

M.D.P.U. # 261
CANCELS M.D.P.U. # 225

WESTFIELD GAS AND ELECTRIC LIGHT DEPARTMENT

TERMS AND CONDITIONS FOR ELECTRIC DISTRIBUTION SERVICE

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TABLE OF CONTENTS

1. GENERAL	3
2. TERRITORY TO WHICH TERMS AND CONDITIONS APPLY	3
3. CHARACTERISTICS OF SERVICE	3
4. OBTAINING SERVICE	3
5. EQUIPMENT ON THE CUSTOMER'S PREMISES	4
6. METER READING AND BILLING	6
7. DISCONTINUANCE OF SERVICE	7
8. RECONNECTION OF SERVICE	8
9. LINE EXTENSION	8
10. SERVICES	8
11. TEMPORARY AND SPECIAL SERVICES	9
12. SERVICE LIMITATIONS	9
13. SUPPLEMENTAL AND EMERGENCY POWER.....	10
14. APPLICABLE LAWS.....	10
15. PURCHASED POWER COST.....	10

1. General

These terms and conditions are applicable to and made a part of all service classifications. Any terms and conditions which are inconsistent with any specific provisions of any service classification shall not apply.

2. Territory to which Terms and Conditions Apply

The Terms and Conditions are applicable to all customers, or potential customers, requiring electric service within the franchise area of the Westfield Gas & Electric Light Department, hereinafter referred to as the "Department".

3. Characteristics of Service

3.1. General: The standard service of the Department is alternating current with a nominal frequency of 60 hertz (cycles per second). All types of service listed below are not available at all locations and the Department may specify a certain type of service based on location, size or type of load. The Department must always be consulted to determine the type of service to be supplied to a particular installation. Please refer to the Service Requirements booklet for details.

3.2. Service: Subject to the restrictions in 3.1, the types of service available are as follows:

3.2.1 Secondary Distribution Service

Single phase, 3 wire, 120/240 volts
Single phase, 3 wire, 120/208 volts
Three phase, 4 wire, 208Y/120 volts
Three phase, 4 wire, 480Y/277 volts

3.2.2 Primary Distribution Service

Three phase, 4 wire, 23,000 volts

4. Obtaining Service

4.1. Application: An application for electrical service may be made in person at the Department's office located on 100 Elm Street, online at <https://www.wgeld.org/pages/residential/service/gas-and-electric-service/>, or via phone at 413-572-0100 . Customer will be required to have proof of state or federal identification.

4.2 Selection of Service Classification: The Department will assist in the selection of the rate schedule which is most appropriate for the type of service provided.

4.3 Applications for electric service within the territory served by the Department will be received at the Customer Service office located at 100 Elm Street, first floor, through any duly authorized representative of the Department or through our on-line authorized application process. Prospective non-residential customers must make a written application through our written application or our on-line forms for service. Both residential and non-residential applications are available on-line, and customers can

complete the electronic applications using the authorized forms located on the company website. In addition, customers may contact an authorized representative to process their application. New residential service is required to pay an electric meter deposit of \$125 for electric and \$300 for a combined gas & electric service. Residential meter deposits may be waived at the Department's discretion if the customer provides the property deed with the new service application to match the new account name. Nonresidential customers are required to pay the greater of \$500 for service or the equivalent of three months anticipated revenue. Nonresidential deposit requirements will be established based on consumption history for the service location. The Department may review the deposit on file at any future date based on actual load. The customer will then be required to meet the new deposit value. Service shall not commence until the Department has received said application except that for an interim period pending the receipt of a duly executed application, the Department may accept an oral application for rate service from customers taking service under residential rate schedules. If an oral application is received by the Department from a person not currently a customer of record of the Department for service at a location where service is disconnected for non-payment, the Department may request an application be made in writing at the office of the Department as a precondition for service, unless otherwise ordered by the DPU. The Department reserves the right to refuse service, at any location, to an applicant who is indebted to the Department for any service previously furnished to such applicant.

4.4 Lowest Applicable Rate: The rate schedule applicable to the customer's service will be the Department's least expensive rate in effect for like conditions of service to the class as determined by information provided by the customer at the time of application for service. Current rate information shall be maintained on the Department's web site. If the Department is subsequently notified by a customer of a change in the customer's character of service, the rate available to that customer for the service being supplied may be modified by the Department and the Customer shall be served under the appropriate rate schedule. The Department shall not be required to refund the difference in charges under different rate schedules for any past period during which the customer did not request service under an alternate rate schedule that may have been available to the customer. Unless specifically stated to the contrary, all rates are based on the supply of service to the customer throughout the twelve months of the year, and the Department will not normally change rates more frequently than once in any twelve-month period. The Department may occasionally review customer consumption to ensure appropriate rate classification according to the individual tariff characteristics.

4.5 Service Information from Department: Upon receipt of an application from a prospective customer setting forth the location of the premises to be served, the extent of service to be required and other pertinent information, the Department will advise the customer of the type and character of the service it can furnish, the point at which service will be delivered and the location to be provided for the Department's metering equipment.

5. Equipment on the Customer's Premises

5.1 General: The customer is required to furnish, install and maintain all wiring and equipment on the customer's premises beyond the point of attachment of the service lateral, except for the metering equipment described in this section. The customer shall provide sufficient and readily accessible space for the Department's metering equipment, service laterals, transformers and other equipment or apparatus required for electrical

service. The location of the service entrance, metering and other equipment will be designated by the Department.

The Department shall have the right of access at all reasonable times for the purpose of installing, reading, inspecting, repairing or testing the Department's equipment and for the purpose of discontinuing service or removing its apparatus or equipment.

- 5.2 Meters: The Department will furnish, install, and maintain such meter or meters as are necessary to measure, for Department billing purposes, the electricity used by a customer at the customer's expense.
 - 5.2.1 Meters for Secondary Service: For new installations to be metered at voltages not exceeding 600 volts, meter mounting equipment and, where required, current transformers, potential transformers, and miscellaneous equipment will be furnished and connected by the Department at the customer's expense. The customer may be responsible for mounting the equipment furnished by the Department.
 - 5.2.2 Meters for Primary Service: For new installations to be metered at voltages above 600 volts, meter mounting equipment, current transformers, potential transformers, test switches and miscellaneous equipment will be furnished and installed by the Department at the customer's expense. For underground service, the customer shall provide an enclosure, per Department specifications, for the Department's instrument transformers. For overhead service, the customer shall provide a structure, per Department specifications, suitable for mounting the Department's instrument transformers.
 - 5.2.3 Indicating Devices: The Department will not permit the connection of customer-owned ammeters, voltmeters, pilot lamps or other devices to its instrument transformers. The Department will provide, if requested by the customer and at the customer's cost, a three wire, form A or C (KYZ Pulse Output), contact output for connection to the customer's load monitoring equipment.
 - 5.2.4 Multi-Meter Installations: All service to a single customer at a single site or location shall be rendered through a single meter, unless the Department specifically permits or requires otherwise. Where the Department is to supply individual tenants within a single building, the customer or building owner shall install and maintain feeders from a common location to each tenant, and the Department will install and maintain meters on these feeders.
 - 5.2.5 Sub-metering and Check Metering: Resale of electricity furnished by the Department, based on the registration of customer-owned metering devices, is defined as a sub-metering and is not permitted. A customer may monitor his own usage through the use of approved meters, computers or other metering device. Such metering is defined as check metering.
 - 5.2.6 Meters shall be outside unless otherwise approved by the Department.
- 5.3 Protection of Meters and Other Equipment: The customer shall not injure, interfere, destroy or tamper with the meters or other property of the Department, nor shall the customer permit any person to do so. The customer shall use all reasonable precautions to protect the property of the Department located on the customer's premises. The customer

shall be responsible for all damage to or loss of such property unless caused by circumstances beyond the customer's control.

The Department will seal or lock all meters and all enclosures containing meters or metering equipment. No person except a duly authorized employee of the Department shall be permitted in any way to change or modify the Department's equipment. No seals or locks shall be permitted to be removed without authorization of the Department. There will be a \$50 fee for cutting seals.

When a meter is found to be tampered with, service to that meter will be disconnected. To have service restored, the customer must make an application at the Department's office and pay a service fee of \$50.00. Repeated instances of tampering will be reported to the Westfield Police Department for prosecution.

- 5.4 Customer Wiring: Wiring installed on the customer's premises must conform with all applicable requirements of the Department and the National Electrical Code. Wiring shall be inspected and approved by a Westfield Wiring Inspector acceptable to the Department, prior to the connection of a new service.
- 5.5 Utilization Apparatus: Motors, welders, furnaces and other utilization apparatus shall be wired, connected and operated so as not to produce any effect on the service to other customers.

Where the use of electric service is to be intermittent, occasional, or subject to violent fluctuations, the customer shall review such proposed use with the Department and obtain the Department's approval. Electric service must meet IEEE 141 Flicker Standard (PST 1.0 PLT 0.8).

The customer shall notify the Department prior to connecting any motor larger than indicated below:

5 Horsepower for single phase, 120, 120/240, 120/208 volt service
15 Horsepower for three phase, 240, 120/208, 277/480 volt service
75 Horsepower for three phase, at 23,000 volt service

- 5.6 Power Factor: A customer taking service is expected to maintain a power factor of not less than 90% lagging. The Department may require any customer not satisfying this power factor requirement to furnish, install and maintain, at no cost to the Department, such corrective equipment as the Department may deem necessary under the circumstances. Alternatively, the Department may elect to install such corrective equipment at the customer's expense.
- 5.7 Load Balance: Customers receiving three phase service shall maintain as nearly as reasonably possible, equal currents in each of the three phase conductors at the point where electric service is metered. In no event shall the current in all three phase conductors be more than a 5% spread.

6. Meter Reading and Billing

- 6.1 General: Unless otherwise specified in the service classifications, rates and charges are stated on a monthly basis. The Department will ordinarily schedule meters to be read and

bills to be rendered monthly, however, the Department reserves the right to read meters and render bills on a bi-monthly basis.

Billings for temporary services, however, shall have a minimum billing period of one month.

- 6.2 Estimated Bills: Where the Department is unable to read the meter, or where actual usage cannot be determined due to meter failure, the customer's usage will be estimated by the Department based on available data and the customer billed accordingly. Every attempt will be made to collect a monthly physical or remote read for billing. The Department shall have the right to collect for any underbilled amounts, unless due to the fault or negligence of the Department, pursuant to Massachusetts Department of Public Utilities regulations 220 C.M.R. § 25.00 et seq. Estimated usage due to a customer refusing to grant Department-required access to the meter for more than three months shall also include a monthly fee of \$25 until access to the meter is granted.
- 6.3 Payment of Bills: Bills are payable when presented. If payment is not received by the Department prior to the due date specified on the bill, a late payment charge of 1.5% per monthly billing period will be applied on the unpaid balance from the due date to the date payment is received. (Late charge applies only to commercial and industrial customers.)

7. Discontinuance of Service

- 7.1 By the Department: The Department, upon reasonable notice, may discontinue service for the following reasons:
1. For the purpose of making permanent or temporary repairs, changes, improvements in any part of its system;
 2. For compliance in good faith with any government order or directive;
 3. Any of the following acts or omissions on the part of the customer:
 - (a) non-payment of a valid bill for service previously furnished as permitted by 220 C.M.R. 25.00 et seq.;
 - (b) tampering with any facility of the Department;
 - (c) customer moves from the premises, unless customer requests that service be continued;
 - (d) service is provided to others (sub-metering);
 - (e) failure to provide payment as provided for in these terms and conditions;
 - (f) connecting and operating equipment in a manner so as to produce disturbing effects on the service of the Department or other customers;
 - (g) for health and safety reasons, or the customer's actions pose a hazard to life or property;
 - (h) customer refuses reasonable access to the Department's employees.
- 7.2 Municipal Lien Certificate (MLC) Estimation Policy: For purposes of issuing a Municipal Lien Certificate (MLC), an estimated amount due as of the closing date will be included in the MLC figure. This estimate accounts for any outstanding balances and projected usage since the last billing cycle.

If the total amount collected exceeds the actual charges owed, the overpayment will be refunded to the original owner. If the estimated amount is insufficient to cover the final charges, the outstanding balance will remain due and payable by the property owner.

- 7.3 By the Customer: A customer wishing to discontinue service must give two business days' advance notice to the Department.

8. Reconnection of Service

- 8.1 By the Department: The Department requires advance notice of two business days for any reconnection or transfer of electric service. Reconnections, unrelated to non-payment terminations, will be scheduled during normal working hours, Monday through Friday, at no additional cost to the customer. A charge of \$25.00 will apply for any reconnection scheduled before 3:00 p.m. during working hours. For reconnections scheduled after 3:00 p.m., the fee will be \$50.00.

A request for reconnection due to termination of service for non-payment is \$50.00 at any time of reconnection. The customer is charged a minimum of \$50.00 or an actual labor rate multiplied by 1-3/4 times with a minimum call-out rate of 2-1/2 hours. There will also be a charge for a truck and the equipment used for the reconnection. The charge will be applied according to the rate scheduled for equipment in effect at that time.

9. Line Extension

- 9.1 General: The Department will furnish, install and maintain all electric lines and facilities located on public streets, highways and rights-of-ways acquired by the Department.
- 9.2 If a customer's property abuts on a public street, highway, or Department right-of-way, the Department will extend such lines to the customer's property at the Department's cost.

10. Services

- 10.1 Residential Overhead: The Department will furnish, install, and maintain all poles, conductors, transformers, and associated equipment required for overhead service. If the service lateral exceeds 300 feet in length, the customer shall pay the Department the actual cost of that part of the lateral excess of 300 feet.
- 10.2 Residential Underground from Overhead Distribution: The customer will furnish and install all required conduits and conductors required for the underground service. This shall be installed in accordance with the Department's requirements. The Department will make all permanent connections at the pole. The customer will own and maintain the wire and conduit.
- 10.3 Residential Underground from Underground Distribution: The customer shall furnish, install, and maintain the underground conduits from the house to the common junction point to be determined by the Department. The Department will furnish, install, and maintain all underground conductors up to the common junction point. The Department will make permanent connections at the junction point as well as at the customer provided meter socket.
- 10.4 Commercial Service: The Department will furnish, install, and maintain all underground conductors, transformers, and associated equipment required for underground service at the customer's expense. The customer shall furnish, install, and maintain, in accordance

with the Department's requirements, the underground conduit system, hand holes and transformer foundation as required.

- 10.5 Commercial Overhead: Commercial services, new or upgraded, are to be placed underground.

11. Temporary and Special Services

- 11.1 Where service is to be used for a limited period (such as building construction) the customer will pay a minimum charge of \$250.00 for installation of all temporary overhead services not greater than 200-amp, 120/240 volt. All additional charges will be billed at actual cost. Temporary services will be billed monthly based on actual usage at the applicable service rate.

Whenever, at the customer's request, the Department relocates facilities to suit the convenience of the customer, the customer shall pay all costs of such relocation.

12. Service Limitations

- 12.1 Service Continuity: The Department will use all reasonable diligence to provide a regular and uninterrupted supply of service, but should supply be discontinued for any reason set forth in these terms and conditions, or should the supply of service be interrupted, curtailed, or fail by reason of any interference, the Department shall not be liable for any loss or damage, direct or consequential, resulting from any such discontinuation. Also, the same limitations apply for any interruption abnormal voltage, discontinuance or reversal of its service due to causes beyond its immediate control whether accident, labor difficulties, conditions of dual supply, the actions of any public authority, reduction in voltage, rotating the use of feeders, selected black-outs, or failure to receive any electricity for which in any manner it has contracted, or due to the operation in accordance with good utility practices of any emergency load reduction program by the Westfield Gas and Electric Light Department.

"The utility agrees to use reasonable diligence in providing a regular and uninterrupted supply of power, but does not guarantee a constant supply of power, or the maintenance of unvaried frequency or voltage, and will not be liable in damages to the customer by reason of any failure in respect thereof." Whenever the integrity of the electric service may be threatened by power quality, quality of power at the point of use or disturbances, the customer shall take and use power in such a manner to not cause disturbance or voltage fluctuations on the utility supply system or systems of any third party.

The customer shall use remedial measures at his own expense by way of installing suitable apparatus or otherwise may be necessary to reduce any disturbance, fluctuations or interference to a level deemed tolerable by the utility.

- 12.2 Emergencies: The Department may curtail or interrupt service or reduce voltage to any customer or customers in the event of an emergency threatening the integrity of its system, or the system of its suppliers, if, in its judgment, such action will prevent or alleviate the emergency condition.

- 12.3 Contingent Service: The supply of electric service is contingent upon the Department's ability to secure and retain the necessary locations for its poles, wires, conduits, cables, and other apparatus.
- 12.4 Force Majeure: The Department shall not be considered to be in default hereunder and shall be excused from furnishing electricity hereunder if and to the extent that it shall be prevented from doing so by storm, flood, lightning, earthquake, fire, explosion, equipment failure, dam failure, civil disturbance, labor dispute, act of God or the public enemy, action of a court or public authority, or any cause beyond the control of the Department, including, without limitation, shutdown or limited operation due to breakdown, or scheduled or unscheduled repairs or maintenance, operational problems with the power grid, or inability to obtain adequate electric supplies.

13. Supplemental and Emergency Power

- 13.1 Emergency Generation: Where the customer installs one or more emergency generators for the sole purpose of providing emergency power during failure of the Department's service, a double throw switch shall be provided by the customer to prevent a connection between the emergency generator and the Department's service.
- 13.2 Small Power Production and Co-Generation Facilities: The Department may purchase electricity from such customers through the applicable rate schedule or agreed upon power purchase agreement under the Distributed Generation Reimbursement Rider and Interconnection Standards and Procedures for Distributed Generation available on the WG+E website.

14. Applicable Laws

All terms and conditions and policies of the Department are subject to the applicable General Laws of the Commonwealth of Massachusetts, Chapter 164 in particular, and the applicable regulations and orders of the Massachusetts Department of Public Utilities.

15. Purchased Power Cost

The Customer shall be liable for all rates, charges, and surcharges allowed for in the Schedule of Rates related to services provided to each Customer individually.