

Service Order Agreement

NOTE: REGARDING SERVICE INSTALLATION

KIUC currently has two types of meter connections. If a non-smart meter is installed at your location, the service representative will leave the main breaker in the off position for safety reasons. The main breaker is usually located at the meter socket. A black, tag on the meter seal indicates that electric service is available. You will need to turn on your main breaker to allow power to flow.

If a smart meter is installed at your location, the main breaker should already be in the "on" position. For safety reasons, the meter will display "arm" to indicate power is ready to be received. To allow power to flow, press the black button on the face of the meter. The display will change from "arm" to "cls". If power is not available, the meter will display "opn".

BY SIGNING THIS APPLICATION, THE APPLICANT AGREES:

1. TO ABIDE BY THE COMPANY'S TARIFF (RULES) ON FILE WITH THE PUBLIC UTILITIES COMMISSION, STATE OF HAWAII.
2. THAT POWER SERVICE WILL BE TERMINATED ON FAILURE TO PAY BILLS AS RENDERED WITHIN THE TIME PERIODS PRESCRIBED IN THE AFOREMENTIONED RULES.
3. THAT ANY CREDIT DEPOSIT WITH THE COMPANY WILL BE APPLIED WHEN THE ACCOUNT HOLDER ESTABLISHES CREDIT FOR THIS ACCOUNT OR WHEN THIS ACCOUNT IS CLOSED TO OFFSET THE CLOSING BILL.
4. THAT CREDIT DEPOSITS ARE NOT TRANSFERRABLE.
5. TO HOLD THE COMPANY HARMLESS FOR ANY INTERRUPTION OF SERVICE THAT MAY BE CAUSED FROM TIME TO TIME THROUGH SYSTEM OR POWER PLANT FAILURES OR BY ACCIDENT, ACT OF GOD, FIRES, STRIKES, RIOTS OR WAR: OR WHENEVER NECESSARY TO MAKE REPAIRS OR IMPROVEMENTS TO THE SYSTEM.
6. IF CUSTOMER'S PORTION OF APPLICATION IS NOT FULLY COMPLETED, SERVICE WILL BE DELAYED.
7. TO PROVIDE CLEAR ACCESS TO ELECTRIC METER(S).
8. TO PURCHASE KAUA'I ISLAND UTILITY COOPERATIVE LOCKS OR LOCK BOXES, IF METER(S) IS BEHIND LOCKED GATES OR DOORS.

Kaua'i Island Utility Cooperative's Bylaws and Tariff are available for review at www.kiuc.coop or at our Lihue Office at 4463 Pahe'e Street, Lihue, HI 96766.