

POLICY BULLETIN 21

Customer Service Policy – Electric

I. Definition of Terms

- A. Applicant - The person(s) applying for electric service.
- B. Customer - The person(s) responsible for paying and/or receiving electric service from KPUD.
- C. KPUD - Public Utility District No. 1 of Klickitat County.
- D. Residential Service - Provision of electric service for household purposes.
- E. General/Industrial Service - Provision of electric service to premises where the customer is engaged in a commercial enterprise.
- F. Service Connection - Meters and other facilities used by KPUD to provide electric service to the customer from the distribution facilities.
- G. Rate Schedule - The composite schedule of effective rates and charges as established and published by KPUD.
- H. Temporary Service - A service for construction activity, traveling show, public event display and similar use that, because of its nature, will not be used permanently.
- I. Aid in Construction - A contribution to the general capital of the electric system, which is not transferable to other properties and is not refundable.
- J. Residential Unit - One or more persons occupying a building or separate living quarters constitutes a residential unit, and is normally served by one meter.
- K. Word Construction
 - 1. The word "person" or "customer" wherever used in this policy means and includes persons of either sex, associations, co-partnerships, and corporations, whether acting by themselves or by an agent or employee; the singular number shall be held and construed to include the plural and discusses the masculine pronoun to include the feminine.
 - 2. Use of the word "will" or "shall" implies a mandatory statement.
 - 3. Use of word "may" implies permissive statement.

II. Application of Rate Schedules

- A. All rate schedules are based upon supply of service to the entire premises through a single delivery and metering point, and at a single voltage and phase. Separate supply for the same customer at other points of consumption or a different voltage or phase shall be separately metered and billed.
- B. Clarification of Availability - All schedules are special rate schedules and apply only to a specific type of load or usage or a combination thereof. Customer classifications are: residential and farm, irrigation, street lighting, small general service, medium general service, large general service and industrial. To receive service under any rate schedule it is necessary to meet all of the qualifications for that particular schedule.
- C. Separate meters for each class of service - When the customer desires to use electricity for purposes classified under different rate schedules, separate meters shall be installed to measure the current supplied under each schedule, or the total usage will be billed under the appropriate general service schedule.
- D. Residential Unit Multiples - Service may be furnished under a residential schedule through one meter to more than one family or single family residence, but in computing bills for such service; the minimum in each rate block shall be multiplied by the number of families or single family residences so served. The General Service rate schedule may also be used.
 - 1. Dwelling Unit or Family Unit - The space provided for the occupancy of a single family, i.e., including separate living quarters and kitchen
 - 2. Rooming or Boarding Houses - One which serves more than three guests, or which advertises as a boarding house, or which is licensed as a place of business shall be considered non-residential and shall be billed under the appropriate General Service rate schedule.
 - 3. Tourist Home and Camps - One which serves more than three guests, or which advertises as a boarding house, or which is licensed as a place of business shall be considered non-residential and shall be billed under the appropriate General Service rate schedule.
 - 4. Building Services - To include hall lighting, elevators and water heating, when provided from a central source, shall be billed under the appropriate General Service rate schedule.

- E. RV Parks - KPUD will render single-phase service to the RV Park on a single meter. The RV Park will furnish and install a wiring system connecting the points of delivery with each site, including protective devices for each trailer position. Such a wiring system shall meet all appropriate code requirements.
- F. Trailer Courts
 - 1. KPUD will render individual services to trailers in trailer courts at residential rates.
 - 2. Electrical service to the trailer court's joint tenant use facilities shall be separately metered and will be served at the appropriate general service rate schedule.

III **Service Requirements**

The service requirements of this Section III shall apply to all loads less than 2,500 kW peak or 1,000 kW average load. For all loads in excess of these limits and all generation interconnections, with the exception of Net Metering installations, Policy Bulletin #43 - Electrical Interconnection Requirements shall apply in place of this Section III. For Net Metering generation installations, Policy Bulletin #25 shall apply IN ADDITION to this Section III.

- A. Delivery Phase and Voltage
 - 1. Nominal service voltages for new services will be 240/120 volt single phase and 120/208 or 277/480 volt grounded wye three-phase. If single-phase services are required in addition to three phase, a second service and additional transformation will be required, or the customer must provide appropriate equipment after the meterbase.
 - 2. KPUD will allow service upgrades on existing 120/240 and 480 volt delta connected services under certain circumstances approved in advance by the KPUD engineer.
 - 3. On all new consumer services where KPUD determines demand will be in excess of 25 kW, or on any service where, during a meter audit, it is determined that the demand is excess of 25 kW, metering capable of measuring demand will be installed. Demand charges will be applied in accordance with the appropriate rate schedule.
 - 4. Whenever the customer's installed capacity is greater than 400 amperes; KPUD will install current transformer type metering. The customer will provide any necessary protective devices, test switches and the current transformer cabinet. The customer shall also install the meter base. If voltage transformers are required (as specified by KPUD) a suitable location and mounting bracket shall be provided for outdoor type voltage transformers or if an outdoor installation is not desirable, the customer shall furnish and install a suitable metal enclosure for the installation of voltage transformers. In all cases, the customer shall furnish connecting conduit between the current and/or the voltage transformers and the meter sockets according to the latest KPUD standards and requirements. KPUD will furnish and install the meters and connecting wires.

5. On all new consumer services where KPUD determines demand will be 100 KW or above, or any existing service where, during a meter audit, it is determined that the power factor falls below .97 and the account has a rate schedule containing power factor requirements, metering capable of determining the amount of VARS consumed at the account shall be installed. Power Factor penalties will be applied in accordance with the appropriate rate schedule.
 6. Max motor size will be 10.0 HP for single phase load.
- B. System Disturbances
1. KPUD may refuse to serve loads of a character, which are seriously detrimental to the service being rendered to other customers.
 2. Electrical service shall not be utilized in such a manner to cause noticeable disturbances or voltage fluctuations to other customers of KPUD.
 3. Voltage flickers on primary lines due to motor starting or switched loads shall be limited to 4%. If KPUD determines that this requirement is not met, the customer, at their own expense, will be required to install equipment to correct such fluctuations. If the customer's equipment is not able to meet these requirements, KPUD will undertake upgrades at the expense of the customer.
 4. Harmonics
 - a. All customer installations shall meet the harmonic-content requirements of IEEE 519, latest version.
 - b. Where KPUD determines that a customer's equipment does not meet these requirements, the customer shall, at their own expense, install corrective equipment to meet these requirements. The customer shall complete these improvements within 6 months of written notification by KPUD or the service may be disconnected.
 5. In the event that any customer uses equipment that is detrimental to the service of other customers, the customer may be required to install, at their own expense, regenerative or filtering equipment to control such fluctuations, with requirements determined by the KPUD Engineering Department.
- C. Phase Balance - In the case of three-phase four-wire delta service, KPUD may require that the current taken by each wire of the three-phase service will be reasonably balanced at time of maximum or near maximum load.
- D. Non-standard Service - The customer shall pay the cost of any special installation necessary to meet their particular requirements for service at other than standard voltages, or for the supply of closer voltage regulation than required by standard utility practice.

IV. **Point of Delivery**

- A. The point of delivery is that point on the customer's premises (or other agreed point) where KPUD terminates its electrical service conductors, and the customer's wires are connected to KPUD's conductors. All equipment on load side shall belong to, and be the responsibility of the customer, except meters and metering equipment and such other equipment as may be furnished by KPUD. This may be a weather head or meter base for direct meters or CT location for CT metering.

V. **Meter Locations**

- A. Meter bases shall be installed on the outside of buildings, service structures, or on a meter pole.
- B. When buildings are remodeled, the meters shall not be enclosed inside the building.
- C. New service entrance locations shall be approved by KPUD prior to installation.
- D. In order to facilitate meter reading and to comply with state law, meters shall be installed with the center of the meter at a height of five to six feet (recommended 5 ½ feet) above the ground or approved platform. In cases when unusual conditions exist, KPUD shall be consulted prior to installation. Standard mobile home pedestals are allowed.
- E. Meters bases shall not be installed in places difficult to access, such as over open pits, moving machinery, hatchways, in the path of water from eaves or rain spouts, or subject to live steam or corrosive vapors. It shall be the responsibility of the customer to maintain a clear space of at least 30 inches in front of the meter,
- F. When the meter is recessed within the wall of the building, a space of not less than six inches on each side of the centerline of the meter base shall be provided to permit access of KPUD's test equipment.
- G. Meter poles are to be a commercially treated pole of adequate size and strength to meet safety requirements.
- H. All feeds and sub-feeds from the meter must have over current protection within 15 feet of the meter base and must meet all applicable code requirements.
- I. For Services with overhead CT loops installed, over current protection devices must be installed on all feeds and sub-feeds after one span of wire.
- J. If the location of the meter is not to KPUD specifications, the customer will be notified to relocate the meter. If the meter is not relocated within ninety (90) days, KPUD will relocate the meter and will add the cost of relocation to the customer's electric bill.

VI. **Customers Responsibility**

A. **Application for Service**

1. Each prospective customer requesting electric service shall meet the credit and identity requirements of KPUD.
2. All non-residential customers shall submit load calculations as part of the application process.
3. Prospective customers shall supply KPUD with information relating to load, voltage, phase and the manner in which power will be utilized.
4. It shall be the responsibility of the customer to advise KPUD of service requirements in advance of installing any equipment or the service entrance and to ascertain equipment and service location is acceptable to KPUD.
5. The delivery of service by KPUD and its acceptance by the customer shall be deemed to constitute an agreement and acceptance of KPUD's Service Policies
6. **Change of Occupancy:** When a change of occupancy or of legal responsibility take place on any premises served by KPUD, notice of such change shall be given within reasonable time prior to such change. The out-going customer will be held responsible for all service supplied, until such notices have been received by KPUD.

B. **Customer responsibility for KPUD equipment**

1. It shall be the responsibility of the customer to take all reasonable and proper precautions to prevent damage to KPUD's property on his premises. This shall include meters, instruments, transformers, services, connections and any other equipment installed by and remaining the property of KPUD.
2. In the event that KPUD's property is damaged because of the customer's negligent act, KPUD shall collect from the customer the cost of repairs or replacement for damages resulting from the negligence or other wrongful act.

C. **Customer Wiring and Equipment**

1. It shall be the responsibility of the customer to provide suitable protective equipment such as fuses, circuit breakers, surge protectors, and relays adequate to protect their equipment. It shall be the customer's responsibility to provide the necessary equipment to prevent back-feeding of their generator onto KPUD's energized lines unless the installation meets all the applicable requirements of Policy Bulletin #43 - Electrical Interconnection Requirements. If three-phase equipment is used, it shall be the customer's responsibility to protect it against phase failure and against under and over-voltage. KPUD will take all reasonable precautions to prevent phase failure or

abnormal voltage variation but cannot guarantee that such conditions may not occur.

2. The customer's wiring shall be in accordance with applicable wiring codes.
 3. The customer shall be solely responsible for the maintenance and safety of his wiring and equipment; and KPUD shall not in any way be liable for accidents or damages occurring to the customer or to their parties because of contact with, or failure of any portion of the customer's installation.
- D. Notice of Trouble - In the event that service is interrupted or unsatisfactory, or when any hazardous condition is known to exist, it shall be the obligation of the customer to notify KPUD of such existing conditions.
- E. Meter Reading - In rural areas that are established as "customer-read meters", it is the customer's responsibility to submit the meter reading on schedule.

VII. Right of Access

- A. KPUD, through its authorized employees, shall have access to its equipment at all reasonable times for the purpose of reading or testing meters, and for repairing, replacing or inspecting any equipment that is the property of KPUD.
- B. If such equipment is so located that locks must be operated to reach it, KPUD shall be supplied with keys to such locks or have a dual locking system.

VIII. Customer Requests for Relocation or Change of Poles, Load or Equipment

- A. In the event the customer desires to change the load materially, the customer shall notify KPUD sufficiently in advance so that KPUD may provide the facilities required under prevailing rules. In the event that the customer fails to notify KPUD, and as a result KPUD's equipment or another customer's equipment is damaged, the customer shall be liable for the cost of such damage.
- B. In the event a customer requests that any facilities or the delivery point be moved to a new location or a service upgraded, the customer shall be required to reimburse KPUD for the "in and out" costs of doing so.

IX. Existing Contracts

- A. If a customer who has entered into a contract for service desires to discontinue such service, they shall provide KPUD with a 30 day notification, in writing, of their intent to cancel, and they may:
 1. Continue to pay the minimum charge specified in the contract until contract expiration.
 2. Pay to KPUD, at the time of cancellation, a portion of the "in and out" charge of the special facilities installed to serve them (as

defined under Temporary Service) such portion being as the remaining years in the contract are to the total contract period. For instance, if three years remain in a ten year contract, the customer would pay three-tenths of the "in and out" cost of the special facilities.

X. **Interruption, Curtailment or Discontinuance of Electric Service**

- A. KPUD will use reasonable diligence to provide adequate and uninterrupted supply of electric energy at normal voltage, but if the supply is interrupted without notice for any cause, KPUD shall not be liable for personal injuries, loss or damages resulting therefrom, nor will such failure constitute breach of agreement for service.
- B. KPUD shall have the right to temporarily suspend service for the purpose of making repairs or improvements to the system, but in such cases, when practicable, public notice shall be given and every effort will be made to make such interruptions as short as possible.
- C. Should a serious power shortage develop in the Northwest, and should it become mandatory that KPUD place into effect a curtailment program, KPUD reserves the right to limit the use of electrical energy during such hours as may become necessary, in accordance with the State or Federal curtailment plan.
- D. KPUD may refuse to connect or may disconnect service for violation of any of its Policies, failure to pay charges for electric service when due, violation of rate schedules or contract provisions, theft or illegal diversion of current. The discontinuance of service for any of these causes does not release the customer from the obligation to pay for energy received or charges specified in any existing contract.
- E. KPUD reserves the right to refuse service or to discontinue service to customer's equipment or wiring where such equipment is in hazardous condition, or not in conformity with lawful codes and local regulations.

XI. **Resale of Energy**

- A. No purchaser of electric energy shall connect service with that of any other person, or in any way re-sell, re-bill or supply any other person or premises with electric current through their service.
- B. Trailer Courts served by one metering point, complying with Trailer Court Requirements, are considered exempt from this policy section.

Date Adopted: 05/30/95 Revised: 12/21/00, 01/28/03, 8/25/09

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