

**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. Contribution in Aid of Construction (CIAC) - A monetary payment to the general capital of the utility intended to provide for the expansion, improvement, replacement, or retirement of the electric system.
- J. Residential Unit - One or more persons occupying a building or separate living quarters constitute a residential unit and is normally served by one meter.
- K. Threat or Hazard (Direct or Perceived) - The existence of any condition, action or practice which could reasonably be expected to result in harm to KPUD personnel or property if the condition, action or practice is not corrected.
- L. 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 Units - Service may be furnished under a residential schedule through one meter to a single family residence.
- E. Services other than single family dwellings- Service for dwellings used for business or commercial use through one meter to more than one family or single family dwelling, The General Service rate schedule may also be used.
  1. 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.
  2. 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.
  3. 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.
  4. RV Parks - KPUD will render single-phase service to the RV Park on a single meter. The RV Park will furnish and install--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.

5. Trailer Courts

a. KPUD will render individual services to trailers in trailer courts at residential rates.

b. 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 120/240 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 only under certain circumstances approved in advance by the KPUD engineer.

B. Customer Load

1. Nominal service voltages for new services will be 120/240 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. If KPUD determines demand will be in excess of 25 kW, for new or existing services (during a meter audit, or otherwise), metering capable of measuring demand will be installed. The customer account will be placed in the appropriate rate schedule and demand charges will be applied in accordance with that rate schedule.

4. Whenever the customer's installed capacity is equal to or greater than 400 amperes; KPUD will install current transformer type metering. The customer will provide any necessary protective devices, and the current transformer cabinet. The customer shall also install the KPUD provided meter socket. 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, current transformers, and connecting wires.
5. Large loads in excess of 2500 kW peak demand or average usage of 1000 kWh, will meet the requirements of Section 2 Klickitat PUD Policy Bulletin 43 "Electrical Interconnection Requirements". Large loads in excess of existing facility ratings may require additional engineering and system modifications. Such loads and facility design will be subject to the discretion and authority of the PUD Engineer.
6. If KPUD determines demand will be 100 KW or above, for new or existing services (during a meter audit, or otherwise) and it is determined that the power factor falls below .97, the account may be placed in the appropriate 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.
7. Max motor size will be 10.0 HP for single phase load served by a single service at one location, unless approved in writing by the KPUD Engineering Department prior to installation. Utilization of a variable frequency drive does not exempt the customer from this requirement.
8. Should the customer load cause damage to PUD equipment due to substantial increase in load beyond that installed at the time of the original service, the customer will be required to pay the costs to upgrade the PUD equipment required to adequately and safely provide such service. Should the service be considered a hazard it may be subject to termination of electrical service

C. 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, inrush current, or switched loads, shall be limited to the voltage levels specified in the latest version of IEC 61000-3-7 Table F.3. 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, . . . and the customer does not wish to undertake the upgrades or does not pay the costs incurred, the service will be disconnected until such time it is remedied.
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, regulative or filtering equipment to control such fluctuations, with requirements determined by the KPUD Engineering Department.

D. 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.

E. 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**

- B. The point of delivery is that point on the customer's premises (or other agreed point) where KPUD terminates its electrical service 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**

- C. Residential meter bases shall be installed in a readily accessible location on the outside of buildings, service structures, or on a meter pole. Meters shall be on the front one-third of the home closest to normal public access. Meters will be located in an area that is not subject to being fenced in or enclosed (patios, decks, carport and backyards are not approved locations)
- D. When buildings are remodeled, the meters shall not be enclosed inside the building.
- E. New service entrance locations shall be approved by KPUD prior to installation.
- F. 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 NOT allowed.
- G. 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.
- H. 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.

- I. Meter poles are to be a commercially treated pole of adequate size and strength to meet safety requirements.
- H. 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.
- I. If a customer meter is deemed by KPUD to be inaccessible or its location poses a threat or hazard to KPUD personnel, the customer and/or property owner will be notified in writing and shall have sixty (60) days to resolve the issue to the satisfaction of KPUD. Additional costs incurred by KPUD to resolve the issue may be passed on to the customer. Failure to comply may result in termination of service.
- J. In response to any threat or hazard to KPUD personnel, KPUD may, at its discretion, minimize direct and/or indirect contact by KPUD and limit its service in response to the threat or hazard. KPUD may take other steps to ensure the safety of its personnel and property while providing service, including, at KPUD's discretion, the use of a law enforcement escort. The customer and/or property owner will be notified in writing of the threat or hazard and, subject to Section I., shall have thirty (30) days to resolve the issue to the satisfaction of KPUD. Additional costs incurred by KPUD in response to a threat or hazard and/or to resolve the issue may be passed on to the customer. Failure to comply may result in the termination of service.
- K. 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, this may be considered failure to comply and may result in the termination of service.

**VI. Customers Responsibility**

- A. Application for Service
  - 1. Each prospective customer requesting electric service shall meet the credit and identity requirements of KPUD.

2. Prospective customers shall supply KPUD with information relating to load, voltage, phase and the manner in which power will be utilized.
  3. 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.
  4. 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, Service Agreements, as well as Terms and Conditions.
  5. Change of Occupancy: When a change of occupancy or of legal responsibility takes 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. If there is a dispute over the right to occupy a property, KPUD may disconnect service until resolved by the parties involved.
- 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 their 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 or party responsible, 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.
  2. 15' Rule: For any CT meter installation **other than residential or commercial where the Authority Having Jurisdiction requires overcurrent-disconnect devices to be installed within 15' of penetration with a building**, overcurrent-disconnect fuses or circuit breakers will be installed within 15' of the point of delivery (demarc) as described in IV (A) "Point of Delivery". Any exceptions to the 15' rule must be pre-authorized by the PUD Engineer and to his/her requirements.
  3. 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.



4. 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.
  5. The customer's wiring shall be in accordance with applicable wiring codes.
  6. 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.
  7. In the instances where the customer is requesting KPUD to reconnect service at a location that has been de-energized for 12 months, the customer shall be solely responsible to contact Labor and Industries, or a licensed electrician to complete a safety certification on the service and contact KPUD with the results of that inspection prior to KPUD energizing the service.
- E. 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.
- F. 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. If customer meter reads are not received, estimated reads will be generated.
- G. Threat or Hazard – Each customer and property owner shall be responsible for keeping the premises served by KPUD accessible to KPUD employees and free of threats and hazards. Customers and property owners shall be responsible for remedying any threats or hazards in accordance with Sections V.I and V.J hereof.

## **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 located that locks must be operated to reach it, KPUD shall be supplied with gate codes to such locks or have a dual locking system.

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

- J. 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.
- K. 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 pay the costs of doing so, based on the PUD's Policy Bulletin 16- Line Extensions.

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

- L. 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.
- M. 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.
- N. 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.

- O. 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.
- P. 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.
- F. Idle Facilities - KPUD reserves the right to uninstall/remove KPUD owned facilities where said facilities have been idle for 12 consecutive months. This includes transformers where connected customer services have been in an inactive billing state for 12 consecutive months. KPUD will attempt to contact the property owner to determine if they have a future need for the facilities. Customers who wish to maintain the facilities but are not using any power can do so by paying a monthly service charge as determined by KPUD.

**X. 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. (See Section II, E.,5)

*All disputes arising out of or in connection with this Service Agreement shall be governed by and construed and interpreted in accordance with the substantive laws of the State of Washington. Any action, suit or proceeding arising out of this Service Agreement shall be brought exclusively in the courts of the State of Washington.*

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