

ELECTRIC

**WADENA MUNICIPAL ELECTRIC
SERVICE RULES AND REGULATIONS**

WADENA LIGHT AND WATER

CITY OF WADENA

WADENA, MN 56482

SERVICE RULES AND REGULATIONS

WADENA MUNICIPAL ELECTRIC

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INTRODUCTION

It is the intent of the City of Wadena that the Municipal Electric Utility (hereafter referred to as the Utility) is to provide through these service rules and regulations a guide by which all customers and their architects, engineers or electrical contractors can plan for and obtain the most prompt, efficient, equitable and safe electrical service possible.

These rules and regulations are established with the intent to supplement the requirements of the National Electrical Code and all other applicable federal, state and municipal codes, regulations, laws and ordinances.

The Wadena City Council reserves the right to amend or make changes to these service rules and regulations as might be necessary to provide a more efficient, equitable or safe electric system, or due to regulations which may come into conflict with federal or state requirements.

The Utility invites all customers, their agents or others desiring utility information concerning these rules and regulations or any other electrical service matters to contact the Utility at either of the following Utility offices.

Information concerning applications, deposits, billings or other system operations:

City Administrative Center
222 Bryant Ave. SE
Phone 218-631-7707

Information concerning construction, repairs, metering or other system operations:

Light and Water Plant
104 N. Jefferson
Phone 218-631-7712

CONTENTS

		Page No.
Section 1	-- Application for service	1
Section 2	-- Service Deposits When required Waiver of requirements	1
Section 3	-- Connection, Disconnection and Reconnection Procedures and charges Disconnections for non compliance Disconnections at customers request Responsibility of owners of rental property	2
Section 4	-- Meter Reading and Billing Procedures Estimated readings Penalty on delinquent accounts	3
Section 5	-- Right of Access Charges when access denied Interfering or tampering with meters	4
Section 6	-- Customer Responsibility	5
Section 7	-- Unauthorized Attachments	5
Section 8	-- Discontinuance of Service Disconnections for non compliance	5
Section 9	-- Standard Service Standard voltage Available service When electric service not available	6
Section 10	-- Distribution System Extensions	6
Section 11	-- Secondary Service General Requirements Point of delivery Underground service requirements	7
Section 12	-- Overhead Secondary Service	7

CONTENTS

	Page No.
Section 13 -- Underground Secondary Service	8
New service	
Changes at request of Utility	
Changes at request of customer	
Services in conversion areas	9
Hook-up charges when required	
Section 14 -- Temporary Service	10
Section 15 -- Metering Installations	10
Metering locations	
Instrument transformer metering	
Meter relocation rebates	11
Section 16 -- Meter Testing	11
Section 17 -- Customer Equipment	11
General requirements	
Generating equipment owned by customers	
Motors	
Power factor	
Section 18 -- Interruption of Service	12
Section 19 -- Relocation of Equipment at Customer Request	12

SECTION 1 APPLICATION FOR SERVICE

Application for new, additional, changed or temporary electric service must be made by the customer or their designated representative upon forms supplied by the Utility.

Applications for service must be made as early as possible so that details for furnishing service may be arranged and when required, necessary construction completed by the desired date. This policy shall be all-inclusive for electric, water or sewer services or any combination there-of. The name on the utility account shall be the same as on the lease if it is rental property, documentation must be provided by tenant.

SECTION 2 SERVICE DEPOSITS

All new customers of City of Wadena Electric, Water and Sewer Utility who request service from the Utility shall be required to make a deposit prior to receiving service. Deposits may also be required of existing customers who fail to maintain a satisfactory payment record. All required deposits shall be in an amount equal to the two highest months bills out of the last consecutive 12 months, with a minimum of \$100.00.

New residential construction without electric heat the deposit shall be \$100.00 and new residential construction with electric heat the deposit shall be \$200.00. The deposit for new commercial construction will be determined based on projected energy use and size of the building.

The Utility may waive the requirement of a deposit to any party who has been a customer of the Utility during the preceding two years and has maintained a record of prompt utility payments during that period of time. Any new customer may provide a letter of good credit from a previous utility or a bank line of credit and request a waiver of deposit.

All deposits will bear simple interest as per Minnesota State Statutes 325E.02 and said interest shall be payable to the customer on an annual basis. The deposits along with any accrued interest shall be returned to the depositor as a credit applied to the utility bill upon such time as the depositor is no longer a Utility customer or establishes two years prompt utility payments with the Utility, provided all obligations to the Utility have been discharged. Final reading dates will be determined by the landlord to correspond to terms of the lease agreement.

All new tenants of a facility that request service shall have a utility account placed in their names by paying the appropriate deposit. If a deposit is not paid by tenant the account will remain in the landlords name until such time that deposits are paid and account is transferred to tenant's name. Any unpaid utility bill with the City must be paid in full prior to deposit being accepted and bill put into the customer's name.

All deposits are non-transferable from one applicant to another and are payable only to the original applicant, heirs or legal representative upon proper identification, unless forms transferring the deposit to someone else is completed and signed by the deposit holder.

SECTION 3 CONNECTION, DISCONNECTION AND RECONNECTION PROCEDURES AND CHARGES

There will be no charge for service changes from one customer to another or for new service connections made during the normal working hours of the utility. If service changes or connections must be made during other than normal working hours at the request of the customer, a special charge will be assessed based on actual labor costs to the Utility.

After hours charges will apply to all requests received by electric operations after 4:30 P.M. Monday through Friday, anytime Saturday or Sunday and all holidays observed by the City of Wadena.

All past due bills must be paid before the close of business on the day prior to the disconnect date.

All services disconnected by the utility due to non-payment of bills or for failure to comply with required codes, policies or regulations shall require a ~~dis~~reconnection charge in accordance with the City of Wadena's fee schedule. Under these circumstances once an account is disconnected; all bills become due and payable in full prior to the reconnection being made.

If a payment has been made in the form of a check on an already delinquent account and it is returned by the bank, disconnection of service will be made without further notification. A bad check fee will be placed on the account according to the City of Wadena's fee schedule.

When clear access is denied for the purpose of disconnecting service, and service is disconnected at the junction box or overhead pole, an additional charge is imposed in accordance with the City of Wadena's fee schedule.

Owners of all rental property shall be responsible for electric service and consumption billings on their property at all times, unless occupied by a tenant who has made the required meter deposit and the customer application for service in their name at said property. All existing service shall continue until such time as the owner of the property or premise shall provide a signed statement, including the property address, to the Utility requesting disconnection. No future billings for service will be made by the Utility for any disconnected service form date of disconnection to date of reconnection.

~~At such time as reconnection of service is desired during normal working hours, a reconnection charge will be assessed in accordance with the City of Wadena's fee schedule to the owner of the property or premise who previously requested the disconnection. The only exception to the reconnection charge is to a new owner or owners who had no previous personal ownership or partnership in the property or premise at the time of disconnection.~~

SECTION 4
METER READING AND BILLING PROCEDURES

Meters shall be read monthly or at other periodic times, but always as near as possible to the same cycle date. All normal meter reading and billing periods shall be assumed to be on a monthly basis. If for any reason a meter reading cannot be obtained, the Utility may estimate the reading and render a bill based on this estimate. Any adjustments required to an estimated bill will be made during the following billing period.

Charges for usage of electric service is billed to the customer under various rate schedule classifications as determined by the type of service, the amount of electricity supplied and the purpose for which the electric service is to be used.

Utility bills will be calculated and a monthly statement mailed to each customer on a monthly basis. A bill shall become delinquent if unpaid at the close of business on the 15th day of the month following such billing, provided, that if the 15th day shall fall on a non-business day of the Utility, the time shall be extended to the close of business on the next succeeding day on which business is normally transacted. A penalty of 5% thereof or \$1.00, whichever is greater, shall be added to all delinquent utility bills. Failure to receive a bill will not release a customer from obligation of payment.

Approximately seven (7) days after a bill becomes delinquent, a notice shall be mailed to all delinquent customers of disconnect date. The disconnect date will be the first Thursday of each month unless that day shall fall on a non-business day of the Utility then the preceding day will be used.

Any error in reading or computation of a Utility account may be corrected for a period not to exceed one year prior to discovery or error.

SECTION 5 RIGHT OF ACCESS

The customer shall grant all necessary permission to allow the Utility to install and maintain its equipment required for service on the premises of the customer and the Utility's employees or agents shall have the right to enter upon the premises at all reasonable times for reading, inspection, repairing or removing the metering devices, wiring or any other equipment of the Utility. Any such equipment is located within a locked enclosure.

5.1 Charges When Access Denied

There is imposed a charge as set forth in this section, that shall be due and payable when billed, to cover the additional costs and expenses incurred by the city whenever clear access to the meter location is denied. Clear access shall be deemed to be denied whenever, because of locked gates, animals confined to the same space as the meter location or for any other reason, and after making a reasonable attempt to locate a person upon the premise to gain access, an authorized representative of the City is unable to read the meter, change the meter or perform such other function as such representative is lawfully authorized to perform. The amount of such charge shall be as follows:

- A. When clear access is denied to obtain meter readings, a charge is imposed in- accordance with the City of Wadena's fee schedule for inaccessible meters. (This may include but not limited to locked gates, doors, obstruction or pets.)
- B. When clear access is denied and a special trip is made to change a meter on the department's regular maintenance program, a charge is imposed in accordance with the City of Wadena's fee schedule.
- C. If unable to access meters for four (4) months out of the past twelve (12) months the City ~~may~~ will install remote reading equipment at the expense of the homeowner.

5.2 Interfering or Tampering with Meters

1. It is unlawful for any person to interfere or tamper with any meter or to do any act which prevents any meter from registering the total electrical demand or energy used or to be used.
2. It is unlawful for any person, other than an authorized employee of the City, to restore electrical service to any premises, lot, building or dwelling unit when service to said premises, lot, building or dwelling unit has been discontinued by the City.
3. If any evidence of tampering or interfering with a meter or unlawful startup of service is found by the department, the department may discontinue service immediately.

SECTION 6 CUSTOMER RESPONSIBILITY

The Utility does not engage in the practice of doing interior wiring on the customer's premises except for the installation and maintenance of its own equipment. It shall be the customer's responsibility to provide suitable wiring, fuses, breakers or other equipment necessary to adequately protect their appliances, meters, premises or other property. The Utility shall not be liable for injury or damage to any customer or to any third party resulting from the use of electric service or from the presence of the Utility's equipment on the customer's premises.

The customer shall exercise proper care to protect the Utility's property which is placed on their premises to facilitate service. This shall include meters, sockets, instrument transformers, wires, poles, pedestals or any other facilities installed by and remaining the property of the Utility. In the event of any loss or damage to utility property which is due to customer negligence the Utility may collect from the customer the cost of repairs or replacement.

SECTION 7 UNAUTHORIZED ATTACHMENTS

The Utility permits no equipment or other objects not necessary for the operation of the electrical distribution system to be attached to poles, guy wires, lines, transformers, meters or any other property of the Utility.

SECTION 8 DISCONTINUANCE OF SERVICE

The Utility may refuse to connect or may disconnect a service for violation of national, state and municipal codes or Utility policies, failure to pay service or usage charges when due, theft or illegal diversion of current or fraud or misrepresentation by the owner or occupant in connection with any application or agreement contingent to service. This in no way releases the customer from any obligation to pay for energy or services received. The Utility will reconnect a service which has been disconnected only when it is determined that the situation requiring such action has been corrected. A ~~disre~~connection charge shall be imposed by the Utility for all such ~~disre~~connections.

SECTION 9 STANDARD SERVICE

All electric service furnished by the Utility shall be alternating current having a nominal frequency of 60Hz.

The nominal standard secondary service voltages are considered to be 120/240volt, 3 wire single-phase and 120/240 volt, 4 wire, three-phase. Other standard voltages generally available to the customer are 120/208 volt, 4 wire, three-phase and 277/480 volt, 4 wire, three-phase.

Service voltages other than normal and standard secondary voltages may be available from the Utility upon customer request. These special voltages will generally only be available to loads of sufficient size to warrant a special installation.

If a service voltage is not generally available at the location where service is desired the Utility retains the right to refuse furnishing said service or may make it available only through special contractual arrangements and at the expense of the customer.

SECTION 10 DISTRIBUTION SYSTEM EXTENSIONS

All new extensions to the Utility's distribution system which are contingent to existing and compatible facilities within the service area of the Utility.

Extensions will be constructed within right-of-way easements, along existing public roads, streets and alleys and, wherever practicable, along the rear of a customer's lot. The route of the extension will be determined by the Utility.

In the case of a new distribution extension being requested the Utility will make the extension available at the cost of the customer or developer.

Construction Deposit

For any customer requesting a new or modified electric service, relocation of facilities or other work requiring engineering, a deposit with the department in the amount of the estimated engineering cost will be required before the project will begin. The deposit shall be non-refundable if the project is cancelled after engineering has been completed. Upon completion of engineering, the customer will deposit with the department the total estimated customer cost responsibility less the estimated deposit.

Any payment made by the customer to defray a portion or all of the cost of installation needed to serve the customer does not entitle the customer to any ownership interest or rights therein.

SECTION 11
SECONDARY SERVICE GENERAL REQUIREMENTS

All customers, their architects, engineers or electrical contractors must consult the Utility on the location of service, service entrance, meter location, type of load voltage required prior to all electrical construction which will be connected to the Utility's system. This shall apply to all new services and to all existing services which are to be changed or rewired.

The point of delivery is where the Utility terminates its service conductors by connection to the customers' wires and shall be in a location as designated by the Utility. Normally the point of delivery will be considered to be at a location on the customer's premise being served which is the least distance from the Utility's distribution system (see overhead or underground secondary service, Sections 12 & 13). A point of delivery other than that designated by the Utility may be negotiated, provided that the customer requesting the change pays all additional expenses as agreed prior to the installation and that said service will not interfere with property or service of others. No building or premise shall be served by more than one service or point of delivery unless due to circumstances beyond the control of the customer or utility.

SECTION 12
OVERHEAD SECONDARY SERVICE

In supplying secondary overhead service the Utility shall construct, own and maintain all facilities, including the service conductor, up to the point of delivery on customers meter loop; however, the Utility is not responsible for the condition of the attachment point on the structure or service mast.

A typical overhead service is defined as a service length of not more than 80 feet and does not require the setting of a pole or transformer with a panel size of 200 amps or less. The fee charged for such service will be in accordance with the City of Wadena's fee schedule. The fee will be collected by the utility upon completion of the project.

Any non-typical overhead service if approved by the Utility shall be billed to the customer at actual cost

Overhead service shall not be available in areas which are being served underground by the Utility.

**SECTION 13
UNDERGROUND SECONDARY SERVICE**

13.1 NEW SERVICE

A typical underground service is defined as the electrical conductor from the customers' service entrance to the Utility point of delivery.

In supplying secondary underground service to new residential service extensions, of 200 amps or less, the Utility shall construct all facilities, including the service conductor, up to the point of delivery at a cost to the customer in accordance with the City of Wadena's fee schedule. The fee will be collected by the utility upon completion of the project.

New secondary underground residential service extensions in excess of 200 amps shall be installed, owned and maintained by the customer (including the conductor), up to the point of delivery.

All commercial underground services shall be installed, owned and maintained by the customer, up to the point of delivery.

The point of delivery for underground services will be at either the secondary side of the distribution transformer or the secondary pedestal.

Any repairs to an underground service by the Utility shall be billed to the customer at actual cost.

Under special conditions other arrangements for the installation and maintenance of underground services in excess of 200 amps may be approved by the Utility as provided for by a written agreement between the customer and the Utility.

13.2 SERVICE CHANGES AT REQUEST OF THE UTILITY OR CUSTOMER

Existing overhead services, of 200 amps or less located in an overhead service area, may be changed to an underground service at such time as the Utility or customer may desire.

In converting these services from overhead to underground the Utility shall supply the conductor from the service entrance up to the point of delivery at no cost to the customer provided the customer, at their expense, makes all necessary service entrance changes as may be required by the Utility in order to accept the underground conductors. Installation of such conductors is the responsibility of customer.

13.3 ~~OVERHEADUNDERGROUND~~ SERVICES IN EXISTING CONVERSION AREAS

Property owners with overhead electrical services located in service areas that have been converted from an overhead to an underground distribution system shall be required to convert their existing overhead service to an underground service within twelve (12) months of written notification from the Utility. In converting these services from overhead to underground the Utility shall supply the conductor from the service entrance up to the point of delivery at no cost to the customer provided the customer, at their expense, makes all necessary service entrance changes as may be required by the Utility in order to accept the underground conductors. Installation of such conductors is the responsibility of customer. If the property owner fails to convert their service to underground within the twelve (12) month time frame the Utility will discontinue service to that customer (see section 8).

To assist our customers with the expense of converting their services to underground, the Utility upon customers request may loan an amount not to exceed \$500 at an interest rate set by the City of Wadena’s fee schedule for up to 24 months upon approved credit. The customer may choose to repay the loan either by adding the payment amount to the property owners Utility bill or on a separate monthly statement.

13.4 OVERHEAD SERVICES IN NEW CONVERSION AREAS

Property owners with overhead electrical services located in a service area that is being converted from overhead to an underground distribution system ?????? the Utility shall construct all facilities (including service conductor) up to the point of delivery. The Utility will make all necessary service entrance changes in order to accept underground conductors.

13.54 SERVICE AND TRANSFORMER CAPACITY UPGRADE

Customers who request a capacity increase from their current service will be required to pay all costs of providing and removal of such service including but not limited to transformers, service wire, labor, connectors, vehicle and equipment charges.

Where a transformer capacity increase is needed do to changes initiated by the customer there will be a credit given to the customer for the return into the Utilities stock the existing transformers as long as said transformers are deemed usable by the Utility. When transformers are returned to the Utility and the project is completed a credit will be given to the customer to offset the charges of the project according to the following schedule.

<u>Age of transformer</u>	<u>Percent credit (of new transformer cost)</u>
1 to 5 years	80%
6 to 10 years	60%
11 to 15 years	40%
16 to 20 years	20%
21 to 25 years	10%
26+ years	0%

The fee will be collected by the utility upon completion of the project.

SECTION 14 TEMPORARY SERVICE

Temporary service is intended to be supplied at existing secondary voltages only to customers for use during the construction of permanent facilities and before the permanent service can be installed. The customer shall provide an approved meter socket, protective devices, and all necessary wiring, outlets, enclosures, or raceways which may be required. The connection fee for temporary service, where connection can be made from existing secondary power on a pole or underground pedestal shall be charged in accordance with the City of Wadena fee schedule. When temporary line is required to serve such temporary power, the customer will be required to pay all costs of providing and removal of such service including but not limited to service wire, labor, connectors, vehicle and equipment charges. The customer will pay the regular charge for electric service under the applicable rate schedule.

SECTION 15 METERING INSTALLATIONS

15.1 CUSTOMERS RESPONSIBILITY

Unless by special permission, all new or rewired services shall have the meter located outdoors. The Utility shall own and maintain the meter and meter socket. It shall be the customers' responsibility to install the meter socket and all other materials necessary such as conduit, panels, switches, wire and cabinets. A fused switch or breaker is required on the load side of all meters. The customer is required to install and maintain all fusing and breaker equipment.

Meter sockets shall be installed at a height of not more than 7 feet or less than 5 feet measured to the top of the socket from final grade. The socket shall be a door width plus 6 inches away from any door opening. A request for a meter locate shall be submitted to the Electric and Water Department to provide for proper meter locations.

15.2 METER PLACEMENT

The meter shall be in a place readily accessible without risk of bodily harm to Utility employees, free from vibration, corrosive atmosphere, abnormal temperatures, or any constant dust or moisture problems. Meters shall not be located under drains or rainspouts or in a place where property damage could result in the reading or servicing of a meter.

When instrument transformer metering is required the utility shall furnish and maintain the required potential and/or current transformer and the color coded CT wires. When instrument transformer metering is required the customer is required to furnish, install and maintain a waterproof current transformer cabinet. The cabinet is to be UL listed and have provisions to accept bolt in current transformers. Such cabinet is to be located outdoors. The meter is to be mounted outdoors as close to the CT cabinet as possible, not to exceed 20 feet. Current

transformers will not be allowed in pad-mounted transformers, secondary pedestals, or on power poles. All instrument transformers are to be installed on the line side of the customers service entrance disconnect. The customer shall not be allowed to install any additional disconnect switches or junction boxes on the line side of the instrument transformer location.

Page 11

15.3 REBATES FOR RELOCATION OF NON ACCESSIBLE METERS

Customers with electric meters that are not readily accessible to an authorized representative of the City, (inside of basements or other locations inside of customer owned facilities) may be eligible for a rebate upon moving of the meter to outside accessible locations. The customer is responsible for all costs associated with moving the location of the meter and once approved by the Electric and Water Department will be eligible for rebate. A request for meter relocate shall be filled with the Electric and Water Department to determine placement of new meter location.

SECTION 16 METER TESTING

Meters shall be tested for accuracy by the Utility upon request of any consumer who believes their meter to be inaccurate. If, upon testing, it appears that such meter overrun to the extent of 3% or more, the Utility shall pay the costs of such tests and shall make a refund for overcharges collected since the last known date of accuracy but not for more than six months, on the basis of the extent of the inaccuracy found to exist at the time of the test. If, upon testing it appears that such meter is slow to the extent of 3% or more, the customer shall pay for undercharges since the last known date of accuracy but not for longer than six months on the basis of the extent for the inaccuracy found to exist at the time of the test. If when the meter is tested upon demand of a customer, it is found to be accurate, less than 3% slow, or less than 3% fast, the consumer may be billed the reasonable cost of such testing.

SECTION 17 CUSTOMER EQUIPMENT

The customers' equipment shall be installed in accordance with all local, state and national electrical code requirements.

Installations of equipment causing high fluctuating loads which may cause disturbances on the Utility's distribution system and to other customers shall not be permitted unless the customer operating such equipment provides and maintains corrective equipment to alleviate all such disturbances.

The Utility recommends that under-voltage motor protection be provided by time delay devices to permit motors to ride through short duration power interruption due to recloser operations or other instantaneous voltage interruptions. It is also recommended that all three-phase motors be operated with thermal over-current devices provided in each phase for protection against phase or voltage failure. The Utility will not be held responsible for loss or damage to persons, property, or equipment in case of failure of a supply voltage or supply phase.

Unless authorized by a written agreement, electric generating equipment installed by the customer shall not be interconnected or operated in parallel with the Utility's distribution system. The customer shall own, install, operate, and maintain electrical interlocking equipment which shall prevent parallel operation and such equipment shall be approved by the Utility prior to installation.

Page 12

In order for the Utility to maintain an efficient distribution system, the customers utilization equipment shall maintain an average power factor as close to unity as possible. Some of the Utility's rates schedules include a demand charge and a penalty for an average power factor of less than 95%.

The Utility requires that all motors over 1/2 H. P. shall be served by 240 volts and all motors in excess of 5 H.P. shall be three-phase, and any motor of 20 H. P., or more to be equipped with line compensators. The Utility may make an exception as to required line compensators if the starting current of the connected motor load is less than the customer's total connected current load.

SECTION 18 INTERRUPTION OF SERVICE

The Utility shall exercise reasonable care to provide adequate and continuous electric service but does not guarantee. The same shall not be liable for injury, loss, or damage resulting from any failure or curtailment of service. The Utility shall have the right to temporarily suspend service for the purpose of making repairs or improvements to its facilities, but in such case, when practicable advance public notice shall be given and every effort be made to make interruptions as short as possible.

SECTION 19 RELOCATION OF EQUIPMENT AT CUSTOMER REQUEST

The customer shall be responsible to arrange for the relocation or protection of the Utility's facilities whenever such action is necessary. The cost to relocate any of the Utility's facilities for the benefit only of the customer, and which has been initiated by the customer, shall be borne by the customer.

Amended by the City Council this 12th day of January 2010.

Bradley A. Swenson
City Administrator

Wayne Wolden
Mayor