Sitka General Code

Title 15
PUBLIC UTILITIES

Chapters:

NOTE: Footnotes are numbered throughout the text and are located at the end of this title.

Chapter 15.01
ELECTRIC UTILITY POLICIES

Sections:

15.01.005 Definitions.

“ANSI” means the American National Standards Institute.

“City” means the city and borough of Sitka.

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

“IEEE” means the Institute of Electric and Electronic Engineers.

“NEC” means the National Electrical Code.

“NESC” means the National Electrical Safety Code.

“OSHA” means the Occupational Safety and Health Act.

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

“SDCG” means the Sitka design and construction guidelines.

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

15.01.010 Statement of purpose.

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

The utility director is responsible for the planning, design, construction, operation and maintenance of the electric utility system. In addition, the utility director is designated as the grievance officer for customers. The utility director is authorized to hear concerns and complaints, and settle disagreements. The finance director is responsible for the billing and collection for electric service. The finance director is authorized to hear concerns and complaints about billings and can authorize reconnection of any customer disconnected for nonpayment while that billing complaint is investigated.

The mission of the utility is to provide its customers with adequate and reliable electric utility service at the lowest cost, consistent with industry standards and sound business principles. It is the customer's responsibility to install their service conductors and equipment in accordance with this customer service policy and the utility's Sitka design and construction guidelines (SDCG). In addition, all subdivisions four lots or greater and line extensions greater than two thousand six hundred forty feet are required to be designed by an electrical engineer licensed in Alaska. Utility staff may be available to design or construct a customer's line extension or subdivision at actual costs; however, the customer may be required or prefer to seek an electrical engineer licensed in Alaska to design the facilities or a licensed electrical contractor to construct the facilities needed to serve them. All designs, equipment, materials and a detailed scope of work must be approved by the utility before construction commences and is subject to inspection by the utility during construction. All equipment and materials such as transformers, hardware, street lights, poles, cables and components, etc., must be new and in undamaged condition. The utility reserves the right to issue "cease and desist" orders for nonconformance of design, workmanship and materials involved with electrical system construction projects. Once the construction is accepted by the utility, the utility will own and be responsible for maintenance of the facilities to the point of delivery of power, unless otherwise stated in this customer service policy or by mutual agreement. "Point of delivery" will be defined as follows:

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

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

(Ord. 05-15 § 4(A) (part), 2005.)

15.01.015 Construction guidelines.

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

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

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

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

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

(Ord. 05-15 § 4(A) (part), 2005.)

15.01.020 Electrical rates.

A. All billings are subject to sales tax if applicable.

B. Residential Services.

1. Applicable to all residential customers for all uses in the home or residence, subject to the rules and regulations and customer services policies of the city and utility.

2. Energy Charges.

First 200 kWh	$0.1417 per kWh
201 kWh to 1,000 kWh	$0.0801 per kWh
Over 1,000 kWh	$0.0918 per kWh
Minimum charge is $21.25 per month.	

C. General Service. (Commercial, Industrial and Government.)

1. Applicable to all commercial, industrial and government customers for all uses, including lighting, heating and power, subject to the rules and regulations and customer service policies of the utility and city. Included in this class are schools, hospitals, churches and public government buildings.

2. Energy Charges.

First 500 kWh	$0.1417 per kWh
501 kWh to 10,000 kWh	$0.0903 per kWh
10,001 kWh to 100,000 kWh	$0.0850 per kWh
Over 100,000 kWh	$0.0750 per kWh
Minimum charge is $21.25 per month.	

3. Demand Charges.

First 25 kW	No charge
Over 25 kW	$3.90 per kW

D. Boat Service.

1. Applicable to separately metered boats, lights, heaters, pumps or other uses.

2. Energy Charges.

First 150 kWh	$0.1417 per kWh
All additional kWh	$0.0953 per kWh
Minimum charge is $21.25 per month.	

E. Street and Security Light Service.

1. The utility will only install, at the expense of the customer, yard or security lights which can be attached to existing poles which are the property of the utility.

2. Rate per Month. This fee is in addition to the actual installation charges required for installing the desired fixture.

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

(0.482 kWh per lamp watt) times (the wattage of the lamp) = kWh per month.	
Example: 0.482 kWh x 100 Watt lamp = 48 kWh per month.	
Monthly energy rate is: kWh per month times $0.1417 per kWh.	
kWh per month x $0.1417/kWh = $6.80 per month energy rate.	
Typical lamp energy rates:	
100 Watt	$6.80 per month
150 Watt	$10.20 per month
175 Watt	$11.91 per month
250 Watt	$17.01 per month
400 Watt	$27.35 per month
1,000 Watt	$68.32 per month

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

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

4. A street light may be installed and maintained by the city provided it is for the purpose of public safety. If a light is requested by a customer, it is the

responsibility of the customer to show that concurrence is reached by all affected neighbors.

F. Interruptible Service—Large Consumer.

1. Applicable to interruptible loads greater than one hundred kilowatts. Loads must be new, not conversions of existing loads.

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

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

Energy Charge. The energy charge for all kilowatt-hours shall be 0.0317 times the city and borough's price per gallon for number 2 heating oil, assuming an overall oil heating system efficiency of seventy percent and the use of the price paid by the city and borough of Sitka for number 2 heating oil for all of the city and borough-owned buildings. The rate will vary monthly with the price paid by the city and borough of Sitka for number 2 heating oil for all city-owned buildings. The maximum energy charge for all kilowatt hours under this rate shall be eight cents per kilowatt hour.

Example: If the city and borough's price for number 2 heating oil is one dollar and twenty cents per gallon, the rate would be 0.0317 times one dollar and twenty cents equals $0.0380 per kilowatt hour.

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

G. Fuel Charge. The fuel charge is to recover the utility's actual cost of diesel fuel in excess of fifty thousand dollars per year that is used to generate electricity. The fuel charge rate is the fuel cost in excess of fifty thousand dollars over the preceding twelve months divided by the kilowatt hours sold over the preceding twelve months, excluding interruptible service kilowatt-hours sold. The utility is to maintain a balancing account to match revenues from the fuel charge to the actual fuel costs incurred that are in excess of fifty thousand dollars over any twelve-month period. The fuel charge rate is adjusted annually accordingly. Kilowatt-hours sold on an interruptible service basis are not subject to a fuel charge.

H. Determination of Demand. The billing demand shall be the maximum average killowatt load used by the customer for any period of fifteen consecutive minutes during the billing period as indicated by a demand meter.

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

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

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

K. Power Factor. The customer agrees to maintain unity power factor as nearly as possible. Unless specifically agreed to in writing, the utility shall not be obligated to deliver power to the customer at any time at a monthly average power factor below nine-tenths lagging. The customer will be given ample time to bring the power factor into compliance which shall not exceed six months from the time of official notification by the utility or make other arrangements with the utility. The utility may bill for all kVarh in excess of nine-tenths average power factor for the billing period at the rate of nine cents per kVarh.

(Ord. 06-40 § 4(A), 2006; Ord. 06-13 § 4(A), 2006; Ord. 05-45 § 4(A) (part), 2005; Ord. 05-15 § 4(A) (part), 2005.)

15.01.025 Customer and city rights and responsibilities.

A. Customer Responsibilities.

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

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

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

    c. Provide a cash deposit.

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

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

3. Pay bills by the due date shown on each monthly bill.

4. Notify customer service (747-3294, extension 100) of another person or customer who should receive any notice of service interruption for nonpayment of bills.

5. Notify customer service (747-3294, extension 100) if there is someone in the household who is seriously ill, handicapped or on a life support system.

6. Notify customer service (747-3294, extension 100) of questions or complaints about service.

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

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

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

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

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

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

B. Customer Rights.

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

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

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

C. City Responsibility.

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

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

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

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

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

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

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

D. City Rights.

1. To access the city's utility facilities on customer's premises.

2. To receive notice of changes in address, status of utility service or problems with utility service.

3. To receive timely payment for services delivered to a home or business.

4. To take legal action regarding equipment tampering or financial delinquencies by the customer.

(Ord. 05-15 § 4(A) (part), 2005.)

15.01.030 Billing—Credit—Deposits—Fees.

A. Deposits are required as follows:

1. One hundred fifty dollars for residential.

2. Two hundred dollars for commercial.

3. Fifty dollars for harbor.

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

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

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

D. Credit Policy.

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

2. The city finance director has the authority to establish a payment plan for customers with delinquent accounts. If a payment plan is established for a customer with a delinquent account, the customer will be required, without exception, to pay all current charges and to make additional regularly scheduled payments toward the delinquent balance as part of the plan. The amount and timing of additional regularly scheduled payments will be jointly determined by

the credit manager and the customer; however, as a minimum, such payments must exceed monthly finance charges by at least ten dollars per month. All delinquent balances will be subject to a yearly finance charge of twelve percent.

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

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

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

E. Service Charges.

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

   a. Establishing a new customer service account.

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

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

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

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

2. There will be a separate one-hundred-dollar service charge for the following type of electrical service:

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

3. There will be a separate two-hundred-dollar service charge for the following types of emergency electrical services:

   a. Reconnecting electrical service disconnected due to nonpayment outside the hours of eight a.m. to four p.m., Monday through Friday.

   b. An electrical service trouble call outside the hours of eight a.m. to four p.m., Monday through Friday, if determined to be the fault or the responsibility of the customer.

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

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

F. Fees. New services on existing distribution lines: before the utility will install a new service on existing distribution lines, the customer shall pay all appropriate fees and sales tax.

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

2. New Single Residential Service Fee.

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

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

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

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

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

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

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

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

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

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

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

H. Credit Applications. Credit applications will be available and must be filled out before a customer has electrical services rendered in their name. If it is found that the customer has misinformed or misled the city with false information, the account can be closed without notification until all matters are clarified and adhered to according

to the policies of the city. All information furnished on said credit application will be confidential and used only by the city or its assigns.

I. Vacation Rates. None.

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

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

Vehicle Costs	Billing Rate per Hour
Pickup/SUV/Van < 1 ton	$13.20
Truck, flatbed, 1 ton	$16.50
Chipper	$30.00
Crane truck, 5 ton	$39.60
Tractor with backhoe	$45.00
Service truck, 1-1/2 ton w/bucket	$72.75
Bucket truck, 65 ft+ reach	$89.10
Crane truck, 10 ton	$89.10
Materials	
Cost plus 50% for shipping and warehousing	
Labor	
Double the employee’s wage per hour	
Subcontractor	
Costs charged by subcontractor plus overhead	

(Ord. 07-22 § 4 (part), 2007; Ord. 07-18 § 4, 2007; Ord. 06-40 § 4(B), 2006; Ord. 06-13 § 4(B), 2006; Ord. 05-15 § 4(A) (part), 2005.)

15.01.035 General requirements.

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

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

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

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

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

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

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

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

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

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

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

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

I. Objectionable Effects. The utility reserves the right to disconnect service where equipment used by the customer results in objectionable effects upon or interferes with the operation of facilities of the utility, its customers, or another public service

company unless the customer discontinues use of such equipment or installs corrective equipment to overcome the objectionable effect or interference. The customer will be charged for the cost to disconnect the service.

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

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

(Ord. 05-15 § 4(A) (part), 2005.)

15.01.040 Service connections.

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

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

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

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

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

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

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

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

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

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

The utility reserves the right to temporarily suspend services for the purpose of making emergency repairs or routine improvements to the system, but in such cases, whenever practicable, every effort will be made to contact affected customers

beforehand and make such interruptions as short as possible. Emergency outages will occur without notification.

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

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

I. Additional Load. In the event the customer desires to change their load, he shall notify the utility sufficiently in advance so the utility may provide the facilities required. In the event that the customer fails to notify the utility, and as a result the utility equipment is damaged, the customer shall be liable for the cost of such damage. Other costs involved with repair service charges will also be applied.

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

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

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

In some cases, a shunt trip device may be required. If three-phase equipment is used, it shall be the customer's responsibility to protect it against phase reversal, loss of phase, under- and over-voltage. The utility will take all reasonable precautions to

prevent phase failure or abnormal voltage variations, but cannot guarantee that such conditions may not occur, due to circumstances beyond its control. The customer's wiring shall be in accordance with current NEC standards. The utility will reserve the right to refuse or discontinue service to a customer when his equipment or wiring is in a hazardous condition, or not in conformity with the lawful codes and local regulations. The customer shall be solely responsible for the maintenance and safety of their wiring and equipment. The utility shall not be in any way liable for accidents or damages occurring to the customer or to third parties because of contact with or failure of any portion of the customer's installation. Should a service be disconnected it will be required to meet current codes and standards prior to re-energization.

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

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

1. The meter socket;

2. The main breaker;

3. The subpanel in each unit;

4. The door or doorway.

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

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

(Ord. 05-15 § 4(A) (part), 2005.)

15.01.045 Line extension.

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

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

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

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

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

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

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

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

(Ord. 05-15 § 4(A) (part), 2005.)

15.01.050 Subdivisions.

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

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

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

(Ord. 05-15 § 4(A) (part), 2005.)

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

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

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

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

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

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

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

(Ord. 05-15 § 4(A) (part), 2005.)

15.01.060 Rental structures.

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

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

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

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

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

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

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

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

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

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

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

(Ord. 05-15 § 4(A) (part), 2005.)

15.01.065 Motors and controllers.

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

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

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

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

(Ord. 05-15 § 4(A) (part), 2005.)

15.01.070 Undesirable characteristics.

The utility may refuse or discontinue service to customers who operate equipment which causes detrimental voltage fluctuations (such as, but not limited to, hoists, welders, radio transmitters, X-ray apparatus, elevator motors, compressors and furnaces). The customer must reasonably limit such fluctuations upon request by the utility. Undesirable load characteristics include, but are not limited to, twenty percent unbalanced load between phases, a power factor below ninety percent, or cyclical demand fluctuations produced by the customer's equipment. The utility may require, as a condition of service, that customers install, at their expense, equipment that will eliminate the undesirable load characteristics. (Ord. 05-15 § 4(A) (part), 2005.)

15.01.075 Special equipment.

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

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

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

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

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

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

(Ord. 05-15 § 4(A) (part), 2005.)

15.01.080 Customer generation.

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

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

C. Systems Operated in Parallel with the Utility's Supply. Customers considering the installation of generating equipment to supply all or a portion of their electrical energy requirements and who wish to arrange for, or continue to receive, service from

the utility's system for their remaining electrical energy requirements and/or for standby service must consult the utility regarding the design, installation, and operation of such generating equipment. This consultation should be done before the customer is committed to a specific system design.

(Ord. 05-15 § 4(A) (part), 2005.)

15.01.085 Carrier current.

If a customer used building wiring for a carrier current system for communication or signaling purposes, the customer shall install suitable filter equipment or make other provisions approved by the utility to keep the distribution facilities free from carrier currents produced by the customer's equipment. (Ord. 05-15 § 4(A) (part), 2005.)