SECTION 2
DEFINITIONS

A. In these Rules and Regulations, the following definitions will apply unless the context requires otherwise:

1. Actual Cost: The cost incurred by the Company for labor, materials and equipment including the cost of overheads.

2. Advance in Aid of Construction ("Advance"): Funds provided to the utility by the Applicant under the terms of a line extension agreement, the value of which may be refunded.

3. Applicant: A person requesting the Company to supply electric service.

4. Application: A request to the Company for electric service, as distinguished from an inquiry as to the availability or charges for such service.

5. Arizona Corporation Commission ("ACC" or "Commission"): The regulatory authority of the State of Arizona having jurisdiction over public service corporations operating in Arizona.

6. Basic Service Charge: The amount the Customer must pay the Company for the availability of electric service, excluding any electricity used, as specified in the Company's Rates.

7. Bill Processing Fee: A bill will be rendered in a form prescribed by the Company. If the Customer, or a third-party on the Customer's behalf, requests a bill in any form other than the one prescribed by the Company, the Company in its sole direction may consider such request and charge the Customer the Bill Processing Fee, which is Fee No. 12 in the UNS Electric Statement of Charges. The Bill Processing Fee will be assessed per every ten (10) bills that the Customer requests. Each additional increment of ten (10) bills will result in another Bill Processing Fee.

8. Billing Period: The time interval between two (2) consecutive meter readings that are taken for billing purposes.

9. Company: UNS Electric, Inc. acting through its duly authorized officers or employees within the scope of their respective duties.

10. Consumption History Request: Customers will obtain Consumption History on the Company's website. If the Customer is unable to obtain the information from the Company's website, upon request of a Customer, the Company will provide a written statement of actual consumption for each billing period during the prior twelve (12) month period at no cost to the Customer, unless this data is not reasonably ascertainable. The Company will charge the Customer for the Consumption History Request as set forth as Fee No. 8 in the UNS Electric Statement of Charges if the Customer (or a third-party on behalf of the Customer) submits more than one request in a calendar year. If a request is received from a third party, the third party is required to supply the request form authorizing permission for the Customer's data.

11. Contiguous Site: A single site not separated by private or public property, or public street, or right of way and operated as one integral unit under the same name and as a part of the same business.

SECTION 2
DEFINITIONS
(continued)

12. Contributions in Aid of Construction ("Contribution"): Funds provided to the Company by the Applicant under the terms of a line extension agreement and/or service connections tariff, the value of which is not refundable.

13. Curtailment Priority: The order in which electric service is to be curtailed to various classifications of Customers, as set forth in the Company's filed Rates.

14. Customer: The person(s) or entity(ies) in whose name service is rendered, as evidenced by the request for electric service by the Applicant(s), or by the receipt and/or payment of bills regularly issued in the Customer's name regardless of the identity of the actual user of the service.

15. Customer Hours: The product of the duration of the utility outage and the number of customers affected by said outage.

16. Customer-Requested Meter Re-Read: Any re-read may be charged to the Customer at a rate set forth as Fee No. 2 in the UNS Electric Statement of Charges, if the original reading was not in error.

17. Day: Calendar day.

18. Demand: The rate at which power is delivered during any specified period of time. Demand may be expressed in kilowatts, kilovolt-amperes, or other suitable units.

19. Developer: One or more entities that own, improve, or remodel real estate.

20. Distribution Lines: The Company lines operated at distribution voltage, which are constructed along public roadways or other bona fide rights-of-way, including easements on Customer's property.

21. Electronic Billing: Optional billing service whereby Customers may elect to receive, view and pay their bills electronically.

22. Electric Service Provider ("ESP"): An entity supplying, marketing, or brokering at retail any competitive services pursuant to a Certificate of Convenience and Necessity.

23. Energy: Electric energy, expressed in kilowatt-hours.

24. Federal Poverty Level: The U.S. federal poverty guideline for the pertinent household size published annually in the Federal Register by the U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation, and available at https://aspe.hhs.gov/poverty-guidelines.

25. Heat Vulnerable Populations: Persons who are more vulnerable to hot weather mortality and morbidity.

SECTION 2
DEFINITIONS
(continued)

26. Inability to Pay: A circumstance under which a residential customer either:

    a. Cannot pay the full balance of the customer's monthly bill and has attested to and, if requested, has provided documentation issued by an Arizona or U.S. governmental agency or a licensed medical practitioner verifying that the customer meets one of the following:

        i. Is at least 62 years of age:

        ii. Has a physical or mental condition that substantially limits the customer's ability to manage resources, carry out activities of daily living, or secure protection from neglect or hazardous situations without assistance from others; or

        iii. Has a medical condition that makes termination of electric service especially dangerous to the customer's health; or

    b. Cannot pay the full balance of the customer's monthly bill and meets one of the following as attested to by the residential customer:

        i. Is not gainfully employed;

        ii. Qualifies for monetary government welfare assistance but has not yet begun to receive assistance; or

        iii. Has an annual income at or below 200 percent of the federal poverty level.

27. Interrupt or Interruption: To cease or the cessation of electric service to a Customer at the Point of Delivery.

28. Interval History Requests: Customers will obtain Interval History (usage collected at intervals over a specified period of time) on the Company's website. If the Interval History is not available on the Company's website, upon request of a Customer, the Company will provide a written statement of Interval History for each billing period during the prior twelve (12) month period at no cost to the Customer, if this data is reasonably ascertainable by the Company. If the Customer is informed by UNS Electric that the Interval History is available on the Company's website, and the Customer, or a third-party on the Customer's behalf, chooses to request a written statement of Interval History, the Company will charge the Customer for the Interval History Request as set forth as Fee No. 8 in the UNS Electric Statement of Charges. If a request is received from a third party, the third party is required to supply the request form authorizing permission for the Customer's data.

29. Kilowatt ("kW"): A unit of power equal to 1,000 watts.

SECTION 2
DEFINITIONS
(continued)

30. Kilowatt-hour ("kWh"): Electric energy equivalent to the amount of electric energy delivered in one hour when delivery is at a constant rate of one (1) kilowatt.

31. Late Payment Finance Charge: The amount of the late payment penalty as set forth as Fee No. 10 in the UNS Electric Statement of Charges will not exceed one and one-half percent (1.5%) of the delinquent bill, applied on a monthly basis.

32. Law: Any statute, rule, order or requirement established and enforced by government authorities.

33. Licensed Medical Practitioner: Means one of the following types of health care providers, actively licensed to practice in Arizona:

    a. An allopathic or osteopathic physician,

    b. A registered nurse practitioner, or

    c. A physician assistant.

34. Limited Income:

    a. A residential customer with annual household income at or below 250 percent of the federal poverty level; or

    b. A residential customer with annual household income at or below a percentage of the federal poverty level higher than 250 percent, as established by an electric utility in a Commission-approved tariff.

35. Limited Income Multi-Unit Residential Housing: Means multi-unit housing that primarily leases to lower income or very low income residents as defined by the U.S. Housing and Urban Development ("HUD") Public Housing Program.

36. Line Extension: The lines and equipment necessary to extend the electric distribution system of the Company to provide service to additional Customers.

37. Low Income Home Energy Assistance Program ("LIHEAP"): The federally funded program that provides low-income residential customers energy bill assistance.

38. Long-Term Rental Mobile Home Park: A park which is finish-graded and has permanently paved roadways, sewer and water connections, and which provides rental spaces to permanent and semi-permanent occupants, where the average length of stay is a minimum of six (6) months of mobile homes, manufactured homes, RVs, or travel trailers which are owned either by the occupant or by other persons.

SECTION 2
DEFINITIONS
(continued)

39. Master Meter: A meter for measuring or recording the flow of electricity that has passed through it at a single location where said electricity is distributed to tenants or occupants for their usage.

40. Megawatt ("MW"): A unit of power equal to 1,000,000 watts.

41. Meter: The instrument for measuring and indicating or recording the flow of electricity that has passed through it.

42. Meter Loop: Consisting of weatherhead, the service mast or riser, and/or the meter enclosure.

43. Meter Tampering: A situation where a meter has been illegally altered. Common examples are meter bypassing, use of magnets to slow the meter recording, and broken meter seals.

44. Meter Test: The Company will test a meter upon Customer request and the Company will be authorized to charge the Customer for the meter test. The charge for the meter test is set forth as Fee No. 7 in the UNS Electric Statement of Charges. However, if the meter is found to be in error by more than three percent (3%), then no meter testing fee will be charged to the Customer.

45. Minimum Charge: The amount the Customer must pay for the availability of electric service, including an amount of usage, as specified in the Company's Rates.

46. Month: The period between any two (2) regular readings of the Company's meters at approximately thirty (30) day intervals.

47. On-Site Generation: Any and all power production generated on or adjacent to a Customer's property that is controlled, utilized, sold, or consumed by that Customer or its agent.

48. Permanent Customer: A Customer who is a tenant or owner of a service location who applies for and receives permanent electric service.

49. Permanent Service: Service which, in the opinion of the Company, is of a permanent and established character. The use of electricity may be continuous, intermittent, or seasonal in nature.

50. Person: Any individual, partnership, corporation, governmental agency, or other organization operating as a single entity.

51. Point of Delivery: In all cases, unless otherwise specified, "point of delivery" is the location on the Customer's building, structure, or premises where all wires, conductors, or other current-carrying devices of the Customer join or connect with wires, conductors, or other current-carrying devices of the Company. The Company will determine the point of delivery in accordance and based on the specific design specifications, relevant and appropriate

SECTION 2
DEFINITIONS
(continued)

technical standards and specifications, Rates and construction standards as applicable to the specific situation. Location and type of metering facilities will be determined by the Company and may or may not be at the same location as the point of delivery.

52. Power: The rate of generating, transferring and/or using electric energy, usually expressed in kilowatts.

53. Power Factor: The ratio of real or active power ("kW") to apparent or reactive power ("kVA").

54. Premises: All of the real property and apparatus employed in a single enterprise on an integral parcel of land undivided by public streets, alleys or railways.

55. Primary Service and Metering: Service supplied directly from the Company's high voltage distribution or transmission lines without prior transformation to a secondary level.

56. Preferred Method of Communication: The communication method that applies with section 12 (K).

57. Prorate: To divide, distribute, or assess proportionately.

58. Public Safety Power Shutoff ("PSPS"): The intentional temporary shut off of power during certain weather or environmental conditions to reduce the risk of wildfire.

59. Rates: The charge(s), related term(s) and conditions of the Company's Tariffs.

60. Residential Subdivision: Any platted tract of land which has been divided into four or more contiguous lots with an average size of one acre or less for use for the construction of residential buildings or permanent manufactured homes for either single or multiple occupancy.

61. Residential Use: Service to Customers using electricity for domestic purposes such as space heating, air conditioning, water heating, cooking, clothes drying, and other residential uses and includes use in apartment buildings, mobile home parks, and other multiunit residential buildings.

62. Returned Payment Fee: The Company will be allowed to recover a fee, as set forth as Fee No. 9 in the UNS Electric Statement of Charges, for each instance where a Customer tenders payment for electric service with a payment returned unpaid. This fee will also apply when an electronic funds transfer ("EFT") is denied for any reason.

63. Revenue: Delivery charge, power supply charge, demand charge, and PPFAC charge collected from Customer.

SECTION 2
DEFINITIONS
(continued)

64. Rules and Regulations or Company Rules: These Rules and Regulations, which are a part of the Company's Tariffs and Rates.

65. Secondary Service: Service supplied at secondary voltage levels from the load side of step-down transformers connected to the Company's high voltage distribution lines.

66. Service Address: The physical location at which the Company provides service to a Customer.

67. Service Area: The territory in which the Company has been granted a certificate of convenience and necessity and is authorized by the ACC to provide electric service.

68. Service Drop: The overhead service conductors from the last Company-owned pole or other aerial support to and including the splices, if any, connecting to the Customer's service entrance conductors at a building or other structure.

69. Service Establishment Charge: The charge as specified in the Company's Rates, which covers the cost of establishing a new account.

70. Service Establishment, Reestablishment or Reconnection on the next available business day (including Automated Meter Opt-Out Set-Up Fee): The Company will make a charge, as approved by the Commission, for the establishment, reestablishment or reconnection of service on the next available business day. The charge is set forth as Fee No. 4 in the UNS Electric Statement of Charges. The Automated Meter Opt-Out Set-Up Fee will only apply to those Customers who request the removal of an automated meter for a non-transmitting meter.

71. Service Establishment, Reestablishment or Reconnection on the same day, subject to availability: The Company will make a charge, as approved by the Commission, for the establishment, reestablishment or reconnection of service on the same day, subject to availability. The charge is set forth as Fee No. 5 in the UNS Electric Statement of Charges. There is no guarantee that the Company will have the staffing available for service establishment, reestablishment or reconnection of service on the same day as requested.

72. Service Establishment, Reestablishment or Reconnection under other than usual operating procedures: When it has been necessary to establish, reestablish or reconnect service utilizing other than usual operating procedures, the Company will be entitled to charge Fee No. 6 as set forth in the UNS Electric Statement of Charges.

73. Service Line: The line extending from a distribution line or transformer to the Customer's premises or point of delivery.

74. Service Reconnection Charge: The charge as specified in the Company's Rates which must be paid by the Customer prior to reconnection of electric service each time the electricity is disconnected for nonpayment or whenever service is discontinued for failure otherwise to comply with the Company's Rates or Rules.

SECTION 2
DEFINITIONS
(continued)

75. Service Reestablishment Charge: A charge as specified in the Company's Rates for service in the same location where the same Customer had ordered a service disconnection within the preceding twelve (12) month period.

76. Service Transfer Fee: The Company will make a charge, as approved by the Commission, for service transfer for meter reads only set forth as Fee No. 1 in the UNS Electric Statement of Charges.

77. Single Family Dwelling: A house, an apartment, or a mobile home permanently affixed to a lot, or other permanent residential unit which is used as a permanent home.

78. Single-Phase Service: Two (2) or Three (3) wire service.

79. Special Meter Reading Fee: Residential Service Basic (ERRES) Customers may request meters that do not transmit data wirelessly and the Company will accommodate such requests to the extent practicable. For Customers who choose to not have an automated meter installed or wish to replace an automated meter with a non-transmitting meter, the Special Meter Reading Fee set forth as Fee No. 3 in the UNS Electric Statement of Charges will be a monthly recurring charge.

80. Speculative Character: Service such as mining, milling, irrigation, farming, wells, and similar speculative businesses.

81. Tariffs: The terms and conditions of the services offered by the Company, including a schedule of the Rates and charges for those services.

82. Temporary Service: Service to premises or enterprises which are temporary in character, or where it is known in advance that the service will be of limited duration. Service which, in the opinion of the Company, is for operations of a speculative character is also considered temporary service.

83. Terminate or Termination: To discontinue or a discontinuance of electric service to a Customer's service address, by intentional action of the Company, and is synonymous with "disconnect" or "disconnection" as used in these Rules and Regulations.

84. Third Party: An entity or a person authorized by a Customer and willing to receive notification of the Customer's pending termination of service and to communicate with the Company on behalf of the Customer for the purpose of making arrangements to prevent termination of the Customer's electric service. A third party may also be a party acting on behalf of a Customer, with the Customer's consent, to request Consumption History and/or Interval History Requests.

85. Three-Phase Service: Four (4) wire service.

SECTION 2
DEFINITIONS
(continued)

86. Utility Distribution Company ("UDC"): The utility that operates, constructs, and maintains the distribution system for the delivery of power to a point of delivery on the distribution system.