (c) An acceptable sampling plan is one in which a sample will, ninety-five (95) times out of one hundred (100), correctly identify a homogenous group of meters, which has at least ninety-seven and one half percent (97.5%) of the group within the limits ninety-eight percent to one hundred two percent (98% - 102%) registration on in-service performance test. If a group of meters does not meet acceptable performance criteria, then corrective action must be taken.
- (d) The corrective action may consist of an accelerated test program to raise the accuracy performance of the group from service. An accelerated test program should provide for testing at rates that vary in accordance with the calculated percentage of defective meters in rejected groups. In its application to an individual group the rate of testing should be such that the required corrective action is completed in four (4) years, but not more than twenty-five percent (25%) of the meters in the group need to be tested in any one (1) year. Accelerated testing may be discontinued when the test results indicate that the rejected group is within acceptable limits.
- (e) Records shall be maintained and tabulated to indicate the number of meters in each homogeneous group in service at the beginning of each year, the number of meters making up the sample for each homogeneous group, the test results for each group, and any necessary corrective action taken.

(Rule 1220-04-04-.35, continued)

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; “Tennessee Regulatory Authority” references were changed to “Tennessee Public Utility Commission,” “Authority” references were changed to “Commission,” “Authority Director” references were changed to “Commissioner,” and “Chief” references were changed to “Director.”

#### 1220-04-04-.36 INSTRUMENT TRANSFORMER TESTS.

- (1) Instrument transformers shall be tested:
  - (a) Prior to initial installation.
  - (b) Upon complaint.
  - (c) Whenever an approved check, such as the variable burden method in the case of current transformers, made whenever the meter is tested, indicates that a quantitative test is required if the transformer will remain in service.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; “Tennessee Regulatory Authority” references were changed to “Tennessee Public Utility Commission,” “Authority” references were changed to “Commission,” “Authority Director” references were changed to “Commissioner,” and “Chief” references were changed to “Director.”

#### 1220-04-04-.37 GENERATING STATION METER TESTS.

- (1) Generator output wattmeters and watt-hour meters in the utility’s generating station must be tested according to a suitable schedule by comparison with the utility’s working standards.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; “Tennessee Regulatory Authority” references were changed to “Tennessee Public Utility Commission,” “Authority” references were changed to “Commission,” “Authority Director” references were changed to “Commissioner,” and “Chief” references were changed to “Director.”

#### 1220-04-04-.38 TEST PROCEDURES AND ACCURACIES.

- (1) Meter and/or associated devices shall be tested and adjusted in accordance with American National Standard for Electric Meters – ANSI C12.1, latest edition.
  - (a) Meters for Measurement of Purchased Electricity.

Utilities purchasing electricity from non-utilities or from utilities outside the state must see that the instruments and meters that are necessary to furnish complete and accurate information as to the energy purchased are installed and tested in accordance with the requirements of the Commission.
  - (b) General
    1. All meters and/or associated devices, when tested, shall be adjusted as closely as practicable to the condition of zero (0) error.

(Rule 1220-04-04-.38, continued)

2. All tolerances are to be interpreted as maximum permissible variations from the condition of zero (0) error. In making adjustments, no advantage of the prescribed tolerance limits shall be taken.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### **1220-04-04-.39 FACILITIES AND EQUIPMENT FOR METER TESTING.**

- (1) Each utility shall maintain a meter shop for the purpose of inspecting, testing and repairing meters. The shop shall be open for inspection by authorized representatives of the Commission at all reasonable times, and the facilities and equipment, as well as the methods of measurements and testing employed, shall be subject to the approval of the Commission. A utility may, however, have all or part of the required tests, repairs and adjustments made or its portable testing equipment checked by another agency approved by the Commission and having adequate and sufficient testing equipment to comply with these rules.
  - (a) Each location at which the utility conducts tests of meters shall have three (3) phase voltage supply, one (1) phase of which shall be variable from zero (0) to two hundred seventy (270) volts.
- (2) Secondary Standards
  - (a) Each utility shall have at least one (1) electronic watt-hour standard meter with a correction of not more than two-tenths percent (0.2%) at commonly used loads. If the correction percentage varies between successive tests by more than one quarter percent (0.25%) a complete check must be made to determine the cause of such variation. If the cause of variation cannot be removed, the use of the instrument should be discontinued.
- (3) Working Standards
  - (a) Each utility shall have at least one (1) portable electronic watt-hour standard meter with a correction of not more than three-tenths percent (0.3%) at commonly used loads. If the correction percentage varies between successive tests by more than one quarter percent (0.25%), a complete check must be made to determine the cause of such variation. If the cause of variation cannot be removed, the use of the instrument should be discontinued.
- (4) Secondary standards must be checked periodically (see Rule 1220-04-04-.35(2)) at the National Institute of Standards and Technology (NIST) or any successor thereto or at a utility's option, at a laboratory traceable to NIST.
- (5) Working standards must be checked periodically (see Rule 1220-04-04-.35(2)) by comparison with a secondary standard in the utility's meter shop.
- (6) Extreme care must be exercised in the handling of standards to assure that their accuracy is not disturbed.
- (7) Each standard shall be accompanied at all times by a certificate or calibration card, duly signed and dated, on which are recorded the corrections required to compensate for errors found at the customary test points at the time of the last previous test.

(Rule 1220-04-04-.39, continued)

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; “Tennessee Regulatory Authority” references were changed to “Tennessee Public Utility Commission,” “Authority” references were changed to “Commission,” “Authority Director” references were changed to “Commissioner,” and “Chief” references were changed to “Director.”

#### 1220-04-04-.40 RECORDS OF METERS AND ASSOCIATED METERING DEVICES.

- (1) Each utility shall maintain records of the following data, where applicable, for each meter and/or associated device until retirement:
  - (a) The complete identification - number, type, voltage, amperes, number of wires, number of stators, disk constant (Kh), demand interval and ratio.
  - (b) The dates of last previous installation and removal from service, together with the location.
  - (c) Ratio and phase angle data for instrument transformers.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; “Tennessee Regulatory Authority” references were changed to “Tennessee Public Utility Commission,” “Authority” references were changed to “Commission,” “Authority Director” references were changed to “Commissioner,” and “Chief” references were changed to “Director.”

#### 1220-04-04-.41 METER TEST RECORDS.

- (1) Each utility shall maintain records of the last two (2) tests made of any meter. The record of the meter test made at the time of the meter’s retirement shall be maintained for a minimum of six (6) months. Test records shall include the following:
  - (a) The date and reason for the test.
  - (b) The reading of the meter before making any test.
  - (c) The accuracy “as found” at light and heavy loads.
  - (d) The accuracy “as left” at light and heavy loads.
  - (e) Statement of repairs made, if any.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; “Tennessee Regulatory Authority” references were changed to “Tennessee Public Utility Commission,” “Authority” references were changed to “Commission,” “Authority Director” references were changed to “Commissioner,” and “Chief” references were changed to “Director.”

#### 1220-04-04-.42 STANDARD FREQUENCY.

- (1) The standard frequency for alternating current distribution systems shall be sixty (60) cycles per second. The frequency shall be maintained within limits which will permit the satisfactory operation of customer’s clocks connected to the system.

(Rule 1220-04-04-.42, continued)

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; “Tennessee Regulatory Authority” references were changed to “Tennessee Public Utility Commission,” “Authority” references were changed to “Commission,” “Authority Director” references were changed to “Commissioner,” and “Chief” references were changed to “Director.”

#### 1220-04-04-.43 VOLTAGE LIMITS.

- (1) Each utility shall adopt and file with the Commission standard nominal service voltages for each of the several areas into which its distribution system or systems may be divided.

(a) Secondary Voltages - Delivery Point

The variations of voltage shall be no more than 7½ or below the standard voltage at any time. Where three (3) phase service is provided, the utility shall exercise reasonable care to assure that the phase voltages are in balance.

(b) Primary Voltages - Delivery Point

The variations of voltage shall be no more than five percent (5%) above or below the standard voltage at that time.

(c) Limitations

Limitations in subparagraphs (c) and (d) above do not apply to special contracts in which the customer specifically agrees to accept service with unregulated voltage.

(d) Exceptions to Voltage Requirements:

Voltage outside the limits specified will not be considered a violation when the variations

1. Arise from the action of the elements.
2. Are infrequent fluctuations not exceeding five (5) minutes duration.
3. Arise from service interruptions.
4. Arise from temporary separation of parts of the system from the main system.
5. Are from causes beyond the control of the utility.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; “Tennessee Regulatory Authority” references were changed to “Tennessee Public Utility Commission,” “Authority” references were changed to “Commission,” “Authority Director” references were changed to “Commissioner,” and “Chief” references were changed to “Director.”

#### 1220-04-04-.44 VOLTAGE SURVEYS AND RECORDS.

- (1) Voltage measurements shall be made at the utility’s service terminals. For single-phase service, the measurement shall be made between the grounded conductor and the

(Rule 1220-04-04-.44, continued)

ungrounded conductors. For three (3) phase service, the measurement shall be made between the phase wires.

- (2) Each utility shall make a sufficient number of voltage measurements, using recording voltmeters, in order to determine if voltages are in compliance with the requirements as stated in Rule 1220-04-04-.43.
- (3) All voltmeter records obtained under this Rule 1220-04-04-.44(2) shall be retained by the utility for at least one (1) year and shall be available for inspection by the Commission's representatives. Notations on each chart shall indicate the following:
  - (a) The location where the voltage was taken.
  - (b) The time and date of the test.
  - (c) The results of the comparison with an indicating voltmeter.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### **1220-04-04-.45 EQUIPMENT FOR VOLTAGE MEASUREMENTS.**

- (1) Standards

Each utility shall have at least one (1) indicating voltmeter with a stated accuracy within one quarter percent (0.25%) of full scale. This instrument must be maintained within its stated accuracy.

- (2) Working Instruments

- (a) Each utility shall have at least two (2) indicating voltmeters with a stated accuracy within one percent (1.0%) of full scale.

- (b) Each utility must have at least two (2) portable recording voltmeters with a stated accuracy within one and one half percent (1.5%) of full scale.

- (3) Standards must be checked periodically (see Rule 1220-04-04-.39(2)) at the National Institute of Standards and Technology (NIST), or at a laboratory acceptable to the Commission.
- (4) Working instruments be checked periodically (see Rule 1220-04-04-.39(2)) by comparison with a standard in the utility's meter shop.
- (5) Extreme care must be exercised in the handling of standards and instruments to assure that their accuracy is not disturbed.
- (6) Each standard shall be accompanied at all times by a certificate or calibration card, duly signed and dated, on which are recorded the corrections required to compensate for errors found at the customary test points at the time of the last previous test.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April

(Rule 1220-04-04-.45, continued)

27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### 1220-04-04-.46 INTERRUPTIONS OF SERVICE.

- (1) Each utility shall make reasonable efforts to avoid interruptions of service but when interruptions occur, service shall be re-established within the shortest time practicable, consistent with safety.
  - (a) Each utility shall keep records of interruptions of service on its primary distribution system and shall make an analysis of the records for the purpose of determining steps to be taken to prevent recurrence of such interruptions. Such records should include the following information concerning the interruptions:
    1. Cause.
    2. Date and time.
    3. Duration.
  - (b) The log for each unattended substation must show interruptions that require attention to restore service, with the estimated time of interruption.
  - (c) Planned interruptions shall be made at a time that will not cause unreasonable inconvenience to customers and shall be preceded, if feasible, by adequate notice to those who will be affected.
  - (d) Each utility shall notify the Commission by telephone or telegraph of any service interruption to twenty-five percent (25%) or more of its distribution customers or loads of twenty five thousand (25,000) kW or more when such interruptions last for more than two (2) hours.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### 1220-04-04-.47 PROTECTIVE MEASURES.

- (1) Each utility shall exercise reasonable care to reduce the hazards to which its employees, its customers, and the general public may be subjected.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.48 SAFETY PROGRAM.**

- (1) Each utility shall adopt and execute a safety program, fitted to the size and type of its operation. As a minimum, the safety program should:
  - (a) Require employees to use suitable tools and equipment in order that they may perform their work in a safe manner.
  - (b) Instruct employees in safe methods of performing their work.
  - (c) Instruct employees, who, in the course of their work, are subject to the hazard of electrical shock, or drowning, in accepted methods of artificial respiration.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.49 GROUNDING OF SECONDARY DISTRIBUTION SYSTEM.**

- (1) Unless otherwise specified by the Commission, each utility shall comply with, and shall require its customers to comply with, the applicable provisions in the National Electrical Safety Code and the National Electrical Code for the grounding of secondary circuits and equipment.
  - (a) Ground connections should be tested for resistance at the time of installation unless multi-grounding is used.
  - (b) The utility shall keep a record of all ground resistance measurements.
  - (c) The utility shall establish a program of inspection so that all artificial grounds installed by it shall be inspected within reasonable periods of time.

**Authority:** T.C.A. § 65-2-102. **Administrative History:** Original rule certified May 9, 1974. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.50 ADVERTISING.**

- (1) A utility may not recover from any person other than its shareholders (or other owners) any direct or indirect expenditure for promotional or political advertising.
  - (a) The term "advertising" means the commercial use of any media, including newspaper, printed matter, radio, and television, in order to transmit a message to a substantial number of members of the public or to electric customers.
  - (b) The term "political advertising" means any advertising for the purpose of influencing public opinion with respect to legislative, administrative, or electoral matters, or with respect to any controversial issue of public importance.

(Rule 1220-04-04-.50, continued)

- (c) The term “promotional advertising” means any advertising for the purpose of encouraging any person to select or use electric service or additional electric service or the selection or installation of any appliance or equipment designed to use electric service.
- (d) The terms “political advertising” and “promotional advertising” do not include:
  - 1. Advertising which informs electric customers how they can conserve energy or can reduce peak demand for electric energy;
  - 2. Advertising required by law or regulation, including advertising required under Part I of Title II of the National Energy Conservation Policy Act;
  - 3. Advertising regarding service interruptions, safety measures or emergency conditions;
  - 4. Advertising concerning employment opportunities;
  - 5. Advertising which promotes the use of energy-efficient appliances, equipment, or service; or
  - 6. Any explanation or justification of existing or proposed rate schedules or notifications of hearings thereon.

**Authority:** T.C.A. §§ 65-2-102, 65-4-104, and 65-4-105. **Administrative History:** Original rule certified October 20, 1983; effective January 16, 1984. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; “Tennessee Regulatory Authority” references were changed to “Tennessee Public Utility Commission,” “Authority” references were changed to “Commission,” “Authority Director” references were changed to “Commissioner,” and “Chief” references were changed to “Director.”

#### **1220-04-04-.51 COMPENSATION OF CONSUMER INTERVENORS.**

- (1) In PURPA related proceedings the Commission may determine appropriate compensation for reasonable costs of participation by intervenors in any proceeding arising under those provisions of the Public Utility Regulatory Policies Act of 1978, 16 U.S.C. § 2601 *et seq.* (PURPA), which so provide. Compensation may be determined if the intervenor’s participation has substantially contributed to the approval, in whole or in part, of a position advocated by such intervenor in such proceeding when they have met the other requirements set forth in this rule.

**Authority:** T.C.A. §§ 65-2-102, 65-4-104, and 65-4-105. **Administrative History:** Original rule certified October 20, 1983; effective January 16, 1984. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; “Tennessee Regulatory Authority” references were changed to “Tennessee Public Utility Commission,” “Authority” references were changed to “Commission,” “Authority Director” references were changed to “Commissioner,” and “Chief” references were changed to “Director.”

#### **1220-04-04-.52 PRELIMINARY DETERMINATION OF INTERVENOR ELIGIBILITY.**

- (l) An intervenor who wishes to be eligible for a determination of costs of participation in a PURPA-related proceeding must make application to the Commission for such purpose. Such application shall be brief in nature and shall:

(Rule 1220-04-04-.52, continued)

- (a) State the consumer interest represented by the intervention, the relevance of the hearings to that interest and why participation, is needed for a full and fair determination of the issues;
- (b) Outline the general nature of the consumer's expected participation and the anticipated budget;
- (c) Include an affidavit stating that, but for an award of fees and costs, participation will be a significant financial hardship to the consumer; and
- (d) Be served on all affected utility companies and other known parties and intervenors to the proceeding.

Significant financial hardship, as understood in this section, may be established by demonstrating that the intervenor does not have sufficient resources available to participate effectively in the proceeding without such an award.

For the purpose of making a determination of eligibility under this subsection, the Commission may require intervenors with common interests to consolidate their participation in the proceedings.

- (2) Affected utilities, parties and other intervenors shall have the right to object to any application for eligibility.
- (3) The Commission shall make a determination of the eligibility of an intervenor to receive an award under this rule prior to the beginning of the proceeding but no later than twenty (20) days after receipt of an application to intervene. A negative determination of eligibility precludes an award of fees and costs at the conclusion of the proceeding. An affirmative determination of eligibility does not assure the intervenor of an award; the intervenor must, in addition, meet the other requirements of this rule.
- (4) The Commission may, in its determination of eligibility, set a ceiling on the costs that may be determined as appropriate.

**Authority:** T.C.A. §§ 65-2-102, 65-4-104, and 65-4-105. **Administrative History:** Original rule certified October 20, 1983; effective January 16, 1984. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

#### **1220-04-04-.53 DETERMINATION OF COSTS FOR INTERVENORS.**

- (1) At the time of issuance of a final order in any PURPA-related proceeding, the Commission shall make a finding of whether an intervenor has fulfilled the requirements of this rule and is entitled to a determination of costs.

**Authority:** T.C.A. §§ 65-2-102, 65-4-104, and 65-4-105. **Administrative History:** Original rule certified October 20, 1983; effective January 16, 1984. Amendment filed October 30, 2000; effective January 13, 2001. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."

**1220-04-04-.54 PROCEDURES FOR INTERVENOR REIMBURSEMENT.**

- (1) Within ten (10) days of a Commission order determining costs incurred by a consumer intervenor, said party shall file a memorandum of costs with the Chair of the Commission detailing attorneys' fees, expert witness fees and other reasonable costs for which compensation is claimed. Copies of the memorandum of costs must be served on all affected utilities.

Any affected utility may file an objection to the reasonableness of any fee or cost within ten (10) days of the filing of the memorandum of costs.

- (2) Within thirty (30) days of its original order, the Commission shall, after considering the memorandum of costs and any objections thereto, issue an order setting out the amount of the determination, and if necessary, allocating that amount among the various affected utility companies.
- (3) Fees and costs paid to consumer intervenors by the affected utility(s) will be treated as operating expenses recoverable in the utility's next general rate case.

Attorneys' fees and expert witness fees shall be based upon prevailing market rates in Tennessee for the kind and quality of services rendered. All other expenses reasonably incurred in proceedings pursuant to this rule—including, but not limited to, staff time, printing costs, postage, and travel, —shall be based on the actual costs incurred by the intervenor(s). In no case shall said costs exceed the market rate.

- (4) Payment of costs under this rule maybe made by the affected utility company or companies within forty-five (45) days of the date on which a Commission Order issues pursuant to 1220-04-04.54 (2) of this rule or in accordance with a payment schedule set by the Commission. If costs are not paid within the applicable time limit, the entitled consumer intervenor may initiate appropriate court proceedings pursuant to 16 U.S.C. § 2632(a)(2).

**Authority:** T.C.A. §§ 65-2-102, 65-4-104, and 65-4-105. **Administrative History:** Original rule certified October 20, 1983; effective January 16, 1984. Amendment filed October 30, 2000; effective January 13, 2001. Editorial changes made by the Secretary of State pursuant to Public Chapter 826 of 2002 by replacing Executive Secretary with Chair of the Authority; effective March 28, 2003. Administrative changes made to this chapter on April 27, 2018 pursuant to Public Chapter 94 of 2017; "Tennessee Regulatory Authority" references were changed to "Tennessee Public Utility Commission," "Authority" references were changed to "Commission," "Authority Director" references were changed to "Commissioner," and "Chief" references were changed to "Director."