

RULE NO. 10

RATES AND OPTIONAL RATES

A. EFFECTIVE RATES

The rates to be charged by and paid to the Company for electric service will be the rates fixed by order of the Public Utilities Commission of Hawaii. Complete schedules of all rates in effect will be kept in each Company business office where they will be available for public inspection during office hours.

B. OPTIONAL RATES

Where there are two or more rate schedules, or optional provisions applicable to any class of service, the Company shall advise the customer or prospective customer of the rate options that are available and shall assist the customer in selecting the most economical rate schedule. The customer must designate which rate schedule, or optional provision the customer desires.

C. NEW OR REVISED RATES

In the event new rate schedules or optional provisions become effective, the Company will notify those customers who may be affected by such new rate schedules or optional provisions.

D. CHANGE OF RATE

In the event a customer desires to take service under a different rate schedule, or optional provision, the customer shall give written notice thereof to the Company and the change will become effective for service rendered after the next regular meter reading following the date of receipt of such notice by the Company; provided however, the Company may not be required to make any such change until 12 months of service has been rendered after the last change, unless a new or revised schedule has been authorized, or unless a customer's operating conditions have altered so as to warrant such change.

E. APPLICABLE RATE SCHEDULES

1. The rate schedule applicable to each meter connection shall be determined by the nature of the operations to which electric energy passing through the meter is applied.

RULE NO. 10 (Continued)

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2. No customer shall use energy delivered by the Company through a meter to which one rate schedule is applied for a use or purpose which that rate schedule does not encompass.
3. Within sixty days after commencement of Company's service, the Company shall provide the customer with a brief explanation of the existing rate schedule and billing practice, including termination of service procedures and policy:
 - a. The explanation may be in the form of brochure or written material sent to the customer;
 - b. The Company shall keep a record in the customer's file that such explanation was furnished.
4. The Company shall provide customers with a brief explanation of the existing rate schedules available to the customer's respective class of service. The brief explanation shall be given at least once within a twenty-four month period.
5. Upon request of a customer, but not more frequently than once each calendar year, the Company shall provide a statement of the customer's actual consumption for each billing period during the prior year, unless such information is not readily available.