



ELECTRIC

WEATHERFORD MUNICIPAL UTILITY BOARD

ELECTRIC SERVICE POLICY

Revised July 30, 2020

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Electric Service Policy

The Electric Service Policies shall be enforced as adopted and changed, from time to time, by the Weatherford Municipal Utility Board

1.1 POLICY DEFINITIONS

- 1.1.1 **Agreement for Electric Service** - A written request or agreement between City and Customer under which City provides electric service
- 1.1.2 **Apartment House** - Any building or portion thereof which contains two or more dwelling units and for the purpose of this tariff includes residential condominiums
- 1.1.3 **Arterial Street** - Four or more lane road
- 1.1.4 **City** - City of Weatherford Municipal Utilities System or Weatherford Electric
- 1.1.5 **Collector Street** - Three to four lane road
- 1.1.6 **Contribution in Aid of Construction (CIAC)** - A cash payment by Customer to City for electric service or for extensions
- 1.1.7 **Customer** - An individual, partnership, association, joint venture, corporation, or governmental agency who is receiving, who is an applicant for, or who is receiving the benefit of electric service at a specified location
- 1.1.8 **Customer Electrical Installation** - All conductors, equipment, or apparatus of any kind on Customer side of the point of delivery - except City metering equipment used by Customer in receiving electric service
- 1.1.9 **Customer Electrical Load** - The power and energy of all motors and electrical consuming devices on Customer premises, which are operated simultaneously or independently from the electric system provided by the City
- 1.1.10 **Demand** - The rate at which electric energy is used at any instant or averaged over any designated period of time
- 1.1.11 **Developer** - An individual, partnership, association, joint venture, corporation, or governmental agency who is receiving, who is an applicant for, or who is receiving the benefit of electric service at a specified location
- 1.1.12 **Distribution System** - City primary and secondary voltage conductors, transformers, switchgear, connections, enclosures, pedestals, services, and other associated equipment used to provide electric service

- 1.1.13 **Dwelling Unit** - Any building or portion thereof that contains living facilities, including provisions for sleeping, eating, cooking, and sanitation as required by this tariff for not more than one family
- 1.1.14 **Electric Meter** - A device, or devices together with any required auxiliary equipment for measuring electric service
- 1.1.15 **Electric Service** - Electric power produced, transmitted or distributed, and provided for or made available by City at the point of delivery
- 1.1.16 **Energy** - The measure of how much electric power is provided over time for doing work. The electrical unit is the watt-hour, or kilowatt-hour which is 1000 watt-hours
- 1.1.17 **Kilowatt** - 1000 watts
- 1.1.18 **Kilowatt Hours** - 1000 watt-hours
- 1.1.19 **Load Factor** - The ratio, usually stated as a percentage, of actual kilowatt-hours used during a designated time period to the maximum kilowatts of demand times the number of hours occurring in the designated time period
- 1.1.20 **Meter Socket** - A receptacle of weatherproof construction used for mounting a socket type meter
- 1.1.21 **NEC** – National Electric Code, these rules are used for the practical safeguarding of persons and property from hazards arising from the use of electricity (Meter in)
- 1.1.22 **NESC** – National Electric Safety Code, these rules are used for the practical safeguarding of persons during the installation, operation, or maintenance of electrical supply (Meter out)
- 1.1.23 **URD** - Underground primary or secondary wire
- 1.1.24 **OH** – Overhead
- 1.1.25 **Permanent Electric Service** - Electric service provided to Customer for a period of time in excess of a year and not used for short-term, temporary or seasonal periods of less than twelve months except that construction power is not considered to be permanent electric service even though provided for a continuous period of time in excess of twelve months
- 1.1.26 **Point of Delivery** - The point where City conductors are connected to Customer conductors
- 1.1.27 **Power** - The rate at which electric energy is provided for doing work. The electrical unit of power is the watt or kilowatt which is 1000 watts
- 1.1.28 **Power Factor** - The ratio of real power in kilowatts to apparent power in kilovolt amperes for any given load and time generally expressed as a percentage
- 1.1.29 **Raceway** - Tubular or rectangular channel or conduit for containing electrical conductors, which may be exposed, buried beneath the surface of the earth, or encased in a building or structure

- 1.1.30 **Rate Schedule** - A statement of charges per KWH consumed or the method of determining charges for electric service including the conditions under which such method applies
- 1.1.31 **Security Light** - Any light that is furnished and installed by the City and the customer pays a monthly rental fee
- 1.1.32 **Service Drop** - Overhead or Underground conductors that extend from City distribution system to the point of delivery where connection is made to Customer electrical installation
- 1.1.33 **Service Entrance** - A connection enclosure used for the purpose of connecting the service lateral to Customer electrical installation
- 1.1.34 **Service Extension** - Service conductors, either primary or secondary, installed on private property to serve individual customers
- 1.1.35 **Service Lateral** - Conductors, usually underground, but sometimes in raceway above ground, that extend from City distribution system to the point of delivery or from customer electrical installation to the point of delivery
- 1.1.36 **Service Underground** - See service lateral
- 1.1.37 **Street Light** - Any light that is furnished and maintained by the City on Subdivisions Streets, Collector Streets, or Major Streets
- 1.1.38 **Temporary Electric Service** - Electric service provided to customer for a single continuous period of time which is less than twelve consecutive months - except that construction power, even though provided for a continuous period of time in excess of twelve months, is considered to be temporary electric service
- 1.1.39 **Watt** - The rate at which electric power is provided to do work. One watt is the power represented by a current having a component of one ampere in phase with and under a pressure of one volt
- 1.1.40 **Watt Hour** - A unit of work or energy equivalent to the power of one watt operating for an hour

2.1 AVAILABILITY OF ELECTRIC SERVICE

Customer requests for electric service of the character and type provided by City are granted within the limitations of the applicable rate schedule for electric service, the availability of City facilities, the characteristic of Customer electrical load, and these Service Regulations. Customer will be required to complete and submit an Application for Service to establish an account with Utility Billing and a Customer Information Sheet for each residential or commercial account before any electrical facilities are constructed.

Copies of these forms and others can be obtained from Weatherford Electric upon request or directly from the Weatherford Electric website

In the event that the electric service requested by Customer is not available at the service location, is other than that which City usually provides, or if the service requested is not adequately compensated for by the applicable rate schedule, the City may require special contractual arrangements, which may include additional charges, prior to City providing electric service.

2.1.1 City Standard Voltages

City provides electric service at City standard voltages in accordance with City extension policy, and not all standard voltages are available at every location. If Customer requests a voltage, which is non-standard or not available for a specific load or location, such voltage may be provided by City at Customer expense.

SINGLE PHASE VOLTAGES	THREE PHASE VOLTAGES
	120/208, 4 Wire
120/240, 3 Wire	120/240, 4 Wire
	277/480, 4 Wire

Customer should obtain from City the phase and voltage of the service available and complete a Load Service Requirement sheet before committing to the purchase of motors or other equipment.

2.1.2 Electric Service from City Existing Underground Distribution System

Substantial investments have been made in underground service facilities. Therefore, overhead service extensions into these areas are impractical and would nullify the benefits of past investments. City retains the right to limit electric service to Customer from City existing underground distribution system.

The phase and voltage of electric service in areas served from City underground distribution system may be limited to that which can be provided from existing facilities.

2.2 METHOD OF PROVIDING ELECTRIC SERVICE

2.2.1 Apartment House

City provides electric service through individual meters for each dwelling unit. Customer/Developer will be responsible to identify all meters by address and in a manner and at locations suitable to the City.

2.2.2 Mobile Homes

City provides electric service through an individual meter to each space in a mobile home park and customer groups and identifies meters in a manner and at a location suitable to the City.

2.3 RESIDENTIAL SERVICE EXTENSION REQUIREMENTS

2.3.1 Underground Service

- Customer will provide and install secondary conduit with pull string.
- City will provide and install primary or secondary riser, underground primary, overhead primary, underground secondary, overhead secondary, transformer, transformer pad, and transformer material and charge the Customer.
- Customer will provide and install the temporary metering facilities including the meter base per attached drawing.
- City will provide meter base (permanent service only) at no charge and the customer will install.
- City will not accept any other manufacturer's meter bases.
- Any City provided bores will be billed to the Customer at cost.
- City will provide a combined total of 150 feet (primary and/or secondary) for new services at no cost to Customer.

2.3.2 Overhead Service

- City will provide and install overhead primary, overhead secondary, transformer, and transformer material and charge the Customer.
- Customer will provide and install the temporary metering facilities including the meter base per attached drawing.
- City will provide meter base (permanent service only) at no charge and the customer will install.
- City will not accept any other manufacturer's meter bases.
- City will provide a combined total of 150 feet (primary and/or secondary) for new services at no cost to Customer.

2.3.3 Meter Bases, Meter Packs or Meter Sockets

- The City does not issue or provide meter sockets for temporary service poles.

- The City will provide the appropriate permanent service meter base for standard installations to the Customer based on project load requirements submitted by customer.
- The Customer will be responsible for installation of the provided meter base to City specifications.
- The City will provide a 200-amp meter base for Residential load requirements up to 200 amps.
- The City will provide a 320-amp meter base for Residential load requirements greater than 200 amps.
- Should Residential load requirements not exceed 200 amp, but the customer or electrical service contractor request a 320-amp meter base the customer will be charged the cost differential between the 200-amp and the 320-amp meter base.
- The Customer will be responsible to purchase, install and maintain group metering (meter-packs) for multi-tenant buildings.
- Customer will be responsible to provide specifications of meter-packs to Weatherford Electric for review and approval prior to purchase and/or installation if device is not identified on list of Weatherford Electric Approved Metering Devices.
- Wiring of the meter base or meter-pack shall be in accordance with all applicable National, State and Local Codes as well as any specifications that may apply.

2.3.4 Construction Charges

- City will provide and install underground primary, overhead primary, secondary underground, primary risers, transformers, transformer pads, and transformer material and charge the Customer.
- Any City provided bores will be at cost and charged to the Customer.
- Customer will provide and install the temporary metering facilities including the meter base per attached drawing.
- City will provide meter base (permanent service only) at no charge and the customer will install.
- City will not accept any other manufacturer's meter bases.

2.4 COMMERCIAL AND MULTI-FAMILY SERVICE EXTENSION REQUIRMENTS

2.4.1 Underground Service (Meter Base Mounted on Three-Phase Transformer)

- Customer will provide and install the temporary metering facilities including the meter base per attached drawing.
- Customer will provide and install secondary conduit(s) and conductors to transformer and/or secondary cabinet.
- Customer will provide and install concrete transformer pad to City specifications.

- City will provide and install underground primary, overhead primary, secondary underground to secondary cabinet, secondary cabinet, overhead secondary, primary riser, secondary riser, transformer, and transformer material and charge the Customer.
- Any City provided bores will be at cost and charged to the Customer.

2.4.2 Underground Service (Meter Base Mounted on Structure)

- Customer will provide and install the temporary metering facilities including the meter base per attached drawing.
- Customer will provide and install secondary conduit(s) with pull string.
- Customer will provide and install concrete transformer pad to City specifications for three-phase transformers only.
- City will provide and install underground primary, overhead primary, underground secondary, overhead secondary, primary riser, secondary riser, secondary underground to secondary cabinet, secondary cabinet, transformer, and transformer material and charge the Customer.
- City will provide meter base (permanent service only) at no charge and the customer will install.
- City will not accept any other manufacturer's meter bases.
- Any City provided bores will be at cost and charged to the Customer.

2.4.3 Overhead Service

- Customer will provide and install the temporary metering facilities including the meter base per attached drawing.
- City will provide meter base (permanent service only) at no charge and the customer will install.
- City will not accept any other manufacturer's meter bases.
- City will provide and install overhead primary, transformer, overhead secondary, and transformer material and charge the Customer.

2.5 OVERHEAD ELECTRIC SERVICE

- Overhead primary service is provided to Customers who meet City requirements set forth herein and pays to City an amount determined by the City for cost of installation.
- All assessed installation costs will be paid prior to the system being energized of the system.
- All facilities included in the installation invoice are provided, installed, owned, and maintained by City unless otherwise stated.
- Final determination of location and routing of electric facilities either underground or overhead will be decided by the City.
- Prior to beginning of construction, Customer shall provide requested easements at

no cost to City. If terrain is not suitable for operation of City equipment additional easements shall be granted.

- Before the installation of City overhead distribution system, Customer shall have complete rough site grading, established final grade along the conductor route, and cleared area of all obstructions.
- Any deviations or changes in grade along the conductor route or easement following initial approval will require subsequent approval by the City. Changes that require the lowering or raising of electrical structures or associated equipment will be at the sole expense of the Customer/Contractor.
- All trimming and removal of trees will be in accordance with City Ordinance:
 - *Title IX, Chapter 7 – Tree Preservation*
- Owner/Developer shall provide adequate space for all electrical structures within specified easement requested and provided.
- All distribution circuit feeders will be constructed as overhead. Owner/Developer may request underground circuit feeders and will be required to pay cost differential between underground and overhead if request is approved by City Engineer.

2.5.1 Standard Service Drop

City provides, installs, and maintains service drop to point of delivery approved by the City. Customer provides point of attachment that is acceptable to the City so that service drop meets requirements of all applicable codes. City may furnish a bracket (eye bolt, house knob, metal clevis, etc.) to be installed on Customer premises at the point of attachment for City service drop. City may install bracket on Customer wood structure or building where Customer provides visible support acceptable to the City for bracket installation. For structures other than wood, Customer shall provide adequate support approved by the City and install bracket.

2.5.2 Service Entrance Conductor

Customer service entrance conductor is terminated on the outside of the building at a point not more than twenty-four (24) inches from the point of attachment of the service drop. The connections between the Customer service entrance conductors and the City service drop conductors are made only by the City.

Customer service entrance conductors extend not less than twenty-four inches outside the service head to permit connection to the service drop.

2.5.3 Connections at Point of Delivery

City makes connections of City conductors to Customer conductors at the point of delivery.

2.6 UNDERGROUND ELECTRIC SERVICE

- Underground primary service is provided to Customers who meet City requirements set forth herein and pays to City an amount determined by the City for cost of installation.
- All assessed installation costs will be paid prior to the system being energized of the system.
- All facilities included in the installation invoice are provided, installed, owned, and maintained by City unless otherwise stated.
- Where City provides electric service underground; City retains the right to limit electric service to such underground, network and/or dual feed radial distribution systems.
- Final determination of location and routing of electric facilities either underground or overhead will be decided by the City.
- Prior to beginning of construction, Customer shall provide requested easements for underground conductors, pad-mount transformers, and associated equipment at no cost to City. If terrain is not suitable for operation of City equipment additional easements shall be granted.
- Before the installation of City underground distribution system, Customer shall complete rough site grading, establish final grade along the conductor route, and clear area of all obstructions. No changes shall be made in the grade along the conductor route or easement without approval of City. Any change in grade, which requires the lowering or raising of electrical conductors or associated equipment shall be at the expense of Customer/Contractor.
- City may extend its conductors to Customer switchgear or service entrance enclosure when such conductors are considered outside of building as defined herein.

2.6.1 Subdivisions

- City requires Customer/Developer to install all road crossings to City specifications. City shall provide conduit for Owner/Developer.
- All underground electric service shall be front lot construction.
- Distribution Feeders (**See Section 2.5**)
- Owner/Developer shall provide adequate space for all electrical conductors within specified easement requested. If terrain is not suitable for operation of City equipment additional easements shall be granted.
- Electric Utility routing easements requested will typically be ten (10) feet in width starting at the front property line and extending into the property. Typically, the easement will begin at approximately 9-1/2 feet BoC (Back of Curb) and extend to 19-1/2 feet BoC.

2.6.2 Service Lateral

City will supply at no cost to the customer, the first one hundred-fifty (150) feet for underground, and for overhead service laterals from the bottom of pole, secondary pedestal or transformer. Additional footage beyond this shall be charged to Owner/Developer at a rate determined by the City and shall be paid to the City.

A. Residential Customer

City furnishes, installs, and maintains the service lateral connecting City distribution system to Customer electrical installation. Where Customer installs or plans to install obstructions (asphalt or concrete walk, driveway, retaining wall, paved parking lot, accessory structure, etc.) in the path of City service lateral, City requires Customer to provide and install electrical grade PVC conduit of size specified by City to facilitate relocation of service lateral. Conduit shall be installed to City specifications with pull string through which new, relocated service lateral conductors will be pulled by City.

Customer/Contractors will be required to mark the forms of the house slab showing the exact location of the permanent meter base, which will be indicated by a 5/8-inch driven ground rod. Temporary electric service will not be provided until permanent meter location has been marked correctly.

B. Non-Residential Customer

Customer furnishes, installs, and maintains the service lateral from Customer electrical installation to the point of connection, which is located at City pole, pad-mount transformer or connection enclosure located at City transformers. The City will determine these points of location.

2.6.3 Transformer and Equipment Pads

- Customer responsible to provide without cost to City - space on Customer premises suitable to City for the installation of transformers and other equipment required to provide electric service to Customer.
- Customer shall provide adequate and accessible pad space to allow transformer equipment maintenance and replacement with a minimum clearance of eight (8) feet in front (door side) and five (5) feet on all other sides. Required clearance for equipment pads considers any above ground construction or portion of a building that extends over the pad.
- Passageways adequate to accommodate trucks or other necessary lifting and hauling equipment shall be provided by Customer to allow replacement of transformers and other devices.
- Customers shall provide adequate protection to minimize damage to equipment. Protective measures should be approved by City prior to installation.
- **Residential** - City provides, installs, owns and maintains transformer and equipment pads.

- **Commercial** – Contractor/Develop provides, installs, owns and maintains equipment pads to City specifications.

2.6.4 Vault

- When a vault for City transformers, switchgear or other facilities is required on Customer premises, and location is acceptable to City, City provides and Customer installs the vault in accordance with City specifications.
- Customer will provide the necessary raceway for City conductors so that such conductors are considered outside building as defined herein.
- City installs in vault, transformers and/or other facilities necessary to provide electric service to Customer.
- Customer takes electric service at the secondary terminals of City transformers or other facilities located in the vault as specified by City.
- Under any other circumstances or conditions, Customer will accept service outside building.
- Customer will be charged for the cost of the vault.

2.7 LIGHTING

2.7.1 Security Lights: Residential

- The City will provide a security light on a thirty (30) foot, wooden pole as its standard installation.
 - Any requested upgrade from the standard installation will require approval by the City and any additional costs will be the sole responsibility of the customer.
 - Customer will be required to pay a monthly rental fee for the security light as determined by the City.
- A. Overhead Secondary Service** - The standard installation for overhead service includes the wooden pole, security light, and overhead secondary. Customer to pay the material and installation charges.
- B. Underground Secondary Service** - The standard installation for underground secondary service includes the wooden pole, security light, and underground secondary. Customer to pay the material and installation charges.

2.7.2 Street Lights: Residential Subdivisions Inside City Limits

- The City will supply its standard decorative style streetlight for new residential subdivisions.
- Owner/Developer will be responsible to pay for the total standard installation cost as determined by the City.

- Any upgrade from the standard installation will require approval by the City and will incur additional costs that will be the sole responsibility of the Developer.
- The standard streetlight shall have a mounting height of approximately fifteen (15) feet.
- Lighting layout and placement will be determined by the City. Locations will include entrances, street corners, cul-de-sacs, and intermediate locations along streets.

2.7.3 Street Lights: Residential Subdivisions Outside City Limits

- The City may supply, at the request of the Owner/Developer, one of its standard street or security lights for new residential subdivisions outside the City Limits.
- The Owner/Developer will be required to pay for the total cost of installation as determined by the City.
- Street lighting will be required to meet all City Ordinances, Codes and Policies.
- Owner/Developer will be required to pay a monthly rental fee for each security light or streetlight outside the City Limits as determined by the City.
- The Owner/Developer may setup a Home-Owners Association to pay the monthly rental fees.

2.7.4 Street Lights: Local Street

- The City will supply its standard style roadway streetlight.
- Standard streetlight mounting height will be approximately (25) feet.
- Lighting layout and placement will be determined by the City.
- Light locations include street corners and locations along streets.

2.7.5 Street Lights: Collector Street

- The City will supply its standard style roadway streetlight.
- Standard streetlight mounting height will be approximately (30) feet.
- Lighting layout and placement will be determined by the City.
- Light locations include street corners and locations along streets.

2.7.6 Street Lights: Arterial Street

- The City will supply its standard style roadway streetlight.
- Standard streetlight mounting height will be approximately (35) feet.
- Lighting layout and placement will be determined by the City.

- Light locations include street corners and locations along streets.

2.8 ELECTRIC METER

- All electric meters are furnished, installed, owned and maintained by City.
- Customer shall provide necessary instrument transformer enclosures in accordance with City requirements. Customer shall install and maintain those facilities, including replacement due to overload or damage.
- Customer shall provide space, without cost to City, which is suitable for installation of City meter and metering equipment.
- Modification to (internal or external) or the by-passing of City metering equipment is strictly prohibited without prior approval of City. This includes the installation of RF shields or cages on metering equipment.

2.8.1 Meter Placement

- Meters and associated equipment shall be installed in a location suitable to City and in such a way that adheres to the National Electric Safety Code requirements for an unobstructed working space.
- The National Electric Safety Code requires an unobstructed working space that extends from the floor or ground to a minimum height of (6) feet, (6) inches.
- For overhead service drops, the centerline of all meters shall be between (4) and (6) feet from the finished grade.
- For underground electric service, the meter height may be reduced to (3) feet upon City approval.
- There shall be a minimum distance of 3 feet of unobstructed working space, measured from the meter face, in front of all electric meters.
- A minimum separation of (4) feet is required between natural gas and electric facilities.

Meters are not installed:

- Within a (4) foot radius of any window, doorway, AC unit, gas meter, or any fixed structure.
- In any location that is inaccessible, behind fences, etc. or in any hazardous location.
- On any portion of a building that likely to become enclosed making the meter inaccessible.
- In any location where vibration, moisture, fumes or dust may damage the

meter or interfere with its operation.

- Directly over any stairway, ramp, window, or steps.
- In any location accessible only through a hatchway, trapdoor, or by means of a ladder.
- On or recessed in the external surface of any wall that is within (3) feet of any property line, or that is over the edge of any walk, alley or driveway which provides access to commercial or industrial property except when permitted by City.

*City may waive certain of these requirements for good cause.

2.8.2 Relocation of Meter

- City, at its option and at its expense, may relocate any meter.
- In the case of a relocation necessary due to inaccessibility, hazardous location, or dangerous conditions for which Customer is responsible, or in order to prevent a recurrence of unauthorized use of electricity or tampering with City equipment, Customer will be required to pay the cost to relocate the metering equipment to a location agreeable to City.
- Under no circumstances is any meter installation to be moved or relocated without written authorization by City.

3.1 PROVISION OF ELECTRIC SERVICE

- City provides electric service to Customer in accordance with the provisions of City various rate schedules and the Service Regulations set forth in this Electric Service Policy and Customer Service Policy.
- City may require special contractual arrangements, which may include additional charges, prior to City providing electric service if the electric service requested by Customer is not available at the service location, is other than that which City usually provides or if the service requested is not adequately compensated for by the applicable rate schedule.

3.2 CONTINUITY AND QUALITY OF ELECTRIC SERVICE

City uses reasonable diligence to provide continuous electric service but does not guarantee against irregularities or interruptions. Customer is responsible for installing and maintaining protective devices as are necessary to protect Customer equipment or process during irregular or interrupted service including, but not limited to voltage and wave form irregularities, or the failure of part or all electric service.

In those instances where Customer experiences irregularities or interruptions to all or part of the electric service of an undetermined cause and the report of same to City prompts a visit to Customer premises at the Customer request and it is determined that the interruption or irregularity resulted from Customer electrical installation, City may charge

Customer an amount based on the cost to City for such a visit.

City may without notice and without liability to Customer interrupt electric service to Customer when in City sole judgment such interruption:

- A. Will prevent or alleviate an emergency threatening to disrupt the operation of City system, or
- B. Will lessen or remove possible danger to life or property, or
- C. Will aid in the restoration of electric service, or
- D. Is required to make necessary repairs to or changes in City facilities, or
- E. When Electric Service interruption is authorized elsewhere in this Tariff.

The City will attempt to see that, insofar as is practicable, the interruption is made at a time that causes the least reasonable inconvenience to Customer, and where feasible, Customer is notified in advance.

3.3 LIABILITY AND RESPONSIBILITY

City assumes all responsibility for electric service and facilities up to and including the point of delivery. Customer assumes all responsibility for electric service and facilities beyond the point of delivery.

City and Customer agree to identify and hold the other party harmless from and against all claims, demands, or causes of action - of any type - whether sounding in tort or in contract, for costs or expenses for loss, damage, or injury to persons or property in any manner arising, directly or indirectly, from electric service or facilities on their respective sides of the point of delivery except where such claimed loss, damage, or injury is shown to have been solely caused by the negligence of the other. In no event shall the City be liable for any consequential damages.

City is not and shall not be liable to Customer for damages occasioned by interruptions, irregularities, or failure to commence electric service caused by or contributed to by governmental or municipal action of authority, litigation, public enemies, strikes, acts of God, order of any court or Judge granted in any bona fide adverse legal proceeding or action or in any order of any commission or tribunal having jurisdiction in the premises or any other act or thing reasonably beyond the control of the City, or as may be authorized elsewhere in this Tariff for Electric Service.

City makes no warranties whatsoever with regard to the provision of electric service and disclaims any and all warranties, express or implied, including, but not limited to warranties of merchantability or fitness for a particular purpose.

3.4 CUSTOMER COMPLAINTS

City promptly makes appropriate investigation of complaints made by Customer in

person, by letter or telephone, and advises Customer of results.

3.5 LOCATION POINT OF DELIVERY

The point of delivery of electric service is the point where City conductors are connected to Customer conductors. Customer installation must be arranged so that the location of the point of delivery is acceptable to City, taking into consideration location of existing City facilities and construction needed to connect Customer to City system. It shall be the responsibility of the customer, or electrical contractor, to advise the City of service requirements prior to installing or altering service entrance.

Additional costs resulting from any deviation from the City designated point of delivery are subject to payment by Customer before permanent service is installed and energized.

3.6 SPACE REQUIREMENTS

Customer grants to or secures for City, at Customer expense, any rights-of-way on property owned or controlled by Customer that are necessary to provide electric service to Customer.

Customer provides, without cost to City, suitable space on Customer premises for the installation of facilities necessary to provide electric service to Customer and for installation of City metering facilities.

3.7 CUSTOMER ELECTRICAL INSTALLATION

Customer electrical installations constructed for receiving electric service from City facilities located in the specific area where electric service is desired shall be installed in accordance with City specifications outlined in this Electric Service Policy and the City Engineering Design and Construction Manual.

In the event City is required by appropriate regulatory authorities to place underground or relocate any of its facilities, Customer will, at Customer expense, relocate or change Customer electrical installation to accomplish the required change.

Customer electrical service requirements shall be provided to City for review prior to connection to the City system.

3.8 INSPECTION AND APPROVAL OF CUSTOMER INSTALLATION

In those locations where ordinances require Customer to obtain a certificate of inspection and acceptance or a permit, City will not provide electric service to Customer until City receives notification of approval of Customer electrical installation from the proper authority.

Scheduling of inspections must be requested by Customer and coordinated through City Inspections Department (Inside City Limits) or Electric Department (Outside City Limits) and installation must PASS inspection prior to energization.

For Customer and City mutual safety, City may decline to provide electric service to any Customer electrical installation which City considers hazardous or of such character that

satisfactory service cannot be provided.

The providing of electric service by City does not indicate that City has inspected all aspects of Customer electrical installation and pronounced it safe and adequate.

3.9 STANDARD ELECTRIC SERVICE

City provides standard electric service utilizing an overhead radial circuit to Customer on one rate schedule, at one point of delivery, with one meter, at one of City provided standard voltages and at a frequency of 60 Hertz. Provided voltage and frequency may have a variation.

3.10 NON-STANDARD ELECTRIC SERVICE

If Customer desires electric service that is other than standard electric service and not covered elsewhere in these Service Regulations, City may provide such service to Customer based upon the estimated cost of providing such non-standard electric service that is in excess of the cost to provide standard electric service.

City may terminate the provision of any non-standard electric service at the end of the contract term, or in the absence of a contract term, on reasonable notice to Customer.

3.11 EXTENSION OF ELECTRIC SERVICE

City makes extension of electric service to Customer electrical installation in a manner that minimizes the cost of such extension. A line extension consists of primary conductors, overhead or underground, that are installed along public right-of-way that provide electric service to additional customers.

3.12 CHARGES FOR PROVIDING TEMPORARY ELECTRIC SERVICE

Customer may be required to pay the City prior to City providing temporary electric service in an amount equal to the estimated cost of installing and removing the facilities, plus the estimated cost of materials to be used which are unsalvageable after removal of the installation.

3.13 INSTALLATION AND MAINTENANCE OF CITY FACILITIES

City owns, installs, and maintains all electric lines and equipment on City side of the point of delivery. In addition, City owns, installs, and maintains City meters regardless of location and may require Customer to install auxiliary metering equipment, furnished by City, in conjunction with Customer electrical installation.

City installs all electric lines and equipment on City side of the point of delivery in compliance with the (NESC) National Electrical Safety Code and all applicable laws and governmental regulations. Only personnel authorized by City are permitted to make, energize, or de-energize connections to City facilities.

Tree trimming is a required necessity for the overhead electric distribution system to provide quality service. Contractors, Developers, Customers, and Electric Crews will comply with City Tree Preservation Ordinance, and best management practices that are recommended by the Texas Forestry Association and the Texas A&M Forest Service.

3.14 PROTECTION OF CITY FACILITIES ON CUSTOMER PREMISES

Customer must provide adequate protection measures to protect City facilities on Customer premises and to permit only personnel authorized by City or by law to have access to such facilities.

In the event of loss or damage to City facilities on Customer premises caused by or arising out of carelessness, neglect, or misuse by Customer or unauthorized persons, City may require Customer to reimburse City for the cost of such loss or damage.

3.15 ADMITTANCE TO CUSTOMER PREMISES

Customer admits to Customer premises at all reasonable hours personnel authorized by City to inspect, install, remove, or replace City property; to read City meter; and to perform other activities necessary to provide electric service, including tree trimming and tree removal where such trees in the opinion of City constitute a hazard to City personnel or facilities, or the providing of continuous electric service.

Refusal on the part of Customer to provide reasonable access for the above purposes may, at City option, be sufficient cause for discontinuance of service.

3.16 REMOVAL AND RELOCATION OF CITY FACILITIES

City may remove or relocate City facilities at Customer request provided Customer pays the cost of removal or relocation of such facilities.

3.17 DISMANTLING OF CITY FACILITIES

City may, upon discontinuation of electric service to Customer, dismantle and remove all lines, equipment, apparatus, or other facilities that City may have installed to provide electric service to Customer. City may, however, abandon in place in whole or in part its underground lines and equipment in lieu of removing such facilities.

3.18 ATTACHMENT TO CITY FACILITIES

City does not permit any attachments such as wires, ropes, signs, banners, or radio equipment to City facilities.

- City may without notice and without liability remove unauthorized attachments to City facilities.

4.1 AGREEMENT FOR ELECTRIC SERVICE

Customer may be required to sign an Agreement for Electric Service prior to or after electric service is provided. If Customer refuses to sign or delays in signing the Agreement for Electric Service, City may, by written notice to Customer, assign the maximum electrical load to be used for billing purposes in accordance with the Tariff for Electric Service.

In case of conflict between the provisions of an Agreement for Electric Service and the rate schedule specified in such agreement, the provisions of the agreement apply.

City may terminate an Agreement for Electric Service for any default or breach by Customer of such Agreement for Electric Service, these Service Regulations, or City rate schedule specified in such Agreement for Electric Service.

Failure of City to terminate an Agreement for Electric Service at any time after default or breach by Customer of such Agreement for Electric Service or to resort to any other legal remedy or its exercise of any one or more of such remedies does not affect City right to resort thereafter to any one or more of such remedies for the same or any future default or breach by Customer.

If City terminates an Agreement for Electric Service due to a default or breach by Customer, in addition to the amount then due to City, there immediately becomes due and payable to City as liquidated damages and not as a penalty a further sum equal to the minimum amount guaranteed for the unexpired term of the Agreement for Electric Service.

An Agreement for Electric Service under any rate schedule, except as otherwise therein provided, is for a term of not less than one year.

Service agreements shall inure to the benefit and be binding upon the respective heirs, legal representatives, successors and assigns by operation of law, of the parties thereto, but shall be voluntarily assignable by any party only with the written consent of the other(s), except that City may, without Customer consent, assign any service agreement to any person or corporation in any lawful way acquiring or operating all or any part of City facilities used in supplying electric service under such agreement.

5.1 LIMITATIONS ON USE OF ELECTRIC SERVICE

5.1.1 Resale of City Electric Service

Customer may not use electric service provided by City except for the purposes specified in the rate schedule under which Customer receives electric service.

Customer may not resell or otherwise dispose of electric service unless provided by statute or as specifically provided for in the rate schedule or Agreement for Electric Service.

5.1.2 Parallel Operation

Customer may not connect his lines to another source of electric energy in a manner that may permit electric energy to flow into City system from such source without written agreement with City.

5.1.3 Extension of Customer Wiring

Customer may not extend Customer installation across or under a public street or alley, or other lands not owned or leased by Customer without the written consent of City.

5.2 CUSTOMER ELECTRICAL LOAD

5.2.1 Load Balance

City requires Customer to control the use of electric energy so that Customer electrical load at the point of delivery is in reasonable balance.

5.2.2 Allowable Motor Starting

City permits across-the-line starting of electric motors where City determines that its facilities are adequate, and the frequency of starts are such that other Customer service will not be adversely affected. When City determines that the operation of electric motors with full voltage starting adversely affects electric service, Customer provides suitable, reduced voltage starting devices or other corrective equipment, or pays to City the costs of additions or changes to City facilities necessary to correct such condition. Any motor starting devices are to be of a type approved by City and are to be provided and installed by Customer.

5.2.3 Intermittent Electrical Loads

Electric service to equipment such as spot and arc welding machines, X-ray machines, arc- furnaces, elevators, dredges, locomotives, shovels, feed grinders, etc., whose use of electricity is intermittent and subject to violent fluctuations, is provided to such equipment as a part of Customer installation or by a transformer dedicated solely to that equipment and served as a separate account. Customers contemplating the installation of such equipment are to make specific prior arrangements with City.

Where intermittent electrical loads or load control devices are a part of Customer installation, City may determine Customer billing demand on the basis of a time interval that is shorter than that specified in City rate schedule under which Customer is receiving electric service.

5.2.4 Equipment Necessary to Limit Adverse Effect

City may require Customer to provide at Customer expense suitable apparatus to limit the effect of voltage fluctuations caused by electric equipment in Customer installation where Customer is found to be operating electric equipment which produces voltage fluctuations, interference or distorted wave forms which adversely affect electric service provided by City to other Customers.

In lieu of requesting Customer to install such suitable or special equipment limiting such adverse effect, City may, at its option, install at Customer cost additional transformer capacity (which may or may not be dedicated solely to such customer) or other equipment specially designed to reasonably limit such adverse effect.

5.2.5 Equipment Sensitive to Voltage and Wave Forms

Customers planning the installation of electric equipment such as computers, communication equipment, electronic control devices, etc., whose performances may be adversely affected by voltage fluctuations and distorted 60 Hertz wave forms are responsible for providing and installing the necessary facilities to limit these adverse effects.

5.2.6 Change in Customer Electrical Load

Customer notifies City when Customer electrical load is to be changed substantially in order that City may ensure its facilities are adequate. In the event Customer adds electrical load at Customer installation that results in the use of electric service in excess of the maximum stipulated in the Customer Information Sheet, City may hold Customer liable for any damage to City facilities resulting from the use of electric service in excess of such maximum.

5.2.7 Power Factor

If the power factor of Customer load is less than 90% lagging, City may require Customer to install appropriate equipment to maintain a power factor of not less than 90% lagging, or at City option, to reimburse City for installing the necessary equipment.

5.3 TAMPERING WITH CITY METERS, EQUIPMENT OR OTHER PROPERTY

No City meters, equipment or other property, whether on Customer premises or elsewhere, are to be tampered with or interfered with for any reason. City is not liable for injury to Customer, Customer employees or others resulting from tampering with or attempting to repair or maintain any of City facilities, and Customer agrees to indemnify and hold City harmless therefrom.

City owned meters are remotely monitored for unauthorized tampering. Should an unauthorized incidence of tampering with Utility Owned meters or other property be detected the City reserves the right to implement a structured corrective action process including tampering fees and up to discontinuation of electric service by City to deter and prevent recurrences of such behavior.

Tamper fees will be assessed and billed to account owner as found in the City's fee schedule

5.4 UNAUTHORIZED USE OF ELECTRIC SERVICE

Unauthorized use and tampering of City electric service is a misdemeanor and will be prosecuted to the fullest extent of the law. In the event of use or evidence of attempted use of City electric service, without City authorization, whether by tampering with City meter or equipment or by any other means, electric service may be discontinued by City. Customer pays the charge for restoring service as provided in City rate schedules under which Customer receives electric service and Customer may be required to pay all charges,

including the following, before service is resumed.

- A. The charge for the estimated amount of electricity used without City authorization which may be estimated based on amounts used under similar conditions during preceding years. Where no previous usage history exists or is considered unreliable, consumption may be estimated on the basis of usage levels of similar customers and under similar conditions;
- B. The cost of replacement or repair of any damaged meter or associated equipment; and
- C. The cost of installing protective facilities or of relocation of meter, if determined necessary by City.
- D. The cost of any personnel or equipment by the City to detect unauthorized use of electric service and disconnect or restore such service.
- E. Any additional charges, fees or penalties established by the Municipal Utility Board for unauthorized use of electric service.
- F. Service deposit or additional service deposit.

If electric service is restored by anyone other than authorized City personnel after being discontinued by City, City may discontinue electric service and dismantle and remove all lines, equipment, apparatus or other facilities that City installed to provide electric service to Customer. City may, however, abandon in place, in whole or in part, its underground lines and equipment in lieu of removing such facilities.

If it is shown to the satisfaction of City that Customer or applicant for service had no connection with or knowledge of unauthorized use, electric service is restored after the condition causing or permitting the unauthorized use of electric service is corrected. City may charge Customer for the estimated amount of unauthorized electric service used.

6.1 METERING ELECTRIC SERVICE

City tests and maintains the accuracy of its meters and the readings of City meters are conclusive as to the quantity of electric power and energy taken by the customer unless, upon test, the meter is found to be in error by more than the limits set forth by the American National Standards Institute.

6.2 ADJUSTMENT OF BILLS FOR METER INACCURACY

If the results of a meter test show the meter to be outside the accuracy limits as specified by City, City refunds to Customer any overcharge and may bill Customer any undercharge for a period not to exceed the period permitted by the applicable rule of the Public Utility Commission of Texas, or, if there is no such rule, the applicable statute of limitations.

6.3 ADJUSTMENT OF BILLS FOR INCORRECT METERING

If the meter is found not to register for any period, unless bypassed or tampered with, City may charge Customer for the estimated amount of electricity used for a period not to

exceed the period permitted by the applicable rule of the Public Utility Commission of Texas, or, if there is no such rule, the applicable statute of limitations based on preceding or subsequent periods of known accurate measurement.

If a meter is found to have an incorrect register, connection, multiplier or constant, City will refund to Customer any overcharge and may bill Customer any undercharge for the period of time the meter was used in billing Customer, not to exceed the period permitted by the applicable rule of the Public Utility Commission of Texas, or, if there is no such rule, the applicable statute of limitations.

6.4 IMPROPER METERING OF MULTI-FAMILY CUSTOMER INSTALLATION

Where City provides electric service through individual meters for each living unit in multi-family-dwellings, owner of each individually metered living unit is responsible for proper connection of Customer installation to City meter socket, including correct identification and labeling of City meter socket to designate living unit being metered. City requires owner to correct any improper connection of identification and, when responsible, reimburse City for any monetary losses City may suffer due to adjustments in Customer billing for such connection and identification errors.

7.1 DISCONTINUATION OF ELECTRIC SERVICE BY CUSTOMER

Customer must notify City of the date Customer desires to discontinue electric service, and Customer is not held responsible for electric service after such date unless Customer continues to use electric service, or the terms and conditions of an existing Agreement for Electric Service have not been met.

City is not obligated, after discontinuance, to again provide electric service to Customer at the same service location unless Customer reapplies for and City agrees to provide electric service.

City charges a disconnection fee to Customer who is located in a multi-certified area and who is receiving permanent electric service for Customer electrical load and who switches such service to another electric utility.

7.2 DISCONTINUATION OF ELECTRIC SERVICE BY CITY

City, in addition to all other legal remedies, may discontinue electric service to Customer without liability for any of the following reasons:

- A.** Nonpayment by Customer of delinquent electric service bills or failure to comply with terms of a deferred payment agreement or average payment plan.
- B.** Failure of Customer to make application for service.
- C.** Failure of Customer, on request, to provide City with a required deposit or other security.
- D.** Failure of Customer to make application for service in the true name of Customer for the purpose of avoiding payment of an unpaid bill for electric service.

- E.** Refusal by Customer to provide City reasonable access to its equipment on Customer premises.
- F.** Failure by Customer to conform to the provisions of these Service Regulations, the rate under which Customer is receiving electric service, or Agreement for Electric Service.
- G.** Violation or noncompliance with any applicable Federal State, Municipal or other local laws, rules or regulations.
- H.** Use by Customer of electric service in such manner as to jeopardize electric service to Customer or others.
- I.** Unauthorized use of electric service by Customer.
- J.** Tampering with City meter or other property.
- K.** Failure by Customer to pay an estimated bill rendered by City when meter is not read due to circumstances beyond control of City.
- L.** Failure by Customer to pay a bill resulting from an underbilling due to failure to properly bill Customer or misapplication of rate schedules less than six months prior to the current bill.
- M.** When Customer has signed a written guarantee for another Customer and refuses to pay guaranteed amount, on demand by City.
- N.** Failure by Customer to pay an estimated bill resulting from an inaccurate or stopped meter or from a meter having an incorrect register, connection, multiplier or constant.
- O.** When a hazardous condition exists in Customer electrical installation.
- P.** Where service is connected or reconnected without authority of Company.

City maintains the right to operate any Customer-owned disconnect switches and lock these switches in the "OFF" position as necessary to discontinue electric service to Customer.

When City discontinues electric service to Customer for failure in the performance of Customer under the provisions of these Service Regulations, the rate schedule under which Customer is receiving electric service, or the Agreement for Electric Service, then before City restores electric service, Customer must correct to the satisfaction of City all defaults, and a deposit or additional deposit may be required.

When City discontinues electric service to Customer, Customer obligation specified in these Service Regulations, the rate schedule under which Customer was receiving electric service or the Agreement for Electric Service, is not lessened or changed, nor is the amount of money due and payable to City affected in any manner.

Failure of City to discontinue electric service, or exercise any other remedy available to City at any time after default or breach of these Service Regulations, the rate schedule under which Customer is receiving electrical service, or the Agreement for electrical service, shall not in any way waive or affect the right of the City to discontinue service or exercise any other remedy available to it for the same or any other such breach or default by Customer.