DEFINITIONS (continued)

1.11 METER INSTALLATION: The meter or meters, together with auxiliary devices, if any, constituting the complete installation needed by the Company to measure the class of electric service supplied to a Customer at a single point of delivery.

1.12 MONTH: An interval of approximately thirty (30) days, unless specified or appearing from the context to be a calendar month.

1.13 SERVICE AGREEMENT: The application, agreement or contract, expressed or implied, pursuant to which the Company supplies electric service to the Customer.

1.14 ADULT: One who has reached the legal age of majority; generally 18 years.

1.15 BILLING ERROR: The incorrect billing of an account due to a Company or Customer error, which results in incorrect charges.

1.16 FIELD ERROR: Shall be considered to include lost/mishandled paperwork, installing metering incorrectly, or failure to close the meter potential or test switches; also considered a Billing Error.

1.17 FRAUD: The misrepresentation of material facts by a customer, or other person, by giving false or misleading information, or by concealment of that which should have been disclosed, as a deceptive means to gain or maintain utility service, avoid payment for past, present or future service, or obtain a refund and so cause the Company, or others to rely upon such misrepresentations to the Company's financial detriment. Includes, but is not limited to: (a) furnishing Company with false names, or customer information not legally assigned to such person (b) furnishing false, or altered customer identification (c) furnishing false, or altered residency history (d) furnishing false, or altered ownership, or lease papers (e) rendering false reports of unauthorized electronic fund transfers to the Company.

1.18 INDIVIDUAL LIABILITY: Where two, or more adults occupy the same premises, they shall be jointly and severally liable for electric consumption and the associated costs thereof.

1.19 METER ERROR: The incorrect registration of electric consumption resulting from a malfunctioning or defective meter.

1.20 RESPONSIBLE PARTY: Any adult, landlord, property management company, or owner applying for agreeing to take, and or receiving substantial use and benefit of electric service at a given premise.

1.21 TAMPERING: To rearrange, damage, injure, destroy, alter, or interfere with, Company facilities, service wires, electric meters and associated wiring, locking devices, or seals or otherwise prevent any Company equipment from performing a normal or customary function.

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Deleted: January 29, 2007
Deleted: Chris B. Giles