

Warroad Municipal Utilities Policies And Regulations

Introduction

The Warroad Utility Department has assembled this booklet to assist its customers and their architects, engineers, or electrical contractors to plan for and obtain satisfactory utility service.

The information presented here is to supplement the requirements of the National Electric Code, State Plumbing Codes and all other applicable federal, or state, and municipal codes, regulations, laws, and ordinances. It is always necessary to refer to and comply with such codes, regulations, laws, and ordinances when planning, designing, and installing a new electrical service and/or water and sewer. Specific requirements of the utility do not intentionally conflict with any other requirements known to be in effect as of the publication date of this booklet. Any apparent conflicts of this nature should be brought to the attention of the utility for interpretation.

The utility wishes to serve its customers promptly and satisfactorily. It will endeavor to cooperate with customers and their authorized representatives to the fullest extent in completing service connections with as little delay and inconvenience as possible, and will gladly give special attention to any particularly difficult situation confronting a customer.

The utility will be happy to confer with those customers desiring information concerning rates, services, etc., upon request by telephone or otherwise. Such request should be directed to the utility's business office at P.O. Box 50, 121 Main Ave. N. E., phone no. 386-1454.

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Section 100 General Information

101 Service Jurisdiction

The utility was established by the City for the purposes of providing low cost electricity to all eligible applicants only when all applications, easements, deposits, payments, load data sheets, and other required information has been provided to the utility. The utility provides electric service within its service territory area as defined by the Minnesota Public Service Commission. The service territory area is the City limits with few exceptions.

102 Application for Service

Application for new, additional, or temporary electric service must be made in person by the customer (required to show a photo ID) to the Utility Billing Office. At the time of application the customer will be required to provide, in writing on the forms(s) provided, information relating to the service request, including the following:

1. Exact location of premises to be served, including building street address or lot and block numbers and name of subdivision if building numbers and street names have not been established.
2. The type of service desired (temporary, permanent, residential, commercial, industrial, etc.)
3. The approximate date that service is required.
4. The name, address, and telephone number of the customer's designated representative who will be responsible for working with the utility representatives in providing the electric service (e.g. customer employee, engineer, contractor.)

The Utility should be advised of planned installations as early as possible so that details for furnishing service may be arranged and construction completed by the desired date. Blank application forms and additional information may be obtained by contacting the Utility's Business Office. A sample form is attached.

103 Electric Service

Unless by special permission, the utility will supply to a customer, at a specific premises, only one of the types of service listed in Section 200. The customer's installation is to be so arranged that all electric service delivered and measured by one metering set. The exception to this will be where off-peak electric is installed. There will be an additional meter to measure the usage for off-peak heat.

104 Electrical Load Data Application

Customer must complete a Load Data Application for any new construction and/or upgrades. The application specifies the type of service required by the customer and expected size of connected load and off-peak load. Additional data in the form of construction drawings and the proposed service entrance may also be necessary for the utility to adequately determine the capacity and arrangement of service to the customer. The application can be obtained at the Utility's Business Office in person or by mail upon requests. A sample form is attached.

105 Ownership of Equipment

105.1 Utility - Owned Equipment

The meter and associated metering equipment furnished or installed by the utility are the property of the utility.

- 1) Overhead service-- In addition to the metering equipment, the overhead service drop installed by the utility is the property of the utility.
- 2) Underground Services-- In addition to the metering equipment, all of the equipment (e.g. transformers, primary wire, secondary terminal's pad mounted or otherwise) are property of the utility.
- 3) Transformers-- All Transformers are the property of the utility.
- 4) The breaker below or at the meter location is also property of the utility.
- 5) Ripple receivers & any other equipment installed by utility are property of the utility.

105.2 Customer - Owned Equipment

All secondary service conductors are the property of the customer. Every thing on the load side of the meter and breaker is the property of the customer.

Before the underground service is installed, the grade must be within (4) four inches of final grade. The utility installs the underground service first time for the residential customer only. The Utility supplies the meter socket, meter and off-peak ripple receiver in electric heat cases. The customer and the utility are responsible for the maintenance, repair, and replacement of the electric service equipment which each owns.

106 Easements

Whenever any utility-owned underground and/or overhead material and equipment is located on or above the customer's property, the customer shall grant an easement to the utility to the extent, which the utility deems necessary. All utility easements requested by the utility are to be granted by the customer at no charge to the utility (This does not include secondary service drops or service laterals).

107 Inspection of Customer's Facilities

107.1 As a minimum, wiring and electrical equipment of the customer shall be installed in accordance with the latest edition of the National Electrical Code.

107.2 Wiring Installations located within the City limits, including temporary installations must be inspected and approved by an authorized state electrical inspector as required by City ordinance. The utility will make connection only after approval by the authorized state electrical inspector. The utility is required by City ordinance to disconnect any installation, which is declared by the utility or by the electrical inspector to be unsafe and a hazard.

108 Service Connection, Disconnection, and Reconnection

After the customer 's installation has been inspected and approved by the proper authority, a meter will

be installed by the utility and the electric service made available provided that all applications, agreements, and deposits have been submitted by the customer and approved by the utility. The copy of the request for inspection must be received by the utility at least 24 hours before connection is desired.

Customer requests for disconnection or reconnection of existing services must be received by the utility at least 24 hours in advance of the desired time of disconnection or reconnection (week ends excluded). For the mutual protection of the customer and the utility, only authorized employees of the utility are permitted to set and remove meters, or to make and energize or break and de-energize the connection between the utility's service drop or secondary terminals and the customer's service entrance conductors or secondary service laterals.

109 Liability

The utility does not engage in the practice of doing interior wiring on the customer's premises except for the installation and maintenance of its own property, and therefore is not responsible for service beyond the point of delivery. The utility shall not be liable for damage to any customer or to any third party resulting from the use of the service or from the presence of the utility's appliances or equipment on the customer's premises.

The customer is solely responsible for any accidents, fires, or failures resulting from the condition and use of his/her wiring installation or equipment.

110 Service Interruptions

The utility reserves the right to interrupt service at any time. Interruptions for maintenance and system improvements will be prearranged and advance notice will be given to the customer whenever possible.

111 Unauthorized Use of Electricity

The utility is a public utility engaged primarily in the business of supplying electric service to ultimate consumers. Electric service is furnished for the use of the customer only, and the customer shall not resell nor permit other persons to resell.

Sub-metering for resale of electricity is an unauthorized use of electrical service. The customer shall not sub-meter any portion of such service in any manner for resale.

112 Access

Employees of the utility shall have the right of access to the customer's premises at all reasonable times for the purpose of installing, reading, inspecting, maintaining, or removing any of its meters, devices, or other equipment which is used in connection with the furnishing of the customer's electric service.

113 Customer Responsibility

Failure of the customer to notify the utility in a timely manner of any planned alteration to electric service facilities or increased electrical load, and failure to comply with the utility's published rules, regulations, and rate schedules may result in delayed connections, interruption of service, or damage to equipment, for which the utility disclaims all responsibility.

114 Tampering Penalty

All meters and load management equipment will be checked from time to time by City personnel. Should it be found that any part of meters and or equipment are broken or out of place, or if any unauthorized connections have been made to the off-peak system, all KWHs which were recorded by the off-peak meter during the current or previous heating season (October - April) will be billed at the applicable non off-peak rate schedule.

115 Revisions of Requirements

All requirements stated or implied herein are subject to change at any time without prior notice. All revisions can be obtained from the Utility's Business Office.

Section 200 Rates, Deposits, and Connection Charges and Penalties

201 Rate Schedule & Classification

Electric service is supplied to customers under a rate schedule. Copies of the utility's rate schedules are available at the utility business office. Rates are broken into various types of customer (Residential, Small/Regular Commercial, Large Commercial, Industrial, and Internal/City).

Criteria for determining the type of customer are as follows:

Residential - A residence

Small/Regular Commercial - Business using under 100,000 kWh per year and Churches

Large Commercial - Business using over 100,000 kWh per year

Industrial / Generator - Business engaged in industrial activities and/or with generating capabilities.

Internal / City - Municipal accounts

201.1 Customer consumption/data requests

The utility will release customer consumption history only by written request of the specific customer unless requested by those entities listed in MN Statute 13.685.

202 Payment for Service

The utility department will, insofar as possible, read all meters on or about the 20th of each month and bill the customer for service used during that period. The bill will be sent out about the 1st of the month following the reading and payment of the bill is due on the 20th of the month.

If, for some reason, the meter cannot be read during a billing period, or the reading seems erroneous, an estimate will be made for the billing period. Any adjustments to bills resulting from inaccuracies in the meter will be handled in the manner described in Section 500, Meter Testing.

202.1 Customer Moving

At any other date than the 20th of any month, using June 30th as an example of a moving date, we will send a bill about July 1 for the usage from May 20th to June 20th, and send a **Final Bill** about August 1

for usage from June 20th to June 30th.

- 1- Please contact the business office at least 24 hours before you move. (A few days notice is best.) Your landlord may not let us know. **This is your Responsibility.**
- 2- Utility meters are read on the day you indicate on your Change of Service Application and the readings are used for the utility's regular billing. **No Special Utility Bills are Mailed When Someone Moves.**
- 3-Your meter deposit (with interest added) will be applied to your final utility bill and any balance will be refunded to you.

202.2 Customer Payment Plan

A payment plan is offered. The customer must be current with their bill before starting a payment plan. A history of an apartment or a house must be available in order to set up a payment plan. Twelve (12) months of history will be divided by eleven (11) to establish the monthly payment. The plan will update annually. The payment will be adjusted up or down if the accounts actual usage was more or less .Any customer who abuses the payment plan will be dropped from the payment plan and will be charged the penalty for past due account. Three (3) payments late or missed is considered abuse of the payment plan.

202.3 Past-Due Utility Bill and Penalty

The utility bill is past due when paid after the close of business on the 20th. A penalty will be applied when the utility bill is not paid after the first business day after the 20th of each month. The penalty is 10 percent of the entire bill. There will be no exceptions.

203 Minimum Bill

If there is no usage on the meter the customer will still receive a bill, which will have a meter charge. If the service has been disconnected the customer will not incur this charge.

204 Service connections

There will be no charge for new service connections made during the normal working hours of the utility department. If new service connections must be made during other than normal working hours at the request of the customer, a special connection charge will be assessed. The charge for such work can be obtained from the Utility Superintendent's Office

204.1 Rentals

When the owner of rental property wants the utilities shut off when a renter moves out and later requests the utilities connected to clean for a few days, the owner will be billed the minimum for that billing cycle.

205 Service Disconnection / Reconnection and Fees

The utility department may disconnect a customer's service, with notice (over-due customer's are sent a reminder notice each month in addition to the customers normal bill) that the account is overdue and can be disconnected at any time unless the overdue is paid for any of the following reasons:

- 1- Non-payment of billings or issuance of non-negotiable check.
- 2- Failure to provide access to utility owned equipment.

The utility department may disconnect a customer's service, **without notice** for:

- 1-A condition determined to be hazardous to the customer, to the public or to the utility department.
- 2-Unauthorized use of utilities belonging to the utility department.

In the event service has been disconnected for valid cause, the customer will be required to pay a reconnection fee. The fee is \$30.00 for reconnects during normal working hours. If reconnection must be made other than normal working hours at the request of the customer, a special connection charge will be assessed. The charge for such work can be obtained from the Utility Superintendent's Office. The reconnection fee must be paid before the service is restored.

The utility will follow the Cold Weather Law set up by the public utility's act. Customers are urged to read the law as you have responsibilities before you qualify. This is available at the Utility Business Office and is mailed to all customers prior to October 15 each year. See Section 400.

206 Service Deposit

To establish credit with the utility department a deposit is required at the time of application for service. The amount of deposit is as follows:

- 1- Residential regular electric is \$100.00
- 2- Commercial regular electric is \$250.00

This deposit bears interest at the rate (as set annually per MN Stat. 325E.02(b)). Interest accrued on deposit will be credited to customer's account. The deposit plus accrued interest will be applied to the customers account when service is terminated. A refund check will be processed within 45 days providing all obligations to the utility department have been discharged. The utility will review the accounts after one year. If the customer is in good standing, the utility will apply the deposit with interest to the customer's current utility account.

A new or additional deposit may be required in cases where the deposit has been refunded or where the current deposit is inadequate. **All deposits are non-transferable from one applicant to another and are payable only to the original applicant upon proper identification.**

A deposit requirement may be waived for a homeowner with an adequate prior utility company reference. All renters will be subject to deposit requirements.

207 Charges for line extensions to permanent dwellings inside the corporate City limits.

When a customer requesting an extension that is not within the City limits, the utility department will extend its service within its authorized service boundaries, in accordance with the requirements for overhead and underground extensions, only when anticipated revenue from the sale of the additional service (which will result from the extension) is sufficient to justify the expenditure. When the expenditure is not justified, the extension will be made only, if the customer pays to the utility department the portion of the capital expenditure, not justified by the anticipated annual revenue.

208 Large Transformer fees and Options

The customer who may require a transformer 1000 KVA or larger may elect to pay for the transformer, metering components, misc. hardware, and wire for the primary service up front in lieu of monthly capacity charges. The utility would buy the transformer and associated hardware and invoice the customer. The transformer remains utility property.

Commercial and Industrial customers who require three-phase transformers shall construct a concrete pad according to the utility's specifications.

209 Existing Service Upgrade

When a customer requests an upgrade in service, the cost of all materials needed will be paid by the customer. The installation labor on the utility owned materials will be at no cost to the customer.

Section 300 Standard Services

301 General Characteristics

This section describes the types of services offered to customers under the utility's standard rate schedules. Electric service supplied by the utility is alternating current having a nominal frequency of sixty (60) Hertz (cycles per second).

302 Availability of Service

Although the types of service listed below are generally available throughout the area served by the utility, types of service requested by a customer may not be available at the location where such service is desired, and in certain cases may be available only through special contractual arrangements and at the expense of the customer. **Each customer will generally be allowed only one type of service and one point of connection for each location.**

303 Secondary Service Voltages

The following types of secondary service are generally available to customers served under the City's standard rate schedules:

303.1 Single Phase Service

120 / 240 volt 3-wire, grounded neutral. Generally available where total load is less than 100 KVA.

303.2 Three-Phase Service

A) 208y/120v, 4-wire, grounded neutral, generally available where total load is 45KVA or more.

B) 240/120 v, 4-wire, grounded neutral, only available on special cases.

C) 480y/277v, 4-wire, grounded neutral, generally available where total load is 150KVA or more.

304 Primary Service Voltages

Three-Phase 12470 y / 7200 volt, 4-wire, grounded neutral service. Available only by special request where the total load is 150 KVA or greater.

305 Off-Peak

All electric heat, water heaters, and central air conditioning units that meet requirements will be put on Off-Peak control and will receive the discounted rate or applicable credit. (Water heaters receive a monthly credit of \$3/mo) Electric heat will be metered separately.

In order to meet requirements;

1. Electric heat must be the primary heat source.
2. There must be a backup heat source in order to qualify for the off-peak rate. The backup source must be capable of providing adequate heating requirements during controlled periods. The backup heating system may be fuel oil, propane, natural gas, or wood.
3. Electric heat must be above 2KW
4. Air conditioning units and heat pumps must be "central air" in order to be put on off-peak and must be 5KW or larger.
5. An Off-Peak Agreement must be signed prior to hookup.

Customers may request "uncontrolled" electric heat service. This type of service will NOT qualify for the reduced rate and instead will pay an "uncontrolled" rate.

At such time that load management develops to a level whereby additional controls become counter productive, the City reserves the right to limit further installations.

On Off-Peak, customers heat will be controlled during peak periods, which are determined by Minnkota Power Cooperative. The expected off times for electric heat and other electric appliances that qualify for off-peak are as follows:

- A) Category 1-** includes water heaters, and Commercial Clothes Dryers are short-term interruptible loads capable of being off up to four hours at a time or eight hours a day.
- B) Category 2-** includes slab storage heat, and thermal storage heats are medium term interruptible loads capable of being off up to 16 hours a day.
- C) Category 3,** includes dual heating systems such as plenum, baseboard, and other forms of dual heat. Also includes commercial and industrial loads with or without generators are long term interruptible loads capable of being off for extended periods (400 hours per year).
- D) Category 6,** includes air conditioning and other medium term interruptible loads capable of being off for 20 continuous hours per day during the summer season.

306 Off-Peak Rebate Programs

Any off-peak rebate programs were discontinued on 9/08/03.

307 Lighting Rebate Program

Rebates are available for new energy efficient lighting equipment used to replace old equipment in an existing building or installed in new construction. Must be a City of Warroad utility customer to qualify. Details and applications are available at the Warroad City Utilities Office. A sample form is attached.

308 Energy Star Appliance Rebate Program

Beginning in 2005, rebates for the purchase of some qualifying energy star appliances will be offered. Must be a City of Warroad utility customer to qualify. Rebate will be applied to customers utility bill. A sample form is attached.

Section 400 Cold Weather Policy

Section A.

The Cold Weather Law, Section 216B.097 of the Public Utilities Act provides that From October 15 through April 15, Warroad Utility Department cannot disconnect a residential utility customer for non-payment if the disconnection would affect the customers primary heat source and:

1. The customer declares an inability to pay on forms provided by the utility (a customer receiving any form of public assistance, including energy assistance, has demonstrated an inability to pay.
- And
2. The customer's total household income is less than 50% of the state median income level
- or
3. The customer's account is current for the billing period immediately prior to Oct. 15, the customer has entered into a payment schedule and is reasonably current with his/her scheduled payments.

The Cold Weather Brochure includes "Notice of Residential Customer Rights and Responsibilities" as well as the "Inability to Pay" form. This document notifies customers of his/her rights and responsibilities under the Cold Weather Law. This document also lists local energy assistance providers. A copy of the brochure and application can be obtained from the Utilities business office. A sample form is attached.

Section B

Before disconnecting service to a residential customer during the period between October 15th and April 15th, Warroad Utility Department will provide the following information to a customer:

- 1). A notice of proposed disconnection;
- 2). A statement explaining the customer's rights and responsibilities
- 3). A list of local energy assistance providers
- 4). A form on which to declare inability to pay

- 5). A statement explaining available time payment plans and other opportunities to secure continued utility service, and
- 6). Referrals to energy assistance programs, weatherization, conservation or other programs likely to reduce the customer's energy bills

401. Guidelines if Disconnection is Necessary:

If a residential customer must be involuntarily disconnected between October 15 and April 15 for failure to comply with the provisions of state law, rule and/or utility policy, the disconnection must not occur on a Friday or on the day before a holiday. Further, the disconnection must not occur until at least 10 days after notice has been mailed to the customer or 7 days after notice has been hand delivered to the customer.

If the customer does not respond to a disconnection notice, the customer must not be disconnected until the utility investigates whether the residential unit is actually occupied. If the unit is found to be occupied, the utility must immediately inform the occupant of the provisions of this section. If the unit is unoccupied, the utility shall provide notice by first class mail to the recorded billing address of the residential customer. Such notice shall include an explanation of the Cold Weather Rule and information on Inability to Pay and payment plans.

If prior to disconnection, a customer appeals a notice of involuntary disconnection, as provided by Warroad Utility Department's established appeal procedure, the utility must not disconnect until the appeal is resolved.

Section 500 Electric Meter Testing

Any customer, who believes that a meter is failing to properly register the usage, may request a meter check by contacting the Utility superintendent's office. The utility department will test the meter using standard calibration equipment and generally accepted test procedures within a reasonable period of time.

Whenever a watt hour meter is found, upon test, to have an average error of more than two percent (2%) from one hundred percent (100%) or a demand meter more than one and one-half percent (1.5%) from one hundred percent (100%), a recalculation of bills for service will be made on the basis that the meter should be one hundred percent (100%) accurate with respect to the working standard.

If the period of inaccuracy cannot be determined, it will be assumed that the metering equipment has become inaccurate at a uniform rate since it was installed or last tested unless there is a valid reason to use another method. Recalculation of bills will be on the basis of actual bills, except if the monthly consumption has been reasonably uniform, average less than five hundred (500) kilowatt hours per month, and involved no billings other than kilowatt hours, then the recalculation of bills may be based on the monthly average consumption and the inaccuracy may be assumed to have existed for period equal to one-half the time elapsed since the meter was installed or since the last previous test, whichever is later. Adjustments due to slow meters will be limited to the preceding 6 months.

In the event the customer disagrees with the utility test results, the utility will send out to another testing source. If the results are within the ranges stated above, the customer will pay for the testing cost and shipping charges.

When the average error cannot be determined by testing due to complete failure of all or part of the metering equipment, then an estimate of the quantity of energy consumed based on available data will be used to determine the adjusted bills.

When no error is found in the metering equipment (house meters, single phase metering equipment) the customer shall be billed (\$10.00) ten dollars. On three phase meters or demand meters the customer shall be billed (\$10.00) ten dollars plus the cost of testing.

Section 600 Water Supply

601 General Information

The utility shall supply potable water to its customers within the City limits. This policy is not intended to duplicate or supersede Warroad City Ordinance No.51. The cost of connection will be the assessed cost of constructing the water main to the property. The utility shall meet or exceed all state and federal health department standards for water quality. A qualified licensed and bonded contractor per City Ordinance 51.47 must make installations and repairs.

602 Sewer & Water Connection Application and Permit

Customers or his/her representative must complete a Sewer & Water Connection Permit Application for new water service and/or repairs. At the time of application the customer will be required to pay permit fee and provide, in writing on the forms(s) provided, information relating to the service request, including the following:

1. Exact location of premises to be served, including building, street address or lot and block numbers and name of subdivision if building numbers and street names haven't been established.
2. The size of water service that is being installed (e.g. residential, commercial, industrial)
3. The approximate date that water service will be installed.
4. The name, address, and telephone number of the customer's designated representative who will be responsible for working with utility representatives in providing the water hookup (e.g. customer employee, engineer, contractor.)

The Utility should be advised of planned installations as early as possible so that details for providing service may be arranged and construction completed by the desired date. Blank application forms and additional information may be obtained by contacting the Utility's Business Office. A sample form is attached.

603 Agreement for Water Service and Requirements

- The customer will be advised of any assessments or hook up charges.
- There will be only one service connection and one water meter per customer at a specific location.
- Installation is to be done in a way so that all water delivered is measured by one meter.
- Meters up to 2 inch are supplied to a customer by Utility.
- Acceptable service material is copper up to 2 inch and ductal iron or C-900 plastic over 2 inch.
- The customer must supply meters over 2 inch per the utility specifications.
- The meter must remain accessible at all times for maintenance.
- Installation must be at least 12 inches to a maximum of 36 inches above the floor.
- Meters 1 1/2 inch and larger must have a lockable bypass built in to allow the utility to remove the meter for maintenance.
- The utility furnishes the saddle, corporation, curb stop valve, riser, and meter valve for services up to 2 inch (except commercial and industrial, they furnish their own).
- The utility will make the tap (connection) to the water main in all installations up to 2 inch and will inspect installations before cover.
- The customer and utility are responsible for maintenance, repair, and replacement of the water service

- equipment that each owns.
- A permit (see Sect 602) is required when installing or repairing any water service within the City. The permit is available at the City office and cost \$5.00.
 - If the installation or repair require digging into the street, the customer shall backfill and compact with an approved fill. The utility will repair the curb and asphalt and will charge the customer \$150. (Residential Customers only)

604 Ownership of Equipment

604.1 Utility - Owned Equipment

The water meter and associated metering equipment are the property of the utility.

604.2 Customer-Owned Equipment

The service pipe from the building to the shut off for the service located at the property line. All other fittings and valves except water meter for residential. Commercial and Industrial own to the Utility water main

605 Access

The customer must allow access to the water meter at any reasonable time for testing and maintenance.

606 Service Interruptions

The utility reserves the right to interrupt service at any time. Interruptions for maintenance and system improvements will be prearranged and advance notice will be given to the customer whenever possible.

607 Waste of water

Customers who waste water knowingly are subject to shutoff. Example: Allowing leaking service pipes to leak without repair.

608 Cross-Connections

Cross-connection is defined as a condition, which can cause the water system to become connected to the sewer system and contaminate the water system. Plumbing codes address this problem and require certain methods. Back flow preventers are required in these areas. Some of the types of conditions are:

- 1) Any condition which will allow the drain water or other to be siphoned back into the water system when /or if the utility lost water pressure.
- 2) Connecting the piping of a well system, common with the utility piping system.

609 Rate Schedule Classification

Water service is supplied to customers under a rate schedule. Copies of the utility's rate schedules are available at the utility business office.

610 Payment for Service

The utility department will, insofar as possible, read all meters on or about the 20th of each month and

bill the customer for service used during that period. The bill will be sent out about the 1st of the month following the reading and payment of the bill is due on the 20th of the month.

If, for some reason, the meter cannot be read during a billing period, or the reading seems erroneous, an estimate will be made for the billing period. Any adjustments to bills resulting from inaccuracies in the meter will be handled in the manner described in Section 616, Water Meter Testing.

610.1 Customer Moving

At any other date than the 20th of any month, Using June 30th as an example of a moving date, we will send a bill about July 1 for the usage from May 20th to June 20th , and send a **Final Bill** about August 1 for usage from June 20th to June 30th.

1- Please contact the business office at least 24 hours before you move.(A few days notice is best.) Your landlord may not let us know. **This is your Responsibility.**

2- Utility meters are read on the day you move and the readings are used for the utility's regular billing. **No Special Utility Bills are Mailed When Someone Moves.**

610.2 Customer Payment Plan

A payment plan is offered. The customer must be current with their bill before starting a payment plan. A history of an apartment or a house must be available in order to set up a payment plan. Twelve (12) months of history will be divided by eleven (11) to establish the monthly payment. The plan will update annually. The payment will be adjusted up or down if the accounts actual usage was more or less .Any customer who abuses the payment plan will be dropped from the payment plan and will be charged the penalty for past due account. Three (3) payments late or missed is considered abuse of the payment plan.

611 Minimum Bill

If there is no usage on the meter the customer will still receive a bill, which will have minimum charge. If the service has been disconnected the customer will not incur this charge.

612 Service Connections (Water turned off or on)

There will be no charge for new service connections made during the normal working hours of the utility department. If new service connections must be made during other than normal working hours at the request of the customer, a special connection charge will be assessed. The charge for such work can be obtained from the Utility Superintendent's Office

612.1 Customer Request

Unless a disconnection of service is requested by the property owner or responsible party, there will be a charge for water services. If there is service at any time during the billing period, minimum charges will apply.

The customer will be required to pay a connect/reconnect fee for any **non-emergency** disruption in service that requires city employee presence **more than once in a 90-day period.** The fee is \$30.00 for each request during normal working hours.

A responsible person must be present when city employees turn off or on water service as requested by

the property owner or responsible party.

613 Service disconnection / Reconnection and Fees

The utility department may disconnect a customer's service, with notice (over-due customer's are sent a reminder notice each month in addition to the customers normal bill) that the account is overdue and can be disconnected at any time unless the overdue is paid for any of the following reasons:

- 1- Non-payment of billings or issuance of non-negotiable check.
- 2- Failure to provide access to utility owned equipment.
- 3)-A condition determined to be excess wasting of water.
- 4)-Cross-connection has been determined.

In the event service has been disconnected for valid cause, the customer will be required to pay a reconnection fee. The fee is \$30.00 for reconnects during normal working hours. If reconnection must be made other than normal working hours at the request of the customer, a special connection charge will be assessed. The charge for such work can be obtained from the Utility Superintendent's Office. The reconnection fee must be paid before the service is restored.

614 Water Main extensions inside the corporate limits of the City.

When a customer requests a water main extension, the customer must meet with the utility commission who will make a recommendation to the City Council on the request.

615 Water Main extensions outside the corporate limits of the City.

The utility cannot extend mains or services outside the corporate limits per City ordinance.

616 Summer Water Use and Large User Exceptions.

All customers will be allowed an option to reduce sewer charges due to summer watering and/or water usage that does not go into the sewer system. These customers must prove that the extra large quantity of water is not being sewered into the sanitary sewer and the water going elsewhere meets with present MPCA and or EPA requirements. If a separate meter is required, all costs for meter and installation shall be the customers and will also be another meter monthly fixed cost. Upon request, the Superintendent will meet with the customer and evaluate each application. (Effective date 1/1/90, revised 12/11/06)

Section 620 Water Meter Testing

Any customer, who believes that a meter is failing to properly register the usage, may request a meter check by contacting the Utility superintendent's office. The utility department will test the meter using standard calibration equipment and generally accepted test procedures within a reasonable period of time.

Whenever a water meter is found, upon test, to have an average error of more than five percent (5%) from one hundred percent (100%). , a recalculation of bills for service will be made on the basis that the meter should be one hundred percent (100%) accurate with respect to the working standard.

If the period of inaccuracy cannot be determined, it will be assumed that the metering equipment has become inaccurate at a uniform rate since it was installed or last tested unless there is a valid reason to use another method. Recalculation of bills will be on the basis of actual bills, except if the monthly consumption has been reasonably uniform , average less than five thousand (5000) gallons per month , and involved no billings other than gallons , then the recalculation of bills may be based on the monthly average consumption and the inaccuracy may be assumed to have existed for period equal to one-half the time elapsed since the meter was installed or since the last previous test , which ever is later. Adjustments due to slow meters will be limited to the preceding six (6) months.

In the event the customer disagrees with the utility test results, the utility will send out to another testing source. If the results are within the ranges stated above, the customer will pay for the testing cost and shipping charges.

When the average error cannot be determined by testing due to complete failure of all or part of the metering equipment, then an estimate of the quantity of energy consumed based on available data will be used to determine the adjusted bills.

When no error is found in the metering equipment, the customer shall be billed (\$10.00) ten dollars. On (1") one and one half inch meters or larger the customer shall be billed (\$10.00) ten dollars plus the cost of testing.

Section 700 WASTEWATER

701 General Information

The utility shall supply wastewater connection to its customers within the City limits. This policy is not intended to duplicate or supersede Warroad City Ordinance No. 403,404, and 405. The cost of connection will be the assessed cost of constructing the water main to the property .The utility shall meet or exceed Minnesota Pollution Control Agency standards for water quality. Installations and repairs must be made by a qualified licensed and bonded contractor per City Ordinance 405.00.

702 Sewer & Water Connection Application & Permit

Customers or his/her representative must complete a Sewer & Water Connection Permit Application for new water service and/or repairs. At the time of application the customer will be required to pay permit fee and provide, in writing on the forms(s) provided, information relating to the service request, including the following:

1. Exact location of premises to be served, including building street address or lot and block numbers and name of subdivision if building numbers and street names have not been established.
2. The size of wastewater service that is being installed (e.g. residential, commercial, or industrial)
3. The approximate date that wastewater service will be installed.
4. The name, address, and telephone number of the customer's designated representative who will be responsible for working with the utility representatives in providing the wastewater hookup (e.g. customer employee, engineer, contractor.)

The Utility should be advised of planned installations as early as possible so that details for furnishing service may be arranged and construction completed by the desired date. Blank application forms and additional information may be obtained by contacting the Utility's Business Office.

703 Agreement for Service and Requirements

- There will be only one service connection per customer.
- The service material, which is acceptable, is PVC -SDR35 with sealed joints.
- Storm water from roofs, and perimeter storm drains are not allowed in the wastewater system.
- The utility furnishes the saddle, will make the connection to the utilities main and inspect the remainder of installation before cover.
- The customer and the utility are responsible for the maintenance, repair, and replacement of the wastewater service equipment which each owns.
- A permit (see section 702) is required when installing or repairing any wastewater service within the City. The permit is available at the City office. The cost of the permit is \$5.00. If the installation or repair require digging into the street, the customer shall backfill and compact with the approved fill. The utility will repair the curb and asphalt and will charge the customer \$150. (Residential customers only)

704 Ownership of Equipment

704.1 Utility - Owned Equipment

The main lines in the street or boulevard

704.2 Customer-Owned Equipment

The service pipe from the building to main in the street.

705 Access

The customer must allow access to the premises at any reasonable time for testing and Inspection of the wastewater system.

706 Rate Schedule Classification

Wastewater connection use is supplied to customers under a rate schedule. Copies of the utility's rate schedules are available at the utility business office.

707 Payment for Service (see section 610)

708 Minimum Bill

The wastewater usage charge is based on water usage, which is metered. If there is no usage on the water meter the customer will still receive a bill, which will have minimum charge . If the service has been disconnected the customer will not incur this charge.

709 Service Disconnection

The utility department may disconnect a customer's service, **with notice** for the following reasons:
1- violation of wastewater use ordinance which include sewerage materials other than acceptable waste as well as storm water.

710 Wastewater Main extensions inside the corporate limits of the City

When a customer requesting a wastewater main extension, the customer must meet with the Utility Commission, who will make a recommendation to the City council on the request,

711 Wastewater Main extensions outside the corporate limits of the City.

The utility cannot extend mains or services outside the corporate limits per City ordinance.

Appendix 1

<u>Form #1-</u>	Application for Service / Change of Service
<u>Form #2-</u>	Load Data Application
<u>Form #3-</u>	Off-Peak Agreement
<u>Form #4-</u>	Sewer & water connection Application & Permit
<u>Form #5-</u>	Inability to Pay Application & Instructions
<u>Form #6-</u>	Lighting Replacement Rebate Application

Revision Page

- 2/6/96- New and updated Electric Policy
- 4/25/96- Updated Added Water and Wastewater
- 5/17/96- Revised index pages, pages 2,3, and 4
- 5/17/96- added 105.1 4) breaker as utility ownership
- 5/17/96- added 202.3 Past-Due Utility Bill and Penalty on page 9
- 9/5/96- added 616 Summer Water Use and Large User Exceptions to index page
- 9/5/96- added 616 Summer Water Use and Large User Exceptions to page 23
- 9/5/96- changed 616 Water Meter testing to 620
- 2/15/00-edited text format, Updated Poverty Guidelines. Updated Service Application
- 7/1/00 – Updated Off-Peak section to reflect Central Air
- 2/12/01-Removed Poverty Guidelines & replaced with reference to Utility Billing Office for current guidelines, Revised Index pages, Revised Appendixes to limit to one Appendix that includes all applications. Revised Off-Peak Policy to require adequate backup heat and require a signed Off-Peak Agreement.
- 2-12-01-Standardized forms & applications and numbering of forms. Added Title Page.
- 2-12-01- Reference Ordinance 405 requirements in Sewer & Water Connection Sections.
- 8/23/01- Updated Cold Weather Policy & forms per MMUA notice regarding State policy changes.
- 8/23/03 – Inserted new lighting rebate program
- 9/05/03 – Took out off-peak and water-heater rebate program and corresponding forms
- 11/05/04- Added Energy Star Appliance Rebate Program
- 9/16/05- Edited Section 208-Large Transformer fees and Options to read ‘in lieu of monthly capacity charges’.
- 01/01/06-Reconnect Fee changed from \$25 to \$30(pg 9 sect 205 and pg18 sect 613).
- 07/06/06-Classified all Churches as small commercial.
- 10/5/06- Customer Deposit Requirements-removed electric heat requirement, refund after one year instead of five, interest rate dependent on MN Statute, all customer require deposit unless homeowner with good utility credit.
- 10/5/06- Customer Data Privacy-added section 201.1
- 11/16/06- Remove Winter Averaging-include all customers in optional sewer adjustment (watering)
- 3/12/07-Revised Utility Policy approved by Council Action
- 07/13/09- Require photo ID for application for service
- 07/13/09- Council adoption of Identity Theft Program (Red Flag Rule)
- 12/06/11- Revised section 612.1- to require owner present when water shut off/turn on and charge fee.
(Approved at 12/12/11Council Meeting)
- 02/27/12- Section 612.1- revised to charge fee for non-emergency requests (more than one in 90 days)