

CITY AND BOROUGH OF SITKA

ORDINANCE NO. 2016-46

AN ORDINANCE OF THE CITY AND BOROUGH OF SITKA AMENDING SITKA GENERAL CODE CHAPTER 15.01 "ELECTRIC UTILITY POLICIES", AT SECTION 15.01.020 "ELECTRICAL RATES", BY DECREASING ELECTRICAL RATES, REMOVING PROVISIONS TO INTERRUPTIBLE RATES, AND ADDING SECTION 15.01.015 "CONSTRUCTION GUIDELINES", SECTION 15.01.085 "CARRIER CURRENT" AND SECTION 15.01.090 "REBATE PROGRAM FOR ELECTRIC HEAT PUMP HEATING SYSTEMS"

1. CLASSIFICATION. This ordinance is of a permanent nature and is intended to become a part of the Sitka General Code ("SGC").

2. SEVERABILITY. If any provision of this ordinance or any application to any person or circumstance is held invalid, the remainder of this ordinance and application to any person or circumstance shall not be affected.

3. PURPOSE. Generally, the purpose of this ordinance is to repeal Ordinance No. 2016-38. Specifically, this ordinance will decrease the electrical rates for certain consumer classes at SGC 15.01.020 to the previous rates, remove the newly established revenues aimed at meeting revenue bond covenants and delete the newly established working capital for future electrical infrastructure repair and replacement. It also adds back policy provision sections 15.01.015, 15.01.085 and 15.01.090 so they are again addressed in City code. Further, it adds back the requirement for hanging door hangers prior to disconnecting service.

4. ENACTMENT. NOW, THEREFORE, BE IT ENACTED by the Assembly of the City and Borough of Sitka that Chapter 15.01 "Electric Utility Polices", is amended as follows (new language underlined; deleted language stricken):

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Chapter 15.01
ELECTRIC UTILITY POLICIES

Sections:

- 15.01.005 Definitions.
15.01.010 Statement of purpose.
15.01.012 Level of authority and responsibilities.
15.01.015 Construction guidelines.
15.01.020 Electrical rates.

- 47 15.01.025 Customer and city rights and responsibilities.
- 48 15.01.030 Billing—Credit—Deposits—Fees.
- 49 15.01.035 General requirements.
- 50 15.01.040 Service connections.
- 51 15.01.045 Line extension.
- 52 15.01.050 Subdivisions.
- 53 15.01.055 Mobile home parks, RV parks, private marinas and boat docks.
- 54 15.01.060 Rental structures.
- 55 15.01.065 Motors and controllers.
- 56 15.01.070 Undesirable characteristics.
- 57 15.01.075 Special equipment.
- 58 15.01.080 Customer generation.
- 59 15.01.085 Carrier current.
- 60 15.01.090 Rebate program for electric heat pump heating systems.
- 61
- 62 **15.01.005 Definitions.**
- 63 “ANSI” means the American National Standards Institute.
- 64 “City” means the city and borough of Sitka.
- 65 “Employees” means the employees of the city and borough of Sitka charged with the
- 66 responsibility of delivering services to the citizens and customers while ensuring good business
- 67 practices, and considering the needs and wants of customers.
- 68 “IEEE” means the Institute of Electrical and Electronics Engineers.
- 69 “NEC” means the National Electrical Code.
- 70 “NESC” means the National Electrical Safety Code.
- 71 “OSHA” means the Occupational Safety and Health Act.
- 72 ~~“Overhead point of delivery” means customers’ service entrance conductors at the weather~~
- 73 ~~head.~~
- 74 “RUS” means the United States Department of Agriculture’s Rural Utilities Service.
- 75 “SDCG” means the Sitka design and construction guidelines.
- 76 ~~“Underground point of delivery” means the supply terminals in a customer’s meter base,~~
- 77 ~~current transformer enclosure or supply (line) side of a customer owned disconnect(s) in a~~
- 78 ~~privately owned system.~~
- 79 “Utility” means the city and borough of Sitka electric department. (Ord. 05-15 § 4(A) (part),
- 80 2005.)

81 **15.01.010 Statement of purpose.**

82 The city wants to treat its citizens in a fair and consistent manner, while recognizing the distinct  
83 needs and requirements of each customer. To promote uniformity of service, the city has  
84 adopted this customer service policy. This customer service policy provides guidelines for  
85 electric service while meeting the requirements of good business practices.

86 The mission of the utility is to provide its customers with adequate and reliable electric utility  
87 service at the lowest cost, consistent with industry standards and sound business principles. It  
88 is the customer's responsibility to install their service conductors and equipment in accordance  
89 with the customer service policy and the utility's Sitka design and construction guidelines  
90 (SDCG). ~~It is the customer's further responsibility to comply with all financial obligations set  
91 forth in the customer service policy and related payment plans in order to ensure uninterrupted  
92 access to electrical power. The long term inability to pay electrical charges shall not be the  
93 basis for supplying electricity without charge, or for reduced charges, to customers without  
94 explicit action of the Assembly.~~ In addition, all subdivisions four lots or greater and line  
95 extensions greater than two thousand six hundred forty feet are required to be designed by an  
96 electrical engineer licensed in Alaska. Utility staff may be available to design or construct a  
97 customer's line extension or subdivision at actual costs; however, the customer may be  
98 required or prefer to seek an electrical engineer licensed in Alaska to design the facilities or a  
99 licensed electrical contractor to construct the facilities needed to serve them. All designs,  
100 equipment, materials and a detailed scope of work must be approved by the utility before  
101 construction commences and is subject to inspection by the utility during construction. All  
102 equipment and materials such as transformers, hardware, street lights, poles, cables and  
103 components, etc., must be new and in undamaged condition. The utility reserves the right to  
104 issue "cease and desist" orders for nonconformance of design, workmanship and materials  
105 involved with electrical system construction projects. Once the construction is accepted by the  
106 utility, the utility will own and be responsible for maintenance of the facilities to the point of  
107 delivery of power, unless otherwise stated in this customer service policy or by mutual  
108 agreement. "Point of delivery" will be defined as follows:

109 "Overhead point of delivery" means customers' service entrance conductors at the weather  
110 head.

111 "Underground point of delivery" means the supply terminals in a customer's meter base,  
112 current transformer enclosure or supply (line) side of a customer-owned disconnect(s) in a  
113 privately owned system.

114 **15.01.012 Level of Authority and Responsibilities.**

115 ~~The utility director is responsible for the planning, design, construction, operation and  
116 maintenance of the electric utility system. In addition, the utility director is designated as the  
117 grievance officer for customers. The utility director is authorized to hear concerns and  
118 complaints, and settle disagreements. Only the utility director shall have the authority to direct  
119 reconnections of electric service, which has been disconnected for non-payment or failure to  
120 meet agreed upon terms of customer repayment plans, after normal working hours.~~

121 ~~The finance director is responsible for the billing and collection of all fees and charges for~~  
122 ~~electric service. The finance director shall have the responsibility to consider all complaints and~~  
123 ~~concerns regarding electrical billings and disconnections for failure to meet financial payment~~  
124 ~~obligations. The finance director shall have the authority and responsibility to direct the~~  
125 ~~disconnection of electrical service for customers for non-payment or failure to meet agreed-~~  
126 ~~upon terms of customer repayment plans. Other than stipulated by other sections of this~~  
127 ~~chapter, the finance director shall not have any specific responsibility to notify customers of~~  
128 ~~impending disconnection in advance; furthermore, a customer's failure to honor specific~~  
129 ~~commitments, either temporally or financially, shall result in immediate disconnection of~~  
130 ~~electrical service without advance notice. The finance director, at his or her discretion, may,~~  
131 ~~but is not required to, authorize the reconnection of any customer's electric service if the~~  
132 ~~finance director deems it to be in the best interest of the utility and the Municipality to do~~  
133 ~~so. The finance director also has the discretion to, but is not required to, waive fees associated~~  
134 ~~with a reconnection.~~

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136 ~~The discretionary authority of the finance director shall be limited in certain aspects, as~~  
137 ~~follows:-~~

- 138 ~~a. The finance director may extend the due date for any payment up to 14 days upon~~  
139 ~~completion of a signed agreement with a customer firmly committing to such a date;~~  
140 ~~b. The finance director may manage disconnections in such a way as to avoid otherwise~~  
141 ~~disconnections for unmet customer financial obligations of \$50 or less;~~  
142 ~~c. The finance director may, but shall not be required, to direct that electric service be~~  
143 ~~continued for customers with a serious medical condition for which electrically~~  
144 ~~operated medical machinery is required to operate on a 24-hour basis in order to~~  
145 ~~sustain the life of the customer.~~

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147 ~~The administrator will create, maintain and update a customer service procedure manual and~~  
148 ~~the Sitka design and construction guidelines (SDCG) procedures manual, both of which will be in~~  
149 ~~compliance with the Sitka General Code. These manuals may be updated by approval of the~~  
150 ~~administrator with assembly notification. These manuals and codes may be more restrictive~~  
151 ~~than the Sitka General Code where the municipal administrator deems necessary.~~

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153 **15.01.015 Construction guidelines.**

154 **A. Codes.** All electric utility system installations must comply with the National Electrical Code  
155 **(NEC) and the National Electrical Safety Code (NECS) where applicable. As a supplement to**  
156 **these codes, the Sitka design and construction guidelines (SDCG) and the design standards of**  
157 **the USDA Rural Utilities Service (RUS) are employed by the utility. Services and/or service**  
158 **entrances may be denied if these codes and specifications are not met.**

159 **B. Electrical Inspections.** To protect the customer's interest as well as the utility's, the utility  
160 **requires an inspection certificate (green tag) by the city's building inspector before energizing**  
161 **new facilities.**

162 Inspections shall confirm compliance with the latest state-adopted version of the NEC and  
163 NESC, the latest version of the SDCG, any municipal codes, and any utility specifications that  
164 may exceed portions of the aforementioned codes. The utility reserves the right to challenge  
165 the construction when utility personnel observe deficiencies in the installation at any time.

166 C. Utility Tools and Equipment. All utility materials, tools and equipment are available for  
167 utility projects only. Tools and equipment are not available for rent or loan at any time.

168 D. Material Sales/Loans. No materials shall be sold, traded or loaned except for electrical  
169 emergencies such as power outages. The utility may agree to sell equipment for a specific utility  
170 construction project, at rates established by the utility.

171 **Section**

172 **15.01.020 Electrical rates.**

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- 174 A. All billings are subject to sales tax if applicable.
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- 176 B. Residential Services.
- 177 1. Applicable to all residential customers for all uses in the home or residence, subject
- 178 to the rules and regulations and customer services policies of the city and utility.
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- 180 2. Energy Charges.
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First 200 kWh's	<u>\$0.0858</u>
Next 800 First 1000 kWh's	<u>\$0.1145</u> <del>\$0.1203</del> per kWh
Over 1,000 kWh's	<u>\$0.1305</u> <del>\$0.1370</del> per kWh
Customer charge is <u>\$19.50</u> <del>\$20.48</del> per month	

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- 184 C. General Service – Small
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- 186 1. Applicable to all nonresidential customers for all uses, including lighting, heating
- 187 and power, when the electricity consumed in the preceding twelve months is less than
- 188 one hundred thousand kWh and has a measured demand of less than fifty kW, subject
- 189 to the rules, regulations and customer service policies of the utility and the city. Typical
- 190 customers in this class could include: restaurants, retail vendors, churches, fueling
- 191 stations, and service industries.
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- 193 2. Energy Charges.
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First 500 kWh	<u>\$0.1771</u> <del>\$0.1860</del> per kWh
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501 kWh to 10,000 kWh	<del>\$0.1246</del> <del>\$0.1308</del> per kWh
10,001 kWh to 100,000 kWh	<del>\$0.1218</del> <del>\$0.1279</del> per kWh
Over 100,001 kWh	<del>\$0.1190</del> <del>\$0.1250</del> per kWh
Customer charge is <del>\$39.00</del> <del>\$40.95</del> per month	

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3. Demand Charges.

First 25 kW	No Charge
Over 25 kW	<del>\$5.60</del> <del>\$5.88</del> per kW

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D. General Service – Large

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1. Applicable to all nonresidential customers for all uses, including lighting, heating and power, when the electricity consumed in the preceding twelve months is equal to or greater than one hundred thousand kWh or has a measured demand equal to or greater than fifty kW, subject to the rules, regulations and customer service policies of the utility and the city. Typical customers in this class could include: grocery stores, industrial users, and seafood processing facilities.

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2. Energy Charges.

First 500 kWh	<del>\$0.1771</del> <del>\$0.1860</del> per kWh
501 kWh to 10,000 kWh	<del>\$0.1241</del> <del>\$0.1303</del> per kWh
10,001 kWh to 100,000 kWh	<del>\$0.1213</del> <del>\$0.1274</del> per kWh
Over 100,001 kWh	<del>\$0.1184</del> <del>\$0.1244</del> per kWh
Customer charge is <del>\$60.00</del> <del>\$63.00</del> per month	

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3. Demand Charges.

First 25 kW	No Charge
Over 25 kW	<del>\$5.60</del> <del>\$5.88</del> per kW

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E. General Service – Public Authority

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1. Applicable to all noncommercial and nonresidential customers for all uses, including lighting, heating and power, subject to the rules, regulations and customer service policies of the utility and the city. Typical customers in this class could include: schools, tribal governments, and other public government buildings.

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2. Energy Charges.

First 500 kWh	<del>\$0.1771</del> <del>\$0.1860</del> per kWh
501 kWh to 10,000 kWh	<del>\$0.1246</del> <del>\$0.1309</del> per kWh
10,001 kWh to 100,000 kWh	<del>\$0.1218</del> <del>\$0.1279</del> per kWh
Over 100,001 kWh	<del>\$0.1190</del> <del>\$0.1250</del> per kWh
Customer charge is <del>\$45.00</del> <del>\$47.25</del> per month	

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3. Demand Charges.

First 25 kW	No Charge
Over 25 kW	<del>\$5.60</del> <del>\$5.88</del> per kW

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F. Boat Service.

- 230 1. Applicable to separately metered boats, lights, heaters, pumps or other uses.
- 231 2. Energy Charges.

First 150 kWh	<del>\$0.1353</del> <del>\$1.420</del> per kWh
All additional kWh	<del>\$0.1353</del> <del>\$1.420</del> per kWh
Customer charge is <del>\$8.75</del> <del>\$20.48</del> per month	

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G. Street and Security Light Service.

- 234 1. The utility will only install, at the expense of the customer, yard or security lights
- 235 which can be attached to existing poles which are the property of the utility.
- 236 2. Rate per Month. This fee is in addition to the actual installation charges required for
- 237 installing the desired fixture.

238 Monthly unmetered street or security light energy rate is calculated as follows:

(0.482 kWh per lamp watt) times (the wattage of the lamp) = kWh per month.
Example: 0.482 kWh x 100 Watt lamp = 48 kWh per month.
Monthly energy rate is: kWh per month times \$0.1964 per kWh.

48 kWh per month x \$0.1964/kWh = \$9.43 per month energy rate.	
Typical lamp energy rates:	
70 Watt	\$6.62 per month
100 Watt	\$9.42 per month
150 Watt	\$14.12 per month
175 Watt	\$16.50 per month
250 Watt	\$23.56 per month
400 Watt	\$37.88 per month
1,000 Watt	\$94.63 per month

239 The above costs include the cost of maintenance of the unmetered street and security  
 240 lights.

241 3. Previously Installed Security Lights. Customers found to be benefitting from a  
 242 previously installed security light shall have the option of removal of the light at no  
 243 charge.

244 4. A street light may be installed and maintained by the city provided it is for the  
 245 purpose of public safety. If a light is requested by a customer, it is the responsibility of  
 246 the customer to show that concurrence is reached by all affected neighbors.

247 H. ~~Controlled Service Interruptible Load~~ Service—Large Consumer.

248 1. Applicable to interruptible loads greater than one hundred kilowatts. ~~The customer~~  
 249 ~~must have written approval from the City and Borough Electric Department for an~~  
 250 ~~alternative system.~~ Loads must be new, not conversions of existing loads. ~~Associated~~  
 251 ~~equipment utilized by the alternative firm portion of the load, such as electric fans and~~  
 252 ~~pumps used in the distribution of heat, shall be wired separately from the controlled~~  
 253 ~~service so as not to be interrupted.~~

254 2. Character of Service. Interruptible without notice, and available only when there is a  
 255 surplus of hydroelectric energy—alternating current sixty cycles, single-phase or three-  
 256 phase. Characteristics depend upon available circuits.



257 3. Rate per Month. Basic customer charge for each month or portion of a month: two  
258 hundred dollars.

259 Energy Charge. ~~Conceptually, the energy charge for all kilowatt-hours shall be adjusted~~  
260 ~~monthly so as to be no more than 90% of the equivalent average price paid by the State~~  
261 ~~of Alaska or the City and Borough of Sitka, whichever is lower, for No. 2 Fuel Oil~~  
262 ~~delivered in Sitka 0.0317 times the city and borough's price per gallon for number 2~~  
263 ~~heating oil, assuming an overall oil heating system efficiency of seventy percent and the~~  
264 ~~use of the price paid by the city and borough of Sitka for number 2 heating oil for all of~~  
265 ~~the city and borough-owned buildings. The rate will vary monthly with the price paid by~~  
266 ~~the city and borough of Sitka for number 2 heating oil for all city-owned buildings. The~~  
267 ~~maximum energy charge for all kilowatt hours under this rate shall be eleven cents per~~  
268 ~~kilowatt hour.~~

269 The energy charge calculation will be performed by multiplying 0.0317 times the  
270 average price paid two calendar months prior by the State of Alaska or the City and  
271 Borough of Sitka, whichever is lower, for No. 2 Fuel Oil delivered in Sitka. This factor  
272 assumes an overall oil heating system efficiency of seventy percent and a heat  
273 equivalent of fuel oil of 138,599 BTU per gallon. The maximum energy charge for all  
274 kilowatt hours under this rate shall be eleven and fifty five one hundredths cents  
275 (\$0.1155) per kilowatt hour.

276 Example 1: If the city and borough's price for No. 2 Fuel Oil number 2 heating oil is one  
277 dollar and twenty cents per gallon, the rate would be 0.0317 times one dollar and  
278 twenty cents equals \$0.0380 per kilowatt hour.

279 Example 2: If the city and borough's price for No. 2 Fuel Oil is four dollars and twenty  
280 cents per gallon, the rate would be 0.0317 times four dollars and twenty cents equals  
281 \$0.1331 per kilowatt hour. However, due to the maximum energy charge, the energy  
282 charge in this case would be \$0.1155.

283 In the event that the customer must utilize interruptible energy when it is considered  
284 not available, energy will be provided at a penalty rate.

285 4. Penalty Rate. ~~The penalty rate will be equal to 1.5 times the firm rate. Penalty rates~~  
286 ~~will be in effect when the city and borough has acted to interrupt the customers~~  
287 ~~controlled service load but the customer chooses not to be interrupted. If the customer~~  
288 ~~chooses to not be interrupted, they will forfeit the ability to continue to participate in~~  
289 ~~the program, unless the City Administrator determines that a true emergency had~~  
290 ~~occurred.~~

291 5. Temporary Incentive Rate. ~~When it is in the best interest of the city and borough of~~  
292 ~~Sitka, the City Administrator may negotiate a temporary incentive rate with individual~~  
293 ~~customers to encourage new capital investment which increases or adds new~~

294 ~~interruptible customers. In no case will the temporary rate be applied to a customer for~~  
295 ~~more than ten years.~~

296 ~~6. Control Criteria. Electrical loads are subject to interruption as deemed necessary by~~  
297 ~~the city and borough. Typical conditions could include peak loading, hydroelectric~~  
298 ~~generation shortages, maintenance or other emergencies. The city and borough will~~  
299 ~~provide customers with five days' notice for planned interruptions. For unplanned~~  
300 ~~interruptions, the city and borough will provide as much notice as practicable.~~

301 ~~7. 4. Service Connection. Consumer is to install metering equipment separate from the~~  
302 ~~normal continuous service connection, which meter may be a submeter of the firm~~  
303 ~~service meter, and install an electrically operated switch or circuit breaker that can only~~  
304 ~~be operated by the utility. The specific metering and circuit switching equipment design~~  
305 ~~for interruptible service is subject to review and approval by the utility.~~

306 ~~8. Special Provisions:~~

307 ~~a. The City and borough of Sitka shall not be liable for loss or damage caused by~~  
308 ~~interruption of service. The city and borough of Sitka will not be responsible for start-up~~  
309 ~~or operations of the customer's alternative system.~~

310 I. Fuel Surcharge. A fuel surcharge shall be implemented to recover the utility's costs of  
311 supplemental diesel generation in excess of budgeted funds for projected diesel operations.  
312 The costs of supplemental diesel generation to be recovered include fuel oil, lubricating oil,  
313 filters, labor, and other ancillary costs in excess of budgeted funds. The fuel surcharge will be  
314 levied as a per kilowatt hour (kWh) rate and will be calculated as follows: the quarterly  
315 projected cost of supplemental diesel operations which exceeds budgeted diesel operations  
316 divided by quarterly projected kWh sales. kWh sales projections will be kWh sales for the same  
317 period from the previous fiscal year times a load growth factor. The fuel surcharge will be  
318 recovered over a twelve-month period. The utility will maintain a balancing account to match  
319 revenues from the fuel surcharge with actual supplemental generation expenses, and will  
320 adjust this account on a quarterly basis. Any surplus in the balancing account at the end of a  
321 recovery period will be retained by the utility and will be utilized exclusively to reduce future  
322 fuel surcharges. Any deficit in the balancing account at the end of a recovery period will be  
323 added to the estimated costs to be recovered in the next recovery period. Fuel surcharges may  
324 be recalculated and changed during any quarter upon approval of the municipal administrator  
325 due to emergencies or other unforeseen circumstances.

326 Kilowatt hours sold on an interruptible service basis or for street lights are not subject to a fuel  
327 surcharge.

328 J. Determination of Demand. The billing demand shall be the maximum average kilowatt load  
329 used by the customer for any period of fifteen consecutive minutes during the billing period as  
330 indicated by a demand meter.

331 K. Tax Provision. Any taxes levied are in addition to the electric rates and fees charged.

332 L. Resale of Energy. The utility will not allow the resale of energy or another person and/or  
333 organization to connect to or share the customer's electric service.

334 Landlords may allow common tenants of the same physical structure to share electrical service  
335 under one landlord account.

336 M. Power Factor. The customer agrees to maintain unity power factor as nearly as possible.  
337 Unless specifically agreed to in writing, the utility shall not be obligated to deliver power to the  
338 customer at any time at a monthly average power factor below ~~ninety five hundredths (0.95)~~  
339 nine-tenths lagging. The customer will be given ample time to bring the power factor into  
340 compliance which shall not exceed six months from the time of official notification by the utility  
341 or make other arrangements with the utility. The utility may bill for all kVarh in excess of ~~ninety~~  
342 ~~five hundredths (0.95)~~ nine-tenths average power factor for the billing period at the rate of  
343 ~~nine point four five (\$0.0945)~~ nine cents per kVarh.

344 N. Energy Assistance Fund. An energy assistance fund is hereby established to provide an  
345 opportunity for city and borough of Sitka electric customers to make a voluntary monthly  
346 contribution to a fund that will provide limited financial assistance to customers. The intent of  
347 the program is to help provide emergency financial assistance to customers to pay electric  
348 utility bills. The program will be administered by the Salvation Army.

349 O. Plug-in Electric Vehicle (PEV) Incentive Credit. A one-hundred-twenty-dollar annual PEV  
350 energy credit will be applied to all eligible residential class customers that register and operate  
351 a plug-in electric vehicle within the CBS up to a maximum of two PEVs per household. A two-  
352 hundred-dollar annual PEV energy credit will be applied to all eligible general service customers  
353 that register and operate a plug-in electric vehicle within the CBS up to a maximum of five PEVs.

354 **15.01.025 Customer and city rights and responsibilities.**

355 A. Customer Responsibilities.

356 1. New customers establish credit in one of these ways:

357 a. Provide proof of twelve months of good payment history with another utility.

358 b. Provide acceptable surety bond or letter of credit (commercial account only).

359 c. Provide a cash deposit.

360 d. Be an existing city customer with a good payment history.

361 2. Allow utility personnel access to property to set up and maintain service.

362 3. Pay bills by the due date shown ~~Customers must pay their bill by the due date~~  
363 ~~shown on each monthly bill or a finance charge will be applied. Payments received on~~  
364 ~~the due date must be made in person at the City customer service desk or by direct~~  
365 ~~phone contact with the City customer service representative. If a customer has agreed~~  
366 ~~to make an extra payment towards past due balances in conjunction with a payment~~  
367 ~~plan, such payments must also be made by the due date on each monthly bill.~~

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369 ~~It is the customer's responsibility to ensure that customer service personnel are notified~~  
370 ~~in advance of a customer's inability to fully pay all charges and fees by the date on~~  
371 ~~which they are due, as indicated on the utility bill. Utility customer service personnel~~  
372 ~~shall have no obligation to proactively inform customers of consequences of failure to~~  
373 ~~fully pay charges when due, or, of impending disconnections of electrical service unless~~  
374 ~~otherwise specifically stated elsewhere in this chapter.~~

375  
376 ~~It is the customer's responsibility to ensure that all individuals who have need to inquire~~  
377 ~~about, or manage the details of, a customer's account are added to that~~  
378 ~~account. Customer service personnel may not release account information to~~  
379 ~~individuals who are not authorized to obtain such information.~~

380 4. Notify customer service of another person or customer who should receive any  
381 notice of service interruption for nonpayment of bills.

382 5. Notify customer service if there is someone in the household who is seriously ill,  
383 handicapped or on a life support system.

384 6. Notify customer service of questions or complaints about service.

385 7. ~~The Customer must~~ be aware of city-owned property at the customer's home or  
386 business and take all reasonable and proper precautions to prevent damage to it. In the  
387 event that the city-owned property is damaged because of the customer's negligence,  
388 the utility will charge the customer the actual costs of replacement or repair.

389 8. Install, maintain and repair wiring inside the customer's premises.

390 9. The customer must notify the city when electric use changes may make him/her  
391 eligible for a rate change.

392 10. The customer must ensure that no damage occurs with the initiation, termination  
393 or change of utility service requested past the point of city connection.

394 11. The customer will not permit any person, except as authorized by the utility, to  
395 make any connections, repairs or changes to service drops, vaults, splice boxes,  
396 equipment or any unmetered portion of the service serving the property which is owned  
397 by the utility.

398 12. When a change of occupancy (tenant or owner) takes place on any premises being  
399 serviced by the utility, notice of such change shall be given within ten days prior to such  
400 change. The outgoing customer will be held responsible for any and all charges for  
401 electrical services supplied, to include charges for disconnection and reconnection for  
402 nonpayment until such notice has been received by the finance utility.

403 B. Customer Rights.

404 1. A customer has a right to request his/her deposit be refunded if he/she establishes  
405 credit by other means, maintains an excellent credit rating for one year or discontinues  
406 service from the city.

407 2. If the customer is notified of an impending disconnection for nonpayment, he/she  
408 has a right to request installment payments designed to pay the account in full  
409 according to an agreement at the discretion of the city's finance director.

410 3. The customer has a right to request a review by the city's finance director of any  
411 complaint.

412 C. City Responsibility.

413 1. Refund the customer's deposit if conditions are met.

414 2. Give written notice fifteen working days before service is interrupted for failure to  
415 pay (the customer's bill contains the fifteen-day notice). The notice will respect a  
416 customer's right to privacy regarding publication of debt.

417 3. Avoid disconnection for nonpayment after four-thirty p.m. on a Friday, on a  
418 weekend or on a holiday.

419 4. Avoid disconnection for nonpayment during freezing weather conditions (below  
420 thirty-two degrees Fahrenheit).

421 5. Provide and explain rate schedules, how meters are read and other additional  
422 reasonable information.

423 6. Respond to questions or complaints from customers. The city may not agree with  
424 the complaint but pledges prompt, courteous and honest answers within one day of the  
425 complaint.

426 7. Provide available historic billing and usage information for a customer's account  
427 when requested by the customer.

428 D. City Rights.

- 429           1. To access the city's utility facilities on customer's premises.
- 430           2. To receive notice of changes in address, status of utility service or problems with  
431 utility service.
- 432           3. To receive timely payment for services delivered to a home or business.
- 433           4. To take legal action regarding equipment tampering or financial delinquencies by  
434 the customer.

435 **15.01.030 Billing—Credit—Deposits—Fees.**

436 A. Deposits are required as follows:

- 437           1. ~~Two~~One hundred fifty (~~\$250~~) dollars for residential.
- 438           2. ~~Three~~Two hundred fifty (~~\$350~~) dollars for commercial.
- 439           3. ~~Seventy-five~~Fifty (~~\$75~~) dollars for harbor.

440 Account deposits commensurate with an anticipated six-week utility billing may be required.  
441 Deposits will be refunded after one year's satisfactory payment history or termination of  
442 service. Refund will be made by credit to customer's billing account. Interest shall accrue at an  
443 interest rate equivalent to the average rate of interest on one-year treasury bills for the last day  
444 of the fiscal year and previous fiscal year. Interest will be determined at the end of the fiscal  
445 year and will be credited to the customer's utility billing as soon as possible thereafter. Driver's  
446 license or Social Security number will be requested for notation and for identification purposes.

447 B. Meter Reading. Meters shall be read monthly as nearly as possible on the same cycle date.  
448 Because of holidays, Saturdays, Sundays and the difference in the length of months, a three-to-  
449 five-day variation may occur. If for any reason a reading cannot be obtained for any particular  
450 period, the billing may be based on an estimated energy use and demand.

451 C. Billing. Bills will be rendered monthly and are due and payable thirty days after date of  
452 billing. Failure to receive a bill will not release the customer from obligation of payment. The  
453 utility reserves the right to disconnect the meter for the final bill within a twenty-four-hour  
454 period from the time requested by the customer.

455 D. Credit Policy.

456           1. Any electrical charges become delinquent if not paid within thirty days of the billing  
457 date. If a customer's account becomes delinquent, the customer will be notified by mail  
458 no less than forty-five days after the billing date of the delinquency and of the  
459 requirement to contact the credit manager to arrange for an approved payment plan. If  
460 a customer has not contacted the credit manager after being notified by mail of having a  
461 delinquent account, a notice will be physically posted at the customer's physical location

462 notifying the customer that electrical power will be disconnected the next day without  
463 further notice unless an approved payment plan is accepted by the credit manager.

464 2. The city finance director has the authority to establish a payment plan for  
465 customers with delinquent accounts. If a payment plan is established for a customer  
466 with a delinquent account, the customer will be required, without exception, to pay all  
467 current charges and to make additional regularly scheduled payments toward the  
468 delinquent balance as part of the plan. The amount and timing of additional regularly  
469 scheduled payments will be jointly determined by the credit manager and the customer;  
470 however, as a minimum, such payments must exceed monthly finance charges by at  
471 least ten dollars per month. All delinquent balances will be subject to a yearly finance  
472 charge of twelve percent.

473 3. If a customer fails to make the specified additional regularly scheduled payments,  
474 or pay current charges, as required in the payment plan, that customer's account will be  
475 scheduled for disconnection. A notice will be physically posted at the customer  
476 account's physical location notifying the customer that electrical power will be  
477 disconnected the next day without further notice unless the credit manager is  
478 contacted. No additional notice will be sent by mail. The credit manager has the  
479 authority to amend a payment plan. If a payment plan has been amended and the  
480 customer again fails to make specific additional regularly scheduled payments, or pay  
481 current charges, as required by the payment plan, that customer's account will be  
482 scheduled for immediate disconnection. If a customer's account is disconnected for  
483 failure to make specified additional regularly scheduled payments, or pay current  
484 charges as required by the payment plan, all delinquent charges plus accrued interest  
485 must be paid in full before electrical service will be reconnected.

486 4. Tampering with meters or diversion of electricity is not allowed. If a meter is  
487 tampered with or electricity has been diverted, the utility shall charge the account  
488 holder for the cost of repairs plus all known or estimated electricity consumed. Charges  
489 will be made retroactively without limitation for all known or estimated electricity  
490 consumed back to the date of the tampering or diversion.

491 5. If a customer is found to have consumed electricity and the utility has not charged  
492 the customer for the electricity, and the reason for the supply of electricity without  
493 charge is found to be the fault of the utility and not the customer, the utility shall charge  
494 the customer for known or estimated electricity for a period not to exceed three years.  
495 Conversely, if a customer has been overcharged, the customer will be refunded the  
496 known or estimated overpayment for a period not to exceed three years.

497 EB. Service Charges.

498 1. There will be a separate ten-dollar service charge for each of the following types of  
499 electrical services:

- 500 a. Establishing a new customer service account.
- 501 b. Transferring an existing customer service account to a new location. (Example:
- 502 Boat Slips, Residential, Commercial)

503 ~~2. There shall be a separate fifty dollar charge for each of the following types of~~  
504 ~~electrical services:~~

505 ca. Connecting or disconnecting existing electrical service due to a customer  
506 request during the hours of eight a.m. and four p.m., Monday through Friday.

507 db. Disconnecting or reconnecting electrical service disconnected due to  
508 nonpayment during the hours of eight a.m. and four p.m., Monday through Friday.

509 e. Posting a final disconnect notice due to nonpayment on the consumer's physical  
510 location if a final disconnect notice has been posted at that consumer's location  
511 within the preceding twelve months.

512 ~~3.~~ There will be a separate ~~two~~one-hundred-dollar service charge for the following  
513 type of electrical service:

514 a. An electrical service trouble call during the hours of eight a.m. and four  
515 p.m., Monday through Friday, if determined to be the responsibility or fault of the  
516 customer.

517 ~~34.~~ There will be a separate ~~five~~ two hundred ten dollar service charge for the  
518 following types of emergency electrical services:

519 a. Reconnecting ~~Emergency reconnection of~~ electrical service disconnected due to  
520 nonpayment outside the hours of eight a.m. to four p.m., Monday through Friday  
521 including holidays. ~~Any emergency reconnection of electrical service due to~~  
522 ~~nonpayment shall be authorized in advance by the utility director and shall be~~  
523 ~~contingent upon the availability of service personnel to perform the reconnection~~  
524 ~~and finance personnel to receive and process the service charge.~~

525 b. An electrical service trouble call outside the hours of eight a.m. to four p.m.,  
526 Monday through Friday, if determined to be the fault or the responsibility of the  
527 customer. ~~Payment must be received in advance before electrical service is~~  
528 ~~reconnected after normal working hours due to disconnection for non-payment or~~  
529 ~~problems which are the fault of the customer. Decisions to reconnect electrical~~  
530 ~~service before receiving payment shall be at the discretion of the utility director. The~~  
531 ~~utility director shall be under no obligation to direct the reconnection of electrical~~  
532 ~~service if finance personnel are unavailable to receive and process service charges.~~



533 45. Work Orders. Customer services are provided and tracked through a work order  
534 number assigned to each job. Customers requesting services that require billing shall  
535 obtain and sign a work order at the utility customer service desk. The work order  
536 authorizes and initiates the project. Tracking of material, labor and equipment and  
537 billing is done with the work order.

538 All service charges are subject to sales tax if applicable. All charges will be billed to the  
539 customer, except for reconnection due to nonpayment. Service charges for  
540 reconnection due to nonpayment must be paid in cash or other legal tender at the city  
541 utility customer service desk, 100 Lincoln Street, before service will be reestablished.

542 ~~FG. Fees. New services on existing distribution lines: before the utility will install a new service~~  
543 ~~on existing distribution lines, the customer shall pay all appropriate fees and sales tax. The~~  
544 ~~customer shall contact the electrical department for an estimate of the work. The electrical~~  
545 ~~department shall provide the customer a non-binding estimate of the work. The customer shall~~  
546 ~~then pay a deposit to the city and borough of Sitka for an amount equal to the estimate prior to~~  
547 ~~the work being performed. Subsequent to the work being completed the city and borough shall~~  
548 ~~invoice the customer for any additional charges not in the estimate or credit will be applied to~~  
549 ~~the customer account.~~

550 1. Clarification. For purposes of these policies, a residential structure is defined as “any  
551 structure designed for human habitation in which at least fifty percent of the square  
552 footage is normally used for human habitation.”

553 2. New Single Residential Service Fee.

554 a. Overhead Service. The customer shall be responsible for the actual cost of  
555 installing the service.

556 b. Underground Service. The customer shall be responsible for the actual cost of  
557 installing the service.

558 c. Installation Fees. The fees shall be charged at a rate equivalent to the actual  
559 costs including material, labor, design and engineering, equipment, and overhead. A  
560 written estimate detailing the estimated cost will be provided upon request.  
561 Estimates made by the utility are not binding.

562 3. Remodeling Existing Residential Structure Fee. No fee will be charged, provided an  
563 upgrade of the service entrance is not required.

564 4. Fees for Additions to Existing Residential Structures. The actual cost shall be charged  
565 if the construction results in the relocation or replacement of the existing service  
566 entrance.

567 5. Fees for Replacing Existing Residential Structures. Fees for replacing existing  
568 residential structures due to fire, flood or other disaster which destroys the structure  
569 shall be charged as follows: the actual cost shall be charged if the construction results in  
570 the location or replacement of the existing service entrance.

571 6. Fee for Properties Being Served by an Electrical LID. Fees for properties being served  
572 by an electrical LID shall be charged as provided for in Title 17 of the Municipal Code.

573 7. Residential Service Disconnect/Reconnect Fees for Electrical Service Repair. There  
574 shall be a total two-hundred-dollar service fee charged for a customer-requested  
575 disconnect and reconnect of any electrical service at the point of delivery for the  
576 purpose of repairing or upgrading the existing service. This fee shall be collected at the  
577 time of application for the disconnect.

578 If the service configuration is substantially modified, the customer shall be charged  
579 actual cost in lieu of the two-hundred-dollar fee. Actual cost is to include all labor,  
580 materials, equipment and overhead.

581 8. All Other Electrical Services. The fees for all other electrical services, including three-  
582 phase transformers, submarine cable and services (islands), industrial, commercial, etc.,  
583 shall be charged at a rate equivalent to the actual cost including material, labor, design  
584 and engineering, equipment, and overhead. A written estimate detailing the estimated  
585 cost will be provided upon request. Estimates made by the utility are not binding.

586 GD. Meter Tests. Tests at the request of the customer will be made, and if the meter is found  
587 to register within over two percent of the correct value, the customer shall pay a test fee of  
588 thirty dollars. If the meter is found to exceed the two percent limit plus or minus, the bill for the  
589 preceding twelve months may be adjusted accordingly, and no charge will be made for the  
590 testing.

591 HE. Credit Applications. Credit applications will be available and must be filled out before a  
592 customer has electrical services rendered in their name. If it is found that the customer has  
593 misinformed or misled the city with false information, the account can be closed without  
594 notification until all matters are clarified and adhered to according to the policies of the city. All  
595 information furnished on said credit application will be confidential and used only by the city or  
596 its assigns.

597 IF. Vacation Rates. None.

598 JG. Fees and Charges. All fees, charges, "actual costs" and/or service charges are based on the  
599 average labor, benefits and any administrative or other costs incurred by the city. These rates  
600 are subject to annual review.

601 KH. Actual Costs. Actual costs for vehicles and materials are billing rates plus shipping and  
602 overhead per the following. The actual cost for labor is double the employee's wage per hour,

603 to account for the wages, benefits, employer taxes, and overhead. Subcontractor costs may  
 604 also be charged if a subcontractor is required. The minimum time charged for vehicle costs and  
 605 labor is one hour. A written estimate of actual costs is available upon request, in accordance  
 606 with subsection (F)(8) of this section.

607

Vehicle Costs	Billing Rate per Hour
Pickup/SUV/Van < 1 ton	<del>\$13.20</del> 28.00
Truck, flatbed, 1 ton	<del>\$16.50</del> 34.00
Chipper	<del>\$3</del> 60.00
Crane truck, 5 ton	<del>\$39.60</del> 80.00
Tractor with backhoe	<del>\$45</del> 90.00
Service truck, 1-1/2 ton w/bucket	<del>\$72.75</del> 146.00
Bucket truck, 65 ft+ reach	<del>\$89.10</del> 180.00
Crane truck, 10 ton	<del>\$89.10</del> 180.00
Materials	
Cost plus 50% for shipping and warehousing	
Labor	
Double the employee's wage per hour	
Subcontractor	
Costs charged by subcontractor plus overhead	

608

609 **15.01.035 General requirements.**

610 A. Right of Access. The utility, through its authorized employees or agents, shall have access  
 611 to its meters and equipment at all reasonable times for the purpose of reading meters and  
 612 testing, examining, repairing, or replacing any equipment which is the property of the utility. If  
 613 such equipment is so located that locks must be operated to reach it, the utility shall be  
 614 supplied with keys to such locks. In cases where locking devices have been installed on  
 615 customers' disconnect devices, it is required that emergency municipal personnel, i.e., fire and  
 616 police, also be supplied keys to such locks.

617 B. Application for New Service. Each customer requesting service shall supply the utility with  
 618 the necessary information to provide the service. This information shall be supplied on an  
 619 application for service form, available at the utility or customer service desk located at 100

620 Lincoln Street, Sitka, Alaska. A work order will be opened to provide the service. Large industrial  
621 or commercial services and service contracts shall contain such provisions and stipulations as  
622 may be necessary or desirable to protect the interests of both the utility and the customer, as  
623 determined by the utility director. In the absence of a signed agreement or application for  
624 service form, the delivery of service by the utility and its acceptance by the customer shall be  
625 deemed to constitute an agreement and acceptance of the policies.

626 C. Easements and Rights-of-Way. Where it is required to place equipment, vaults, splice  
627 boxes, structures, or other materials owned by the utility associated with providing services,  
628 the owner(s) involved with the project shall be required to grant an easement to the city and  
629 borough of Sitka electric department. This easement shall include all areas as prescribed by the  
630 utility. Utility personnel will forward a copy of the recorded easement to the owner(s). In cases  
631 involving islands, tidelands, wetlands, etc., all Corps of Engineers permits and Department of  
632 Natural Resources costs will be paid for by the customer. Rights-of-way are also required to be  
633 conveyed to the city and borough of Sitka. The grant of utility easement must be complete,  
634 signed by the property owner, copied to the city, and recorded by the State Recorder's Office.  
635 The city will pay the recording fees.

636 D. Temporary Electrical Service. Temporary service is normally rendered for construction  
637 purposes, but may also be rendered to traveling shows, public event displays, etc. Whenever  
638 possible, it is recommended that temporary construction services be placed in the permanent  
639 location. Where there are existing secondaries of sufficient capacity (also suitable phase and  
640 voltage), service will be provided at applicable rates under these conditions:

- 641 1. Provision by the customer of a temporary electric service construction post or  
642 construction pole within one hundred feet of existing facilities with suitable protective  
643 devices and meter socket; and
- 644 2. Payment by the customer must be made in accordance with normal billing  
645 procedures for the actual cost of installation and removal.
- 646 3. Temporary service must be initiated with a work order at the utility customer  
647 service desk, 100 Lincoln Street, Sitka, Alaska.

648 E. Character of Service. The utility will designate the character of electric service. All service  
649 shall be alternating current (AC), sixty hertz. Nominal secondary delivery voltages are one  
650 hundred twenty volt, two hundred forty volt single-phase and two hundred forty volt three-  
651 phase, for overhead service. Service may also be delivered at one hundred twenty/two hundred  
652 eight or two hundred seventy-seven/four hundred eighty volts three-phase grounded wye, only  
653 where such secondaries exist. When the size of the load justifies a separate transformer  
654 installation, all costs associated with such transformer installation will be borne by the  
655 customer. The delivery of one hundred twenty/two hundred eight volts shall be at the option of  
656 the utility. In general, delivery voltages and phases will be those available at the point of  
657 service. If different phases or voltages are necessary, the costs shall be computed in accordance  
658 with the policies set forth herein. To determine the type of service to be supplied, the customer

659 shall consult the utility before proceeding with the installation of wiring or ordering of electrical  
660 equipment. Padmount transformer for three-phase service can only be in voltages of one  
661 hundred twenty/two hundred eight and two hundred seventy-seven/four hundred eighty volts.

662 F. Service Taps. All connections between utility wires and customer wires will be made and  
663 removed exclusively by utility-authorized personnel. The utility reserves the right to make all  
664 service connections. The connection of utility's electric service or any alternative thereof by  
665 anyone except utility-authorized personnel is prohibited. Violators of this rule will be  
666 prosecuted. The user of such a connection shall be presumed to have made or consented to the  
667 unauthorized connection and will be responsible for any costs and/or power charges as well as  
668 the party making the unlawful connection, unless proven to the contrary.

669 Any tap made ahead of any service equipment for fire pumps, exit lights, control power for the  
670 circuit breaker, etc., shall be provided with proper disconnect equipment and over current  
671 protection adequate for the service load. Such connections shall be made only where  
672 specifically approved by the utility and must be metered, either by the existing or an additional  
673 meter.

674 G. Pole Attachments. The utility forbids any attachments or work by others on its poles or  
675 facilities without specific written authorization. Customers utilizing utility power poles by  
676 permission will be required to enter into a joint pole use agreement with the city and borough,  
677 and will be required to pay joint pole use fees.

678 H. Grounding. The grounding conductor and equipment of the service shall be effectively and  
679 permanently grounded in accordance with the latest edition of the NEC or in accordance with  
680 the requirements of applicable authorities. Grounding electrodes shall be copper, copper clad,  
681 or galvanized steel. Under no circumstances shall a gas, water, or fuel oil piping system be used  
682 as the grounding electrode. Metallic riser conduits on the outside of the building and water  
683 piping within the building shall be independently grounded.

684 I. Objectionable Effects. The utility reserves the right to disconnect service where equipment  
685 used by the customer results in objectionable effects upon or interferes with the operation of  
686 facilities of the utility, its customers, or another public service company unless the customer  
687 discontinues use of such equipment or installs corrective equipment to overcome the  
688 objectionable effect or interference. The customer will be charged for the cost to disconnect  
689 the service.

690 J. Load/Phase Balance. The customer shall balance three-phase loads so there is less than a  
691 twenty percent imbalance.

692 K. Meter/Meter Seals. Meters shall be provided by the utility and all meter installations and  
693 points of access to unmetered wiring on the customer's premises will be sealed by the utility.  
694 All cabinets and equipment enclosures containing unmetered conductors shall be made  
695 sealable before the service is energized. Metered and unmetered conductors shall not share  
696 the same conduits as raceways.

697 **15.01.040 Service connections.**

698  
699 ~~The administrator shall establish written policies and procedures for customer service~~  
700 ~~connections and shall make this information available to the public.~~

701  
702 A. General. This section applies to each new service installation and to existing installations  
703 when changes and/or rearrangements are made. Each case shall be referred to the utility  
704 before electrical work is begun.

705 B. Metering, Service Entrance(s), Disconnects. All service entrance(s), meters, and  
706 disconnecting device(s) shall be permanently installed externally, at an approved location.

707 Main disconnect: this device shall be installed by the customer at a predetermined location  
708 designated by the utility for the purpose of protection, isolation, sectionalizing, maintenance,  
709 and testing between privately owned equipment and electric circuits and municipally owned  
710 equipment.

711 This device shall be designed and rated in accordance with the NEC and to open and close all  
712 ungrounded conductors of the circuit simultaneously from their source of supply.

713 Municipal maintenance and replacement responsibility terminates at the source side of the  
714 customer-owned disconnects.

715 It shall be the responsibility of the customer to maintain a clear space of at least thirty-six  
716 inches in front and thirty-six inches on either side of the meter. Exceptions to this that meet  
717 current revision of the NEC may be approved by the utility. Meters shall be installed at a height  
718 of five to six and one-half feet above a finished grade, platform, deck, etc. The utility shall be  
719 consulted prior to installation. New service entrance and remodel locations are subject to  
720 approval by the utility. All single-phase circuits up to six hundred volts and less than two  
721 hundred amperes or less shall be metered through self-contained meters. Loads of more than  
722 two hundred amperes will be metered with instrument transformers. The contractor or owner  
723 will consult the utility for metering requirements prior to installation.

724 C. Instrument Transformer Metering. All instrument transformer enclosures, mountings and  
725 fittings, meter sockets and conduits or raceways for meter wiring will be furnished and installed  
726 by the customer and will be of a type approved by the utility. They shall be provided with a  
727 means for sealing. Instrument transformers will be furnished by the utility. All wiring from the  
728 instrument transformers to the meter base will be furnished and installed by the utility in  
729 conduits installed by the contractor or owner. The utility will install conduits at the customer's  
730 expense upon request. Provision for potential taps will be made in the instrument transformer  
731 enclosure by the owner or contractor. No potential taps will be made outside of a sealed  
732 enclosure. The meter socket must be UL approved, designed for outside use, and have a  
733 sealable test switch enclosure. The metering instrument transformers shall be installed in an  
734 approved, sealable enclosure that is located on the load side of the service main disconnect  
735 (cold sequence). Any exceptions must receive prior approval of the utility.

736 D. Point of Delivery. Service shall be supplied to the entire premises through a single delivery  
737 point and at an agreed-upon voltage and phase rating. If a customer has more than one point of  
738 delivery, then each point of delivery shall be metered and billed separately. The point of  
739 delivery is that point on the customer's premises (or other agreed point) where the utility  
740 terminates its electrical conductors. Utility services shall not be run from building to building.  
741 When crossing property, service drop wires shall not be carried over/under buildings. All  
742 equipment on a load side shall belong to and be the responsibility of the consumer, except  
743 meters and metering equipment and other equipment provided by the utility. It shall be the  
744 responsibility of the customer to advise the utility of his service requirements in advance of  
745 installing the service entrance equipment and to ascertain that the location is acceptable to the  
746 utility. For mobile home parks and RV parks the point of delivery is the supply (line) side of the  
747 disconnect(s). For private marinas and boat docks the point of delivery is the supply (line) side  
748 of the disconnect on the upland facilities.

749 E. Customer Power Outage. If the customer's service fails, they shall endeavor to determine if  
750 they have blown fuses, tripped breakers, or their equipment is at fault before calling the utility.  
751 If a service person is sent out on such a request, and it is determined that the customer's  
752 equipment is at fault, the customer will be charged for the service call.

753 F. Interruption of Service. The utility will use reasonable diligence to provide an adequate and  
754 uninterrupted supply of electrical energy at normal voltage, but if the supply is interrupted  
755 without notice, for any cause, the utility shall not be liable for personal injuries, loss or damages  
756 resulting therefrom, nor will such failure constitute breach of agreement for service.

757 The utility reserves the right to temporarily suspend services for the purpose of making  
758 emergency repairs or routine improvements to the system, but in such cases, whenever  
759 practicable, every effort will be made to contact affected customers beforehand and make such  
760 interruptions as short as possible. Emergency outages will occur without notification.

761 G. Curtailment. Should a serious power shortage develop, and should it become mandatory  
762 that the utility place into effect a curtailment program, the utility reserves the right to limit the  
763 use of electrical energy during such hours as may become necessary.

764 H. Discontinuance of Service by the Electric Utility. The utility may refuse to connect or may  
765 discontinue service for violation of payment contract provisions, for theft or illegal diversion of  
766 current, or for the noncompliance with current revision of the NEC or ordinances of the city and  
767 borough of Sitka. This discontinuance of service for any of these causes does not release the  
768 customer from their obligation to pay for services received or charges specified in any existing  
769 contract. The utility may also refuse to service loads of a character which are seriously  
770 detrimental to the service being rendered to other customers.

771 I. Additional Load. In the event the customer desires to change their load, he shall notify the  
772 utility sufficiently in advance so the utility may provide the facilities required. In the event that  
773 the customer fails to notify the utility, and as a result the utility equipment is damaged, the

774 customer shall be liable for the cost of such damage. Other costs involved with repair service  
775 charges will also be applied.

776 J. Notice of Trouble. In the event that service is erratic or interrupted, it shall be the obligation  
777 of the customer to notify the utility.

778 K. System Disturbance. Electric service shall not be utilized in such a manner as to cause  
779 severe disturbances or voltage fluctuations to other customers. In the event that any customer  
780 uses equipment that is detrimental to the service of other customers, such as welders, pipe-  
781 thawing equipment, or large motor-starting equipment, they shall be required to install at their  
782 own expense regulative equipment to control such fluctuations. Work required by the utility to  
783 remedy these situations will be paid for by the customer causing the disturbance.

784 L. Customer's Wiring and Equipment. It shall be the customer's responsibility to provide  
785 suitable protective equipment such as fuses, circuit breakers, and relays of sufficient size to  
786 protect their equipment. All newly constructed single, duplex and triplex dwellings shall be  
787 equipped with a meter box and disconnect rated not less than one hundred amps. Exceptions  
788 to this must be approved by the utility. New installations, rebuilds, upgrades, and remodeled  
789 premises, including residential, commercial, industrial and public, requiring that the external  
790 point of delivery or service entrance configuration be altered in any way shall be equipped with  
791 a means of externally metering and disconnecting each electric service. The utility must  
792 approve any external disconnecting device and its location prior to installation.

793 In some cases, a shunt trip device may be required. If three-phase equipment is used, it shall be  
794 the customer's responsibility to protect it against phase reversal, loss of phase, under- and  
795 over-voltage. The utility will take all reasonable precautions to prevent phase failure or  
796 abnormal voltage variations, but cannot guarantee that such conditions may not occur, due to  
797 circumstances beyond its control. The customer's wiring shall be in accordance with current  
798 NEC standards. The utility will reserve the right to refuse or discontinue service to a customer  
799 when his equipment or wiring is in a hazardous condition, or not in conformity with the lawful  
800 codes and local regulations. The customer shall be solely responsible for the maintenance and  
801 safety of their wiring and equipment. The utility shall not be in any way liable for accidents or  
802 damages occurring to the customer or to third parties because of contact with or failure of any  
803 portion of the customer's installation. Should a service be disconnected it will be required to  
804 meet current codes and standards prior to re-energization.

805 M. Underground Locating Services. The utility provides location services, free of charge, for  
806 utility-owned facilities during normal working hours. A twenty-four-hour advance notice is  
807 required for this service to be scheduled. A customer, contractor, or operator who causes  
808 damage to utility property will be charged at a rate equivalent to the actual cost to supply  
809 material, labor, equipment, and overhead necessary to complete repairs and to restore services  
810 on any damaged property.

811 N. Marking. Multiple unit buildings, trailer courts, etc., must have the correct address for each  
812 unit permanently marked at the following locations:



- 813            1. The meter socket;
- 814            2. The main breaker;
- 815            3. The subpanel in each unit;
- 816            4. The door or doorway.

817 If all markings are not present or of a permanent nature, the service shall be subject to being  
818 disconnected.

819 O. Customer Services. Customer services that are installed under retaining walls or  
820 foundations shall be the customer's responsibility. The customer is responsible for the actual  
821 cost of replacing or repairing the conduit if damaged to a point that new service conductors  
822 cannot be installed.

823 **15.01.045 Line extension.**

824 A. Line extensions may be constructed by the utility or by a contractor. They will become the  
825 property of the utility to own and maintain if constructed along a public road or serve more  
826 than one customer. All construction must be in compliance with the NESC along with the SDCG.  
827 Underground line extensions are prepared by the utility.

828 B. Overhead or underground line extensions to subdivisions shall be paid for by the  
829 subdivision developer. In the case of multiple owners, agreement between all parties must be  
830 documented in writing prior to commencement of work.

831 C. The cost of overhead or underground line extensions shall be the responsibility of the  
832 customer. These extensions can be constructed by the utility or a contractor; however, they  
833 shall become the property of the utility upon being energized and shall be constructed  
834 according to these policies.

835 D. For underground service locations, the utility shall be consulted in every case before work  
836 is started so that it may designate the facility from which the service will be taken, the location  
837 of the conduit, and meter location. Precautions must be taken when trenching near other  
838 underground facilities or poles to prevent undermining of the pole. The customer or contractor  
839 performing the work will be held financially responsible for any damage to utility facilities.  
840 Customer-installed conduits and trenches must be inspected and approved by the utility before  
841 backfilling.

842 E. Utility Pole Replacements or Relocations. If the utility requires a pole to be relocated or  
843 replaced, the riser will be reattached at the utility's expense.

844 F. Risers installed on utility-owned poles shall be galvanized rigid steel or utility-approved  
845 plastic conduit and brought to a point not less than eight feet nor more than twelve feet above  
846 ground line. Two four-inch risers or their space equivalent are the maximum permitted on one  
847 pole.

848 G. On privately owned poles, the customer shall furnish and install the galvanized steel or  
849 utility-approved plastic conduit and mounting straps up to the pole to a point twelve inches  
850 below the utility's secondary conductors.

851 H. Relocation of Poles or Equipment. In the event any customer requests their delivery point  
852 to be moved or desires a pole or other utility equipment moved, including yard lights, fixtures,  
853 transformers and/or other facilities located thereon, for any reason, the utility will, if feasible  
854 from an engineering point of view and provided the necessary right-of-way can be obtained, do  
855 so and will require the customer to pay an amount sufficient to reimburse the utility for all  
856 actual costs including materials, labor, equipment, and overhead. In the event that conditions  
857 not defined occur, then the principles and policies as outlined herein and in the extension  
858 policy shall be applied.

859 **15.01.050 Subdivisions.**

860 A. General. All electrical facilities in new subdivisions shall be installed underground per the  
861 SDCG.

862 B. Services. Underground services will be the responsibility of each customer.

863 C. Single Developer. The developer of a subdivision of a parcel of land will be responsible for  
864 providing and installing all underground electrical facilities. This includes primary, secondary,  
865 transformers, termination cabinets, pull boxes, etc.

866 **15.01.055 Mobile home parks, RV parks, private marinas and boat docks.**

867 Mobile Home Parks, RV Parks, Private Marinas and Boat Docks. The utility will provide metering  
868 for individual mobile homes, RV spaces and boat marinas under the current rate structure  
869 providing the following conditions are met:

870 A. The system owners shall furnish and install a wiring system to connect to the utility  
871 facilities via main disconnect(s). This device shall be installed by the customer at a  
872 predetermined location set by the utility for the purpose of protection, isolation, sectionalizing,  
873 maintenance and testing between privately owned equipment and electric circuits, and  
874 municipally owned equipment and electric circuits.

875 This device shall be designed and rated to carry expected load and to open and close all  
876 ungrounded conductors of the circuit simultaneously from their source of supply by  
877 nonautomatic means and to open all ungrounded conductors of the circuit simultaneously from  
878 their source of supply automatically on a predetermined load current or fault current in excess  
879 of specified design.

880 Utility maintenance and replacement responsibility terminates at the supply (line) side of  
881 the customer-owned disconnect(s).

882 B. The system owner shall furnish and install a wiring system connecting each service location  
883 with a meter socket and protective device (breaker/disconnect). Such a wiring system and  
884 protective device (breaker/disconnect) shall be of adequate capacity to maintain standard

885 current and voltage to each location. Systems are to be installed in accordance with all current  
886 codes and requirements.

887 C. Whenever a service is disconnected, it shall be brought into compliance with current codes  
888 and standards prior to being re-energized.

889 **15.01.060 Rental structures.**

890 A. Owner Policy. Special conditions may apply to electrical service provided to rental  
891 structures. The owner or owner's representative of such structures may request that the  
892 account for the rental structure be placed in "owner status" for the purposes of cleaning and  
893 nonoccupancy only. Accounts in owner status are subject to the following conditions:

894 B. While in owner's status, an account will be charged for all electricity consumed, subject to  
895 minimum consumption requirements.

896 C. The owner/landlord is not required to pay a residential deposit if in good credit standing  
897 with the city. Residential deposits will be required, however, from all tenants when the  
898 structure is rented.

899 D. The owner/landlord must notify the utility customer service desk immediately upon  
900 occupancy of a rental unit. If the unit is occupied and the utility customer service desk has not  
901 been notified of the occupancy, the owner/landlord is liable and responsible for all electricity  
902 charges for the account until such notification is given and the account is switched to the  
903 tenants.

904 E. Under no circumstances will the owner turn an electrical meter on or off. Meter connects  
905 and disconnects will be performed by the utility.

906 F. When an owner account is transferred to a tenant, or transferred from a tenant back to an  
907 owner, a service charge will be charged to the account.

908 G. If a renter is being disconnected for nonpayment of electrical charges, the municipality will  
909 notify the owner, if said owner has provided contact information, that service to the rental  
910 structure is being disconnected before the physical disconnection occurs.

911 H. Upon vacation of the rental structure by tenants the account will automatically be  
912 transferred to the landlord/owner. The transfer will be subject to a service charge.

913 I. If owner/landlords turn off electric service, they will be liable for any costs that are incurred  
914 by the tenants and/or the municipality.

915 J. If any owner is disconnected for nonpayment, the municipality will immediately remove the  
916 owner status from all of the individual's owner accounts. Thereafter, each account must  
917 individually meet the billing credit policy herein.

918 K. If an owner is disconnected for nonpayment and the municipality has not been notified that  
919 a tenant has occupied the structure, the owner will be immediately charged for all appropriate  
920 services while the structure was occupied, and the account will not be reconnected until all  
921 charges are paid in full.

922 **15.01.065 Motors and controllers.**

923  
924 ~~The administrator shall establish written policies and procedures for customer motors and~~  
925 ~~controllers and shall make this information available to the public.~~

926  
927  
928 A. Utility to Be Advised. The utility shall be advised before any single-phase motor in excess of  
929 five horsepower or any three-phase motor rated ten horsepower or larger is installed by a  
930 customer. The information given the utility shall include the nameplate data of the motor, the  
931 nature of the load and operating characteristics of the proposed installation, such as how  
932 frequently the motor will be started and if the load fluctuates rapidly, etc.

933 B. Motor Starters. The utility may require customers to install reduced-voltage starting  
934 equipment in cases where across-the-line starting would result in excessive voltage motor  
935 disturbances to the utility system.

936 C. Single-Phase Motors. Generally, motors larger than five horsepower should be three-phase,  
937 but the utility may require the use of single-phase motors or appropriate phase converters  
938 where three-phase service is not readily available.

939 D. Protection. All motors should be properly protected against overload, including overloads  
940 caused by low voltage conditions. It is the customer's responsibility to protect three-phase  
941 motors against the possibility of single-phase operation. Reverse phase relays, together with  
942 circuit breakers, or the equivalent devices, should be used on all three-phase installations for  
943 elevators, cranes, and similar applications to protect the installation from phase reversal.

944 **15.01.070 Undesirable characteristics.**

945 The utility may refuse or discontinue service to customers who operate equipment which  
946 causes detrimental voltage fluctuations (such as, but not limited to, hoists, welders, radio  
947 transmitters, X-ray apparatus, elevator motors, compressors and furnaces). The customer must  
948 reasonably limit such fluctuations upon request by the utility. Undesirable load characteristics  
949 include, but are not limited to, twenty percent unbalanced load between phases, a power  
950 factor below ninety percent, or cyclical demand fluctuations produced by the customer's  
951 equipment. The utility may require, as a condition of service, that customers install, at their  
952 expense, equipment that will eliminate the undesirable load characteristics.

953 **15.01.075 Special equipment.**

954  
955 ~~The administrator shall establish written policies and procedures for customer special~~  
956 ~~equipment connections and shall make this information available to the public.~~

957

958 A. Customer-Installed Capacitors. Customers installing capacitors to improve the power factor  
959 of their load must contact the utility for essential coordination details.

960 B. Electric Fences. Electric fences must comply with the standard for electric fence controllers,  
961 ANSI/UL 69. A direct electric connection to a fence, or a connection through resistance,  
962 reactance, or lamp bulb, without an approved controller is not permitted.

963 C. Swimming Pools and Hot Tubs. Circuits serving swimming pools, hot tubs, or associated  
964 areas shall be protected by ground fault interrupters per the NEC.

965 D. Lightning Protection Systems. The utility recommends the use of secondary surge arresters  
966 for protection of customers' equipment, where such additional protection is desired. Arresters  
967 shall be connected on the load side of the main disconnect, not at the weather head.

968 Lightning rod systems, if desired, should be installed per NFPA 78, "Lightning Protection Code."  
969 A bond between the lightning rod system down ground and the service neutral should not be  
970 installed. Spacing should be arranged so that the meter enclosure is not bonded to the lightning  
971 rod system down ground.

972 E. Transient Surge Protectors. Transient surge protectors can be installed by the customers on  
973 their system to help protect sensitive equipment from low energy transient surges. It is  
974 recommended that the transient surge protector (suppressor) utilized has the UL 1449 rating  
975 and incorporate failure indicators.

976 **15.01.080 Customer generation.**

977 A. General. All installations of customers' generating equipment require adherence to  
978 fundamental rules for safeguarding of all personnel and the utility's equipment. The utility must  
979 be consulted before any generating equipment is connected to any circuit which is or can be  
980 supplied from the distribution system. This is to assure against any unanticipated backfeed of  
981 electricity into the utility's system.

982 B. Standby Generators. This type of generator is for emergency supply for lighting and other  
983 load and is usually connected in case of loss of the normal supply. A double throw switch or  
984 conductor shall be provided to positively disconnect from the normal supply and transfer all  
985 ungrounded conductors of any emergency lighting or power load to the standby generator.  
986 Automatic transfer systems must be approved by the utility.

987 C. Systems Operated in Parallel with the Utility's Supply. Customers considering the  
988 installation of generating equipment to supply all or a portion of their electrical energy  
989 requirements and who wish to arrange for, or continue to receive, service from the utility's  
990 system for their remaining electrical energy requirements and/or for standby service must  
991 consult the utility regarding the design, installation, and operation of such generating  
992 equipment. This consultation should be done before the customer is committed to a specific  
993 system design.

994 **15.01.085 Carrier current.**

995 If a customer used building wiring for a carrier current system for communication or signaling  
996 purposes, the customer shall install suitable filter equipment or make other provisions  
997 approved by the utility to keep the distribution facilities free from carrier currents produced by  
998 the customer's equipment.

999 **15.01.090 Rebate program for electric heat pump heating systems.**

1000 A. General Requirements. All residential customers are eligible to participate in the rebate  
1001 program, subject to the rules and procedures developed by the electric department, and  
1002 funding of the program.

1003 B. Eligible Equipment. Only the following products are eligible for the rebate program:

1004 1. Electric heat pump heating system that replaces an existing oil or electric resistance  
1005 heating system, such as electric baseboard heaters, electric plug-in heaters, and electric  
1006 boilers, if it is the primary heating source for the residence.

1007 C. Rebates. Residential customers requesting a rebate shall submit a signed rebate request  
1008 using electric department forms within sixty days of the purchase of the rebate eligible product.  
1009 Rebates will be issued within sixty days of receipt of the form to any eligible customers that  
1010 meet the terms and conditions of the program.

1011 D. Funding. The rebate program will terminate when all project funds have been expended.

1012 \* \* \*

1013  
1014 5. **EFFECTIVE DATE.** This ordinance shall become effective on the day after the date  
1015 of its passage.

1016  
1017 **PASSED, APPROVED, AND ADOPTED** by the Assembly of the City and Borough of Sitka,  
1018 Alaska this 27<sup>th</sup> day of December, 2016.

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1021

1022

\_\_\_\_\_  
Matthew Hunter, Mayor

1023 **ATTEST:**

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1027 \_\_\_\_\_  
Melissa Henshaw, CMC

1028 Acting Municipal Clerk

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