

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"

FAILED ON FIRST READING DECEMBER 13, 2016

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):

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.
15.01.025 Customer and city rights and responsibilities.

49 15.01.030 ~~Billing—Credit—Deposits—Fees.~~

50 15.01.035 General requirements.

51 15.01.040 Service connections.

52 15.01.045 Line extension.

53 15.01.050 Subdivisions.

54 15.01.055 Mobile home parks, RV parks, private marinas and boat docks.

55 15.01.060 Rental structures.

56 15.01.065 Motors and controllers.

57 15.01.070 Undesirable characteristics.

58 15.01.075 Special equipment.

59 15.01.080 Customer generation.

60 15.01.085 Carrier current.

61 15.01.090 Rebate program for electric heat pump heating systems.

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63 **15.01.005 Definitions.**

64 "ANSI" means the American National Standards Institute.

65 "City" means the city and borough of Sitka.

66 "Employees" means the employees of the city and borough of Sitka charged with the responsibility of
67 delivering services to the citizens and customers while ensuring good business practices, and
68 considering the needs and wants of customers.

69 "IEEE" means the Institute of Electrical and Electronics Engineers.

70 "NEC" means the National Electrical Code.

71 "NESC" means the National Electrical Safety Code.

72 "OSHA" means the Occupational Safety and Health Act.

73 ~~"Overhead point of delivery" means customers' service entrance conductors at the weather 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, current
77 transformer enclosure or supply (line) side of a customer-owned disconnect(s) in a privately owned
78 system.~~

79 "Utility" means the city and borough of Sitka electric department. (Ord. 05-15 § 4(A) (part), 2005.)

80 **15.01.010 Statement of purpose.**

81 The city wants to treat its citizens in a fair and consistent manner, while recognizing the distinct
82 needs and requirements of each customer. To promote uniformity of service, the city has adopted

83 this customer service policy. This customer service policy provides guidelines for electric service while
84 meeting the requirements of good business practices.

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

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

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

111 **15.01.012 Level of Authority and Responsibilities.**

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

118 ~~The finance director is responsible for the billing and collection of all fees and charges for electric~~
119 ~~service. The finance director shall have the responsibility to consider all complaints and concerns~~
120 ~~regarding electrical billings and disconnections for failure to meet financial payment obligations. The~~
121 ~~finance director shall have the authority and responsibility to direct the disconnection of electrical~~
122 ~~service for customers for non-payment or failure to meet agreed upon terms of customer repayment~~

123 plans. ~~Other than stipulated by other sections of this chapter, the finance director shall not have any~~
124 ~~specific responsibility to notify customers of impending disconnection in advance; furthermore, a~~
125 ~~customer's failure to honor specific commitments, either temporally or financially, shall result in~~
126 ~~immediate disconnection of electrical service without advance notice. The finance director, at his or~~
127 ~~her discretion, may, but is not required to, authorize the reconnection of any customer's electric~~
128 ~~service if the finance director deems it to be in the best interest of the utility and the Municipality to~~
129 ~~do so. The finance director also has the discretion to, but is not required to, waive fees associated~~
130 ~~with a reconnection.~~

131
132 The discretionary authority of the finance director shall be limited in certain aspects, as follows:-

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

141
142 The administrator will create, maintain and update a customer service procedure manual and the
143 Sitka design and construction guidelines (SDCG) procedures manual, both of which will be in
144 compliance with the Sitka General Code. These manuals may be updated by approval of the
145 administrator with assembly notification. ~~These manuals and codes may be more restrictive than the~~
146 ~~Sitka General Code where the municipal administrator deems necessary.~~

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148 **15.01.015 Construction guidelines.**

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

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

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

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

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

166 **Section**
 167 **15.01.020 Electrical rates.**

- 169 A. All billings are subject to sales tax if applicable.
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 171 B. Residential Services.
 172 1. Applicable to all residential customers for all uses in the home or residence, subject to the
 173 rules and regulations and customer services policies of the city and utility.
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 175 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> \$0.1203 per kWh
Over 1,000 kWh's	<u>\$0.1305</u> \$0.1370 per kWh
Customer charge is <u>\$19.50</u> \$20.48 per month	

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 179 C. General Service – Small
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181 1. Applicable to all nonresidential customers for all uses, including lighting, heating and
 182 power, when the electricity consumed in the preceding twelve months is less than one
 183 hundred thousand kWh and has a measured demand of less than fifty kW, subject to the
 184 rules, regulations and customer service policies of the utility and the city. Typical customers in
 185 this class could include: restaurants, retail vendors, churches, fueling stations, and service
 186 industries.

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 188 2. Energy Charges.
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First 500 kWh	<u>\$0.1771</u> \$0.1860 per kWh
501 kWh to 10,000 kWh	<u>\$0.1246</u> \$0.1308 per kWh
10,001 kWh to 100,000 kWh	<u>\$0.1218</u> \$0.1279 per kWh
Over 100,001 kWh	<u>\$0.1190</u> \$0.1250 per kWh
Customer charge is <u>\$39.00</u> \$40.95 per month	

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 191 3. Demand Charges.
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First 25 kW	No Charge
Over 25 kW	<u>\$5.60</u> \$5.88 per kW

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D. General Service – Large

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.

2. Energy Charges.

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

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3. Demand Charges.

First 25 kW	No Charge
Over 25 kW	\$5.60 \$5.88 per kW

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E. General Service – Public Authority

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.

2. Energy Charges.

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

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3. Demand Charges.

First 25 kW	No Charge
Over 25 kW	\$5.60 \$5.88 per kW

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224 F. Boat Service.

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

First 150 kWh	\$0.1353 \$-1420 per kWh
All additional kWh	\$0.1353 \$-1420 per kWh
Customer charge is \$8.75 \$20.48 per month	

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228 G. Street and Security Light Service.

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

233 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

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

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

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

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

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

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

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

252 Energy Charge. ~~Conceptually, the energy charge for all kilowatt-hours shall be adjusted~~
253 ~~monthly so as to be no more than 90% of the equivalent average price paid by the State of~~
254 ~~Alaska or the City and Borough of Sitka, whichever is lower, for No. 2 Fuel Oil delivered in Sitka~~
255 0.0317 times the city and borough's price per gallon for number 2 heating oil, assuming an
256 overall oil heating system efficiency of seventy percent and the use of the price paid by the
257 city and borough of Sitka for number 2 heating oil for all of the city and borough-owned
258 buildings. The rate will vary monthly with the price paid by the city and borough of Sitka for
259 number 2 heating oil for all city-owned buildings. The maximum energy charge for all kilowatt
260 hours under this rate shall be eleven cents per kilowatt hour.

261 ~~The energy charge calculation will be performed by multiplying 0.0317 times the average price~~
262 ~~paid two calendar months prior by the State of Alaska or the City and Borough of Sitka,~~

263 ~~whichever is lower, for No. 2 Fuel Oil delivered in Sitka. This factor assumes an overall oil~~
264 ~~heating system efficiency of seventy percent and a heat equivalent of fuel oil of 138,599 BTU~~
265 ~~per gallon. The maximum energy charge for all kilowatt hours under this rate shall be eleven~~
266 ~~and fifty five one hundredths cents (\$0.1155) per kilowatt hour.~~

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

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

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

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

281 ~~5. Temporary Incentive Rate. When it is in the best interest of the city and borough of Sitka,~~
282 ~~the City Administrator may negotiate a temporary incentive rate with individual customers to~~
283 ~~encourage new capital investment which increases or adds new interruptible customers. In~~
284 ~~no case will the temporary rate be applied to a customer for more than ten years.~~

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

290 ~~7. 4. Service Connection. Consumer is to install metering equipment separate from the~~
291 ~~normal continuous service connection, which meter may be a submeter of the firm service~~
292 ~~meter, and install an electrically operated switch or circuit breaker that can only be operated~~
293 ~~by the utility. The specific metering and circuit switching equipment design for interruptible~~
294 ~~service is subject to review and approval by the utility.~~

295 ~~8. Special Provisions.~~

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

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

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

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

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

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

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

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

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

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

342 **15.01.025 Customer and city rights and responsibilities.**

343 A. Customer Responsibilities.

- 344 1. New customers establish credit in one of these ways:
- 345 a. Provide proof of twelve months of good payment history with another utility.
 - 346 b. Provide acceptable surety bond or letter of credit (commercial account only).
 - 347 c. Provide a cash deposit.
 - 348 d. Be an existing city customer with a good payment history.
- 349 2. Allow utility personnel access to property to set up and maintain service.
- 350 3. ~~Pay bills by the due date shown~~ Customers must pay their bill by the due date shown on
351 each monthly bill or a finance charge will be applied. Payments received on the due date
352 must be made in person at the City customer service desk or by direct phone contact with the
353 City customer service representative. If a customer has agreed to make an extra payment
354 towards past due balances in conjunction with a payment plan, such payments must also be
355 made by the due date on each monthly bill.
- 356
357 ~~It is the customer's responsibility to ensure that customer service personnel are notified in~~
358 ~~advance of a customer's inability to fully pay all charges and fees by the date on which they~~
359 ~~are due, as indicated on the utility bill. Utility customer service personnel shall have no~~
360 ~~obligation to proactively inform customers of consequences of failure to fully pay charges~~
361 ~~when due, or, of impending disconnections of electrical service unless otherwise specifically~~
362 ~~stated elsewhere in this chapter.~~
- 363
364 ~~It is the customer's responsibility to ensure that all individuals who have need to inquire~~
365 ~~about, or manage the details of, a customer's account are added to that account. Customer~~
366 ~~service personnel may not release account information to individuals who are not authorized~~
367 ~~to obtain such information.~~
- 368 4. Notify customer service of another person or customer who should receive any notice of
369 service interruption for nonpayment of bills.
- 370 5. Notify customer service if there is someone in the household who is seriously ill,
371 handicapped or on a life support system.

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

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

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

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

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

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

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

390 B. Customer Rights.

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

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

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

399 C. City Responsibility.

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

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

- 404 3. Avoid disconnection for nonpayment after four-thirty p.m. on a Friday, on a weekend or
405 on a holiday.
- 406 4. Avoid disconnection for nonpayment during freezing weather conditions (below thirty-
407 two degrees Fahrenheit).
- 408 5. Provide and explain rate schedules, how meters are read and other additional reasonable
409 information.
- 410 6. Respond to questions or complaints from customers. The city may not agree with the
411 complaint but pledges prompt, courteous and honest answers within one day of the
412 complaint.
- 413 7. Provide available historic billing and usage information for a customer's account when
414 requested by the customer.

415 D. City Rights.

- 416 1. To access the city's utility facilities on customer's premises.
- 417 2. To receive notice of changes in address, status of utility service or problems with utility
418 service.
- 419 3. To receive timely payment for services delivered to a home or business.
- 420 4. To take legal action regarding equipment tampering or financial delinquencies by the
421 customer.

422 **15.01.030 Billing—Credit—Deposits—Fees.**

423 A. Deposits are required as follows:

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

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

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

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

442 D. Credit Policy.

443 1. Any electrical charges become delinquent if not paid within thirty days of the billing date.
444 If a customer's account becomes delinquent, the customer will be notified by mail no less
445 than forty-five days after the billing date of the delinquency and of the requirement to contact
446 the credit manager to arrange for an approved payment plan. If a customer has not contacted
447 the credit manager after being notified by mail of having a delinquent account, a notice will be
448 physically posted at the customer's physical location notifying the customer that electrical
449 power will be disconnected the next day without further notice unless an approved payment
450 plan is accepted by the credit manager.

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

459 3. If a customer fails to make the specified additional regularly scheduled payments, or pay
460 current charges, as required in the payment plan, that customer's account will be scheduled
461 for disconnection. A notice will be physically posted at the customer account's physical
462 location notifying the customer that electrical power will be disconnected the next day
463 without further notice unless the credit manager is contacted. No additional notice will be
464 sent by mail. The credit manager has the authority to amend a payment plan. If a payment
465 plan has been amended and the customer again fails to make specific additional regularly
466 scheduled payments, or pay current charges, as required by the payment plan, that
467 customer's account will be scheduled for immediate disconnection. If a customer's account is
468 disconnected for failure to make specified additional regularly scheduled payments, or pay
469 current charges as required by the payment plan, all delinquent charges plus accrued interest
470 must be paid in full before electrical service will be reconnected.

471 4. Tampering with meters or diversion of electricity is not allowed. If a meter is tampered
472 with or electricity has been diverted, the utility shall charge the account holder for the cost of
473 repairs plus all known or estimated electricity consumed. Charges will be made retroactively

474 without limitation for all known or estimated electricity consumed back to the date of the
475 tampering or diversion.

476 5. If a customer is found to have consumed electricity and the utility has not charged the
477 customer for the electricity, and the reason for the supply of electricity without charge is
478 found to be the fault of the utility and not the customer, the utility shall charge the customer
479 for known or estimated electricity for a period not to exceed three years. Conversely, if a
480 customer has been overcharged, the customer will be refunded the known or estimated
481 overpayment for a period not to exceed three years.

482 EB. Service Charges.

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

485 a. Establishing a new customer service account.

486 b. Transferring an existing customer service account to a new location. ~~(Example: Boat~~
487 ~~Slips, Residential, Commercial)~~

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

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

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

494 ~~e.~~ Posting a final disconnect notice due to nonpayment on the consumer's physical
495 location if a final disconnect notice has been posted at that consumer's location within the
496 preceding twelve months.

497 ~~23.~~ There will be a separate ~~two~~one-hundred-dollar service charge for the following type of
498 electrical service:

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

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

504 a. Reconnecting ~~Emergency reconnection of~~ electrical service disconnected due to
505 nonpayment outside the hours of eight a.m. to four p.m., Monday through Friday including
506 holidays. ~~Any emergency reconnection of electrical service due to nonpayment shall be~~

507 ~~authorized in advance by the utility director and shall be contingent upon the availability of~~
508 ~~service personnel to perform the reconnection and finance personnel to receive and~~
509 ~~process the service charge.~~

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

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

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

526 ~~FE.~~ Fees. New services on existing distribution lines: before the utility will install a new service on
527 existing distribution lines, the customer shall pay all appropriate fees and sales tax. ~~The customer~~
528 ~~shall contact the electrical department for an estimate of the work. The electrical department shall~~
529 ~~provide the customer a non-binding estimate of the work. The customer shall then pay a deposit to~~
530 ~~the city and borough of Sitka for an amount equal to the estimate prior to the work being performed.~~
531 ~~Subsequent to the work being completed the city and borough shall invoice the customer for any~~
532 ~~additional charges not in the estimate or credit will be applied to the customer account.~~

533 1. Clarification. For purposes of these policies, a residential structure is defined as "any
534 structure designed for human habitation in which at least fifty percent of the square footage
535 is normally used for human habitation."

536 2. New Single Residential Service Fee.

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

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

541 c. Installation Fees. The fees shall be charged at a rate equivalent to the actual costs
542 including material, labor, design and engineering, equipment, and overhead. A written

543 estimate detailing the estimated cost will be provided upon request. Estimates made by
544 the utility are not binding.

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

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

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

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

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

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

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

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

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

577 IF. Vacation Rates. None.

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

581 KH. Actual Costs. Actual costs for vehicles and materials are billing rates plus shipping and overhead
582 per the following. The actual cost for labor is double the employee's wage per hour, to account for
583 the wages, benefits, employer taxes, and overhead. Subcontractor costs may also be charged if a
584 subcontractor is required. The minimum time charged for vehicle costs and labor is one hour. A
585 written estimate of actual costs is available upon request, in accordance with subsection (F)(8) of this
586 section.

587

Vehicle Costs	Billing Rate per Hour
Pickup/SUV/Van < 1 ton	\$13.20 28.00
Truck, flatbed, 1 ton	\$16.50 34.00
Chipper	\$360.00
Crane truck, 5 ton	\$39.60 80.00
Tractor with backhoe	\$4590.00
Service truck, 1-1/2 ton w/bucket	\$72.75 146.00
Bucket truck, 65 ft+ reach	\$89.10 180.00
Crane truck, 10 ton	\$89.10 180.00
Materials	
Cost plus 50% for shipping and warehousing	
Labor	
Double the employee's wage per hour	
Subcontractor	
Costs charged by subcontractor plus overhead	

588

589 **15.01.035 General requirements.**

590 A. Right of Access. The utility, through its authorized employees or agents, shall have access to its
591 meters and equipment at all reasonable times for the purpose of reading meters and testing,
592 examining, repairing, or replacing any equipment which is the property of the utility. If such
593 equipment is so located that locks must be operated to reach it, the utility shall be supplied with keys
594 to such locks. In cases where locking devices have been installed on customers' disconnect devices, it

595 is required that emergency municipal personnel, i.e., fire and police, also be supplied keys to such
596 locks.

597 B. Application for New Service. Each customer requesting service shall supply the utility with the
598 necessary information to provide the service. This information shall be supplied on an application for
599 service form, available at the utility or customer service desk located at 100 Lincoln Street, Sitka,
600 Alaska. A work order will be opened to provide the service. Large industrial or commercial services
601 and service contracts shall contain such provisions and stipulations as may be necessary or desirable
602 to protect the interests of both the utility and the customer, as determined by the utility director. In
603 the absence of a signed agreement or application for service form, the delivery of service by the
604 utility and its acceptance by the customer shall be deemed to constitute an agreement and
605 acceptance of the policies.

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

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

620 1. Provision by the customer of a temporary electric service construction post or
621 construction pole within one hundred feet of existing facilities with suitable protective devices
622 and meter socket; and

623 2. Payment by the customer must be made in accordance with normal billing procedures for
624 the actual cost of installation and removal.

625 3. Temporary service must be initiated with a work order at the utility customer service
626 desk, 100 Lincoln Street, Sitka, Alaska.

627 E. Character of Service. The utility will designate the character of electric service. All service shall be
628 alternating current (AC), sixty hertz. Nominal secondary delivery voltages are one hundred twenty
629 volt, two hundred forty volt single-phase and two hundred forty volt three-phase, for overhead
630 service. Service may also be delivered at one hundred twenty/two hundred eight or two hundred
631 seventy-seven/four hundred eighty volts three-phase grounded wye, only where such secondaries
632 exist. When the size of the load justifies a separate transformer installation, all costs associated with
633 such transformer installation will be borne by the customer. The delivery of one hundred twenty/two

634 hundred eight volts shall be at the option of the utility. In general, delivery voltages and phases will
635 be those available at the point of service. If different phases or voltages are necessary, the costs shall
636 be computed in accordance with the policies set forth herein. To determine the type of service to be
637 supplied, the customer shall consult the utility before proceeding with the installation of wiring or
638 ordering of electrical equipment. Padmount transformer for three-phase service can only be in
639 voltages of one hundred twenty/two hundred eight and two hundred seventy-seven/four hundred
640 eighty volts.

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

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

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

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

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

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

669 K. Meter/Meter Seals. Meters shall be provided by the utility and all meter installations and points
670 of access to unmetered wiring on the customer's premises will be sealed by the utility. All cabinets
671 and equipment enclosures containing unmetered conductors shall be made sealable before the

672 service is energized. Metered and unmetered conductors shall not share the same conduits as
673 raceways.

674 **15.01.040 Service connections.**

675
676 ~~The administrator shall establish written policies and procedures for customer service connections~~
677 ~~and shall make this information available to the public.~~

678
679 A. General. This section applies to each new service installation and to existing installations when
680 changes and/or rearrangements are made. Each case shall be referred to the utility before electrical
681 work is begun.

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

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

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

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

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

700 C. Instrument Transformer Metering. All instrument transformer enclosures, mountings and fittings,
701 meter sockets and conduits or raceways for meter wiring will be furnished and installed by the
702 customer and will be of a type approved by the utility. They shall be provided with a means for
703 sealing. Instrument transformers will be furnished by the utility. All wiring from the instrument
704 transformers to the meter base will be furnished and installed by the utility in conduits installed by
705 the contractor or owner. The utility will install conduits at the customer's expense upon request.
706 Provision for potential taps will be made in the instrument transformer enclosure by the owner or
707 contractor. No potential taps will be made outside of a sealed enclosure. The meter socket must be
708 UL approved, designed for outside use, and have a sealable test switch enclosure. The metering
709 instrument transformers shall be installed in an approved, sealable enclosure that is located on the

710 load side of the service main disconnect (cold sequence). Any exceptions must receive prior approval
711 of the utility.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

786 1. The meter socket;

787 2. The main breaker;

788 3. The subpanel in each unit;

789 4. The door or doorway.

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

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

795 **15.01.045 Line extension.**

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

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

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

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

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

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

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

820 H. Relocation of Poles or Equipment. In the event any customer requests their delivery point to be
821 moved or desires a pole or other utility equipment moved, including yard lights, fixtures,

822 transformers and/or other facilities located thereon, for any reason, the utility will, if feasible from an
823 engineering point of view and provided the necessary right-of-way can be obtained, do so and will
824 require the customer to pay an amount sufficient to reimburse the utility for all actual costs including
825 materials, labor, equipment, and overhead. In the event that conditions not defined occur, then the
826 principles and policies as outlined herein and in the extension policy shall be applied.

827 **15.01.050 Subdivisions.**

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

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

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

833 **15.01.055 Mobile home parks, RV parks, private marinas and boat docks.**

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

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

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

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

848 B. The system owner shall furnish and install a wiring system connecting each service location with
849 a meter socket and protective device (breaker/disconnect). Such a wiring system and protective
850 device (breaker/disconnect) shall be of adequate capacity to maintain standard current and voltage
851 to each location. Systems are to be installed in accordance with all current codes and requirements.

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

854 **15.01.060 Rental structures.**

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

- 859 B. While in owner's status, an account will be charged for all electricity consumed, subject to
860 minimum consumption requirements.
- 861 C. The owner/landlord is not required to pay a residential deposit if in good credit standing with the
862 city. Residential deposits will be required, however, from all tenants when the structure is rented.
- 863 D. The owner/landlord must notify the utility customer service desk immediately upon occupancy of
864 a rental unit. If the unit is occupied and the utility customer service desk has not been notified of the
865 occupancy, the owner/landlord is liable and responsible for all electricity charges for the account until
866 such notification is given and the account is switched to the tenants.
- 867 E. Under no circumstances will the owner turn an electrical meter on or off. Meter connects and
868 disconnects will be performed by the utility.
- 869 F. When an owner account is transferred to a tenant, or transferred from a tenant back to an
870 owner, a service charge will be charged to the account.
- 871 G. If a renter is being disconnected for nonpayment of electrical charges, the municipality will notify
872 the owner, if said owner has provided contact information, that service to the rental structure is
873 being disconnected before the physical disconnection occurs.
- 874 H. Upon vacation of the rental structure by tenants the account will automatically be transferred to
875 the landlord/owner. The transfer will be subject to a service charge.
- 876 I. If owner/landlords turn off electric service, they will be liable for any costs that are incurred by
877 the tenants and/or the municipality.
- 878 J. If any owner is disconnected for nonpayment, the municipality will immediately remove the
879 owner status from all of the individual's owner accounts. Thereafter, each account must individually
880 meet the billing credit policy herein.
- 881 K. If an owner is disconnected for nonpayment and the municipality has not been notified that a
882 tenant has occupied the structure, the owner will be immediately charged for all appropriate services
883 while the structure was occupied, and the account will not be reconnected until all charges are paid
884 in full.

885 **15.01.065 Motors and controllers.**

886
887 ~~The administrator shall establish written policies and procedures for customer motors and controllers~~
888 ~~and shall make this information available to the public.~~

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890
891 A. Utility to Be Advised. The utility shall be advised before any single-phase motor in excess of five
892 horsepower or any three-phase motor rated ten horsepower or larger is installed by a customer. The
893 information given the utility shall include the nameplate data of the motor, the nature of the load
894 and operating characteristics of the proposed installation, such as how frequently the motor will be
895 started and if the load fluctuates rapidly, etc.

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

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

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

907 **15.01.070 Undesirable characteristics.**

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

916 **15.01.075 Special equipment.**

917 ~~The administrator shall establish written policies and procedures for customer special equipment~~
918 ~~connections and shall make this information available to the public.~~
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921 A. Customer-Installed Capacitors. Customers installing capacitors to improve the power factor of
922 their load must contact the utility for essential coordination details.

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

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

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

931 Lightning rod systems, if desired, should be installed per NFPA 78, "Lightning Protection Code." A
932 bond between the lightning rod system down ground and the service neutral should not be installed.

933 Spacing should be arranged so that the meter enclosure is not bonded to the lightning rod system
934 down ground.

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

939 **15.01.080 Customer generation.**

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

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

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

956 **15.01.085 Carrier current.**

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

961 **15.01.090 Rebate program for electric heat pump heating systems.**

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

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

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

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

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

974 * * *

975 5. **EFFECTIVE DATE.** This ordinance shall become effective on the day after the date of its
976 passage.

977 **PASSED, APPROVED, AND ADOPTED** by the Assembly of the City and Borough of Sitka, Alaska
978 this 27th day of December, 2016.

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Matthew Hunter, Mayor

ATTEST:

Melissa Henshaw, CMC
Acting Municipal Clerk