

CITY AND BOROUGH OF SITKA

ORDINANCE NO. 2016-38

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 INCREASING ELECTRICAL RATES, ADDING PROVISIONS TO INTERRUPTIBLE RATES, AND REMOVING 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. This ordinance will increase the electrical rates for certain consumer classes at SGC 15.01.020, provide revenues necessary toward meeting revenue bond covenants and build working capital for future electrical infrastructure repair and replacement. It also removes sections 15.01.015, 15.01.085 and 15.01.090 so they can be addressed by City policy. Further it eliminates the need to hang 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.
15.01.030 Billing—Credit—Deposits—Fees.

- 47 15.01.035 General requirements.
- 48 15.01.040 Service connections.
- 49 15.01.045 Line extension.
- 50 15.01.050 Subdivisions.
- 51 15.01.055 Mobile home parks, RV parks, private marinas and boat docks.
- 52 15.01.060 Rental structures.
- 53 15.01.065 Motors and controllers.
- 54 15.01.070 Undesirable characteristics.
- 55 15.01.075 Special equipment.
- 56 15.01.080 Customer generation.
- 57 ~~15.01.085 Carrier current.~~
- 58 ~~15.01.090 Rebate program for electric heat pump heating systems.~~

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60 **15.01.005 Definitions.**

61 “ANSI” means the American National Standards Institute.

62 “City” means the city and borough of Sitka.

63 “Employees” means the employees of the city and borough of Sitka charged with the
64 responsibility of delivering services to the citizens and customers while ensuring good business
65 practices, and considering the needs and wants of customers.

66 “IEEE” means the Institute of Electrical and Electronics Engineers.

67 “NEC” means the National Electrical Code.

68 “NESC” means the National Electrical Safety Code.

69 “OSHA” means the Occupational Safety and Health Act.

70 “Overhead point of delivery” means customers’ service entrance conductors at the weather
71 head.

72 “RUS” means the United States Department of Agriculture’s Rural Utilities Service.

73 “SDCG” means the Sitka design and construction guidelines.

74 “Underground point of delivery” means the supply terminals in a customer’s meter base,
75 current transformer enclosure or supply (line) side of a customer-owned disconnect(s) in a
76 privately owned system.

77 “Utility” means the city and borough of Sitka electric department. (Ord. 05-15 § 4(A) (part),
78 2005.)

79 **15.01.010 Statement of purpose.**

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

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

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

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

112 **15.01.012 Level of Authority and Responsibilities.**

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

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

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134 The discretionary authority of the finance director shall be limited in certain aspects, as
135 follows:

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

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

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151 **15.01.015 Construction guidelines.**

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

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

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

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

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

169 **Section**

170 **15.01.020 Electrical rates.**

- 171
- 172 A. All billings are subject to sales tax if applicable.
- 173
- 174 B. Residential Services.
- 175 1. Applicable to all residential customers for all uses in the home or residence, subject
- 176 to the rules and regulations and customer services policies of the city and utility.
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- 178 2. Energy Charges.
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| | |
|---|---|
| First 200 kWh's | \$0.0858 |
| Next 800 <u>First 1000</u> kWh's | \$0.1145 <u>\$0.1203</u> per kWh |
| Over 1,000 kWh's | \$0.1305 <u>\$0.1370</u> per kWh |
| Customer charge is \$19.50 \$20.48 per month | |

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

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

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3. Demand Charges.

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| First 25 kW | No Charge |
| Over 25 kW | \$5.60 <u>\$5.88</u> 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.

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2. Energy Charges.

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

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3. Demand Charges.

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|-------------|--|
| First 25 kW | No Charge |
| Over 25 kW | \$5.60 <u>\$5.88</u> 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.

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2. Energy Charges.

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

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3. Demand Charges.

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|-------------|--|
| First 25 kW | No Charge |
| Over 25 kW | \$5.60 <u>\$5.88</u> per kW |

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F. Boat Service.

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

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|---|---|
| First 150 kWh | \$0.1353 <u>\$0.1420</u> per kWh |
| All additional kWh | \$0.1353 <u>\$0.1420</u> per kWh |
| Customer charge is \$8.75 <u>\$20.48</u> per month | |

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G. Street and Security Light Service.

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

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

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| (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. |

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| 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 |

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

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

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

245 H. Controlled Service Interruptible Load Service—Large Consumer.

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

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

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

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

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

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

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

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

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

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

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

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

299 7. 4- Service Connection. Consumer is to install metering equipment separate from the
300 normal continuous service connection, which meter may be a submeter of the firm
301 service meter, and install an electrically operated switch or circuit breaker that can only
302 be operated by the utility. The specific metering and circuit switching equipment design
303 for interruptible service is subject to review and approval by the utility.

304 8. Special Provisions.

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

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

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

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

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

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

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

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

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

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

352 **15.01.025 Customer and city rights and responsibilities.**

353 A. Customer Responsibilities.

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

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

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

357 c. Provide a cash deposit.

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

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

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

366
367 It is the customer's responsibility to ensure that customer service personnel are notified
368 in advance of a customer's inability to fully pay all charges and fees by the date on
369 which they are due, as indicated on the utility bill. Utility customer service personnel
370 shall have no obligation to proactively inform customers of consequences of failure to
371 fully pay charges when due, or, of impending disconnections of electrical service unless
372 otherwise specifically stated elsewhere in this chapter.

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

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

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

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

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

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

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

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

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

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

401 B. Customer Rights.

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

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

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

410 C. City Responsibility.

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

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

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

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

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

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

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

426 D. City Rights.

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

433 **15.01.030 Billing—Credit—Deposits—Fees.**

434 A. Deposits are required as follows:

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

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

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

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

453 ~~D.— Credit Policy.~~

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

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

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

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

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

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

495 EB. Service Charges.

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

498 a. Establishing a new customer service account.

499 b. Transferring an existing customer service account to a new location.

500 2. There shall be a separate fifty dollar charge for each of the following types of
501 electrical services:

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

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

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

509 ~~23.~~ 23. There will be a separate ~~two~~^{one}-hundred-dollar service charge for the following
510 type of electrical service:

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

514 ~~34.~~ 34. There will be a separate ~~five~~^{two} hundred ~~ten~~ dollar service charge for the
515 following types of emergency electrical services:

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

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

530 45. Work Orders. Customer services are provided and tracked through a work order
531 number assigned to each job. Customers requesting services that require billing shall

532 obtain and sign a work order at the utility customer service desk. The work order
533 authorizes and initiates the project. Tracking of material, labor and equipment and
534 billing is done with the work order.

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

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

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

550 2. New Single Residential Service Fee.

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

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

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

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

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

564 5. Fees for Replacing Existing Residential Structures. Fees for replacing existing
565 residential structures due to fire, flood or other disaster which destroys the structure

566 shall be charged as follows: the actual cost shall be charged if the construction results in
567 the location or replacement of the existing service entrance.

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

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

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

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

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

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

594 ~~I~~F. Vacation Rates. None.

595 ~~J~~G. Fees and Charges. All fees, charges, "actual costs" and/or service charges are based on the
596 average labor, benefits and any administrative or other costs incurred by the city. These rates
597 are subject to annual review.

598 ~~K~~H. Actual Costs. Actual costs for vehicles and materials are billing rates plus shipping and
599 overhead per the following. The actual cost for labor is double the employee's wage per hour,
600 to account for the wages, benefits, employer taxes, and overhead. Subcontractor costs may
601 also be charged if a subcontractor is required. The minimum time charged for vehicle costs and

602 labor is one hour. A written estimate of actual costs is available upon request, in accordance
603 with subsection (F)(8) of this section.

604

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

605

606 **15.01.035 General requirements.**

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

614 B. Application for New Service. Each customer requesting service shall supply the utility with
615 the necessary information to provide the service. This information shall be supplied on an
616 application for service form, available at the utility or customer service desk located at 100
617 Lincoln Street, Sitka, Alaska. A work order will be opened to provide the service. Large industrial
618 or commercial services and service contracts shall contain such provisions and stipulations as

619 may be necessary or desirable to protect the interests of both the utility and the customer, as
620 determined by the utility director. In the absence of a signed agreement or application for
621 service form, the delivery of service by the utility and its acceptance by the customer shall be
622 deemed to constitute an agreement and acceptance of the policies.

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

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

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

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

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

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

657 equipment. Padmount transformer for three-phase service can only be in voltages of one
658 hundred twenty/two hundred eight and two hundred seventy-seven/four hundred eighty volts.

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

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

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

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

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

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

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

694 **15.01.040 Service connections.**

695
696 The administrator shall establish written policies and procedures for customer service
697 connections and shall make this information available to the public.
698

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

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

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

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

710 ~~Municipal maintenance and replacement responsibility terminates at the source side of the~~
711 ~~customer owned disconnects.~~

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

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

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

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

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

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

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

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

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

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

773 ~~J.— Notice of Trouble. In the event that service is erratic or interrupted, it shall be the obligation~~
774 ~~of the customer to notify the utility.~~

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

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

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

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

808 ~~N.— Marking. Multiple unit buildings, trailer courts, etc., must have the correct address for each~~
809 ~~unit permanently marked at the following locations:~~

- 810 ~~1. The meter socket;~~
811 ~~2. The main breaker;~~
812 ~~3. The subpanel in each unit;~~
813 ~~4. The door or doorway.~~

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

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

820 **15.01.045 Line extension.**

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

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

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

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

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

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

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

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

856 **15.01.050 Subdivisions.**

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

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

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

863 **15.01.055 Mobile home parks, RV parks, private marinas and boat docks.**

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

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

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

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

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

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

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

886 **15.01.060 Rental structures.**

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

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

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

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

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

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

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

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

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

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

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

919 **15.01.065 Motors and controllers.**

920
921 The administrator shall establish written policies and procedures for customer motors and
922 controllers and shall make this information available to the public.

923
924
925 ~~A. Utility to Be Advised. The utility shall be advised before any single phase motor in excess of~~
926 ~~five horsepower or any three phase motor rated ten horsepower or larger is installed by a~~
927 ~~customer. The information given the utility shall include the nameplate data of the motor, the~~
928 ~~nature of the load and operating characteristics of the proposed installation, such as how~~
929 ~~frequently the motor will be started and if the load fluctuates rapidly, etc.~~

930 ~~B. Motor Starters. The utility may require customers to install reduced voltage starting~~
931 ~~equipment in cases where across the line starting would result in excessive voltage motor~~
932 ~~disturbances to the utility system.~~

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

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

941 **15.01.070 Undesirable characteristics.**

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

950 **15.01.075 Special equipment.**

951
952 The administrator shall establish written policies and procedures for customer special
953 equipment connections and shall make this information available to the public.

954

955 ~~A. Customer Installed Capacitors. Customers installing capacitors to improve the power factor~~
956 ~~of their load must contact the utility for essential coordination details.~~

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

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

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

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

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

973 **15.01.080 Customer generation.**

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

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

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

991 ~~**15.01.085 Carrier current.**~~

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

996 ~~**15.01.090 Rebate program for electric heat pump heating systems.**~~

997 ~~A.—General Requirements. All residential customers are eligible to participate in the rebate~~
998 ~~program, subject to the rules and procedures developed by the electric department, and~~
999 ~~funding of the program.~~

1000 ~~B.—Eligible Equipment. Only the following products are eligible for the rebate program:~~

1001 ~~1.—Electric heat pump heating system that replaces an existing oil or electric resistance~~
1002 ~~heating system, such as electric baseboard heaters, electric plug-in heaters, and electric~~
1003 ~~boilers, if it is the primary heating source for the residence.~~

1004 ~~C.—Rebates. Residential customers requesting a rebate shall submit a signed rebate request~~
1005 ~~using electric department forms within sixty days of the purchase of the rebate-eligible product.~~
1006 ~~Rebates will be issued within sixty days of receipt of the form to any eligible customers that~~
1007 ~~meet the terms and conditions of the program.~~

1008 ~~D.—Funding. The rebate program will terminate when all project funds have been expended.~~

1009
1010 5. **EFFECTIVE DATE.** This ordinance shall become effective on the day after the date
1011 of its passage.

1012
1013 **PASSED, APPROVED, AND ADOPTED** by the Assembly of the City and Borough of Sitka,
1014 Alaska this 11th day of October, 2016.

1015
1016
1017
1018

Mim McConnell, Mayor

1019 **ATTEST:**

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1023 Sara Peterson, CMC
1024 Municipal Clerk

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1026
1027
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