Elk River Municipal Utilities

MANAGEMENT POLICY

Section: Management	Category: Electric
Policy Reference: **E.1**	Policy Title: **Electric Department Rules**

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101 ELECTRICAL REGULATIONS

General
All electrical wiring, apparatus, and equipment for electric light, heat, and power, shall comply with rules and regulations of the Elk River Municipal Utilities, and the latest edition of the National Electric Code. This includes compliance with the Railroad and Warehouse Commission, the Commissioner of Insurance, or the Industrial Commission, as applicable, the Minnesota Building Code and any other code as adopted by a governmental agency applicable to safe and adequate electric wiring and installation of equipment. Deviations from the regulations may be made only at the discretion, and with the approval of Elk River Municipal Utilities' General Manager or a designee.

Purpose
The primary purpose of these regulations is the practical safeguarding of persons, of buildings and their contents from hazards arising from the use of electricity for light, heat, power, radio, and television signaling, and other safeguards to life and property. The City of Elk River has adopted the current National Electric Code Standards of the National Board of Fire Underwriters as approved by the American Standards Association as minimum requirements for electrical wiring and installations. Other requirements, as may be adopted by the Utilities Commission, are included herein and shall be complied with by all licensed electricians working within the jurisdiction of the Elk River Municipal Utilities service area. The Elk River Municipal Utilities operates under the National Electric Safety Code.

Access
The Utility shall have access at all reasonable hours to meters, service connections and other property owned by it which may be located on customer's property. Access shall be provided for purposes of installation, maintenance, reading, checking or removal if necessary. Failure to provide access shall result in termination of service until it has been provided. It shall also be a requirement that the electric meter shall be located outside the building before service will be restored.

Service Continuity
The Utility will do all it can, when practical, to supply continuous service to its customers. It does not assume direct liability for loss or damage to persons or property due to its service, or as a result of failure of the service, interruptions, or variation because of an act of God, strikes, or any causes beyond the Utility's control.

The Utility reserves the right to curtail or temporarily interrupt the customer's electrical service, when necessary, to make repairs, and replacement changes to the Utility's facilities, either on or off the customer's premises, or during emergencies, when power may not be available on a short-term basis.

102 INSPECTIONS

Affidavits
Any electrical wiring within the service area of Elk River Municipal Utilities requires a Certificate (Affidavit) of Electric Inspection issued and obtained by a licensed Master Electrician or from the State Electrical Inspector.

No wiring, devices or equipment for the transmission, distribution, or utilization of electric energy for light, power, radio, television and/or heat shall be installed within or upon any building or structure, or property, nor shall any alteration or addition be made in existing wiring, devices or equipment, without first submitting the Certificate (Affidavit) to the Electrical Inspector. The Certificate (Affidavit) form shall be made in writing by the person, firm, or corporation installing the work, and shall state the premises to be wired with the complete detail of work covered by the Certificate (Affidavit) of Electrical Inspection. A complete set of plans and specifications for installation of wiring, showing the size of all conductors and such other details as may be necessary, shall be furnished to the electrical inspector and/or Elk River Municipal Utilities when required to determine whether the installation, as described, will be in conformation with the requirements of these regulations.

Calling for Inspection
The Certificate (Affidavit) of Inspection requires both a "rough in" inspection before the work is concealed and a "final Inspection." The inspector shall be properly notified when the job is ready for inspection in either and/or both instances as required. Notify the electrical inspector immediately for their inspection requirements. If the inspector is not notified to make such inspection before the work is concealed, the inspector may require the wiring to be uncovered for proper inspection.

Connection Refusal
Refusal to permit the inspector to properly examine the wiring will be cause for Elk River Municipal Utilities to refuse to connect the premises to electrical service or to discontinue the existing service until such time as the wiring may be inspected. Service connection may also be refused if the wiring is not completed in conformance with the Electric Code as determined by the Electrical Inspector.

103 CUSTOMER CLASSIFICATION

Residential Customers
A residential customer is defined to include each separate house, apartment, or other living quarters occupied by a person or persons constituting a distinct household using energy for general illumination, for operating household appliances, and space heating. Residential lighting use may be extended to include the use of energy for lighting private garages, private barns, or buildings which are adjacent to, connected with, and used exclusively for the residence being served.

Muli-Family Complex
General practice is to meter each apartment/ living unit separately as defined as residential customers above. Multi-Family Complex or multiple residential units, where upon approval by the Utilities' General Manager electric service is included with the rent or combine all service on one meter, will be billed as follows:

Each apartment or unit occupied or unoccupied shall be considered as a separate unit in determining the basis for billing. The blocks of energy in the applicable rate will be multiplied by the number of units.

Building lighting, washers, and dryers used generally by all the building occupants, may be on one meter and classified as one apartment.

Non-Demand Customers
A commercial customer is defined to include each separate business enterprise, occupation, or institution taking service through a single meter, occupying for its exclusive use any unit or units of space (such as an entire building, entire floor, suite of rooms, or a single room), and using energy or the illumination of such space and for such incidental use as the schedule of rates applicable to the particular installation may permit.

Where a commercial unit and one or more residential units are combined so as to obtain electric service through one meter, the commercial rate shall apply.

Where a single business enterprise, or institution, occupies more than one unit of space in the conduct of the same business, each separate unit will be metered separately and considered a distinct customer, unless the customer makes the necessary provisions for approved circuits and loops by which to connect the different units to permit the metering of all the energy in the various units through one meter.

Demand Customer
A demand customer is defined to include each separate business, enterprise or institution occupying, for its exclusive use, any unit or units of space (such as an entire building, entire floor, suite of rooms, or a single room), and using energy for driving motors larger than those permitted by the residential and commercial rates.

Where a single business, enterprise or institution occupies more than one unit of space in the conduct of the same business and requires energy for power purposes (as defined herein in each unit of space), each unit will be metered separately and considered as a distinct customer unless the customer makes the necessary provisions for approved circuits and loops by which to connect the different units to permit the metering of all the energy used for power purposes in the various units through one meter.

104 POWER FACTOR

If the power factor drops below 98% due to the operation of a large motor or a number of smaller motors in an establishment, suitable corrections must be made. A penalty for low power factor is

included in the utility rates. All motors operating at 220 volts or more, larger than 3 HP shall have capacitors to correct for power factor and these capacitors shall be energized when the motor is operating.

Types of Service
Types of service that may be available from Elk River Municipal Utilities are as follows:

1. 120/240 volt, 3 wire, single phase
2. 120/208 volt, 4 wire, 3 phase
3. 277/480 volt, 4 wire, 3 phase

Any other voltage shall be discussed with the Utility before installation.

Primary service may be available when required.

Large Load Requirements
Any large loads that are to be added to the Utility system must be discussed well in advance of the installation, as it may require considerable work to make this available.

105 METERS- GENERAL RULES

Failure of Meters to Register Properly
In all cases where a utility meter, because of improper adjustment or defective parts, is found to be registering outside the allowable limits of error, the Utility will test the meter using calibration equipment under accepted industry procedure.

If the meter is found to be accurate within state statute 7820.3700, the customer will be billed the Meter Testing fee, per fee schedule. If the meter is found to be in error beyond the limits, the Utility will bear the cost of testing and adjust the customer's bill in the amount of the error for the past six (6) month period.

Estimated Meter Reading
Ordinarily, every effort possible will be used in securing meter readings each month. When this is impossible, an estimated bill will be issued and marked to indicate that the meter has not been read. When one or more consecutive readings are missed, the Utility will, at its option, bill the customer as follows:

1. The customer will be billed an estimated consumption, and the difference adjusted when the meter is again read. The basis of such estimates shall be normal energy consumption for corresponding periods in the preceding year and/or normal consumptions of preceding months.
2. When a meter is over read by an amount that exceeds the following month's consumption, the correct consumption shall be ascertained for the two months, and the bill will be computed by dividing the total by two and treating it as two separate bills for computing charges.
3. When a customer commences or discontinues service between the regular monthly meter reading dates, the utility will promptly read the meter and finalize or initiate the appropriate charges per the rate schedule.

In adjusting for errors in meter registration, due consideration will be given to the immediate previous month's consumptions, consumptions in similar periods of other years comparative uses and sizes of connected loads, and any other relevant facts.

Remediation for electric utility billing errors will be conducted in accordance with state statute 7820.3800

Sealing Meters
Meters, service entrance switches, and service entrance outlets are sealed by the Utility. Such seals shall not be broken or tampered with without the consent of the Utility except in cases of emergency. The Utility should be notified as soon as possible after a seal has been broken.

Metering Facilities
By-Pass meter sockets shall be installed on the exterior of the building suitable for radio read at the closet corner or side from point of electric service as practical as determined by the Elk River Municipal Utilities and located at a point four and one half (4 ½) feet above grade. Meters shall not be installed on the utility poles unless approved by the General Manager, or designee.

Off Peak metering shall be at the same location as main meter, as described above. Any meter located other than in the above fashion, shall be cleared by the Utility prior to installation, or it shall be changed by the customer, at his expense, to confirm to the Utility standards.

Unmetered Energy
When the Utility has reasonable evidence that a customer is obtaining his supply of electricity, in whole or in part, by means of devices or methods used to stop or interfere with the proper metering of the utility service being delivered to his equipment, the Utility reserves the right to estimate and present, immediately, a bill for service unmetered as a result of such interference. Such bill shall be payable subject to a twenty-four (24) hour disconnection of service.

The customer will be required to pay the Utility for any and all damages to its equipment on the customer's premises due to such stoppage or interference with its metering.

The customer must further agree to comply with reasonable requirements to protect the Utility against further losses.

Deposits
When a customer is required to deposit, with the Utility, an amount as determined per Commission Deposit policy.

Radio Interference
When stoppage has been made to occur or interference has been found in connection with electric service metering, and the meter is located inside the building, the customer shall be required, at his own expense, to place all of his inside service and metering facilities outside the building.

Should the Utility subsequently have reasonable evidence that said customer is receiving any utility service, either wholly or partly, unmetered, either in his name or for his use, the Utility reserves the right to discontinue all utility service until proper restitution has been made.

Number of Meters
Customers shall be furnished one service and one meter to measure energy consumption on his premises unless otherwise approved by the General Manager. This shall service all buildings that are electrically combined and are part of that complex.

If a customer requires an additional service (including a redundant service), the Elk River Municipal Utilities must be advised as soon as possible so the feasibility of such service can be determined. If the Elk River Municipal Utilities determines that additional services can and will be provided, the customer may be required to reimburse the Elk River Municipal Utilities for the entire cost of the additional services, including all labor and materials, as defined in the Additional Services application. An agreement between the customer and the Elk River Municipal Utilities may also be executed.

When, for the convenience of the Utility, more than one meter is installed on the same class of service, the sum of registrations will be taken as the total registration. Meters include all necessary measuring instruments.

Meters will be located as near as possible to the service entrance switch, and on the outside of the building so it is accessible without entering the premises.

If for some reason, the customer requests and is granted a second meter on his premises, it shall be treated as a separate and individual customer.

Only one set of service conductors shall be connected between the meter and the service disconnect installation in one building. Any service(s) to other buildings shall be provided from the load side of this service disconnecting installation.

Redistribution of Energy
All energy sold by the Utility is to be used by the customer for the purposes designated or implied in the rate schedule applicable to their particular installation. Energy so sold may not be resold or redistributed to other metered users unless specifically approved by the utility.

106 UNDERGROUND AND OVERHEAD SERVICES

General
Underground services shall be installed in residential or commercial areas wherever practical as determined by the Utility. Any existing service that is to be replaced must be installed underground wherever practical.

All Commercial/ Industrial service entrances, through the service disconnecting device(s) shall be installed by a licensed electrician qualified by the State Board of Electricity. All residential

service entrances, through the service disconnecting device(s) shall be inspected and approved by the State Electrical inspector.

New Area Development
Total underground service, both primary and secondary, can be made available in new area developments: however, the entire area must be served in this manner. Before this type of underground service can be made available, the subdivider must provide a ten (10) foot combined utility easement on the property. Final grades must be established before the system is installed and ground brought to final grade level. Large, filled areas must be compacted to prevent settling. Lot boundaries shall be marked by the subdivider or owner prior to installation. The charge to the subdivider for this type of installation will be as established by the Commission.

Residential Developer

1. Developer shall complete the Residential Developer Electric Service Agreement.
2. Provide digital plat maps with easements.
3. Prepayment of charges per ERMU fee schedule, plus tax, or an irrevocable letter of credit will be required before ERMU begins installing the primary and secondary electrical system.
4. Project needs to be near final grade, per requirements in agreement, for installation of underground primary and secondary electric.
5. Provide scheduling for when the Utilities can install facilities as we need to be there before other utilities, including curb and gutter of blacktop, otherwise additional charges will be assessed.
6. Streetlights are furnished and installed by the Utilities. Streetlights are required at all intersections and at end of all cul-de-sacs and at mid-block provided that no lights are spaced closer than three hundred feet. The streetlight layout shall be approved by Elk River Municipal Utilities and shall be consistent with the standard type of lighting currently being utilized by the City to provide a uniform city streetlight system. The costs, per the ERMU fee schedule, shall be paid before work begins.
7. Street Light Construction Standards
    a. Standard 35’ wood pole with 6’ galvanized steel mast and a 100-to-250-watt HPS cobra head lamp. Used in existing areas with overhead line construction and existing areas with underground construction with no streetlights. Installation cost per ERMU Street Light Agreement form.
    b. 30’ direct buried fiberglass pole with aluminum mast and a 250-watt HPS cobra head lamp. Used in new developments with underground electrical system at intersections of major roads. Installation cost per ERMU Street Light Agreement form.
    c. 23’ direct buried fiberglass pole with a 150-watt HPS traditionaire lamp. Used in new developments with underground electrical systems of minor street intersections and mid-block lighting if desired. Installation cost per ERMU Street Light Agreement form.

New Residential Service

New residential services shall be located underground and shall extend from the source designated by the Utility to the meter socket. Electrical contractor shall supply the appropriate meter socket. Elk River Municipal Utilities will furnish and install the meter. Services shall be located entirely within the boundaries of the property served and the adjoining public right-of-way to the source of power designated by the Utility. Service entrance shall be located as follows:

1. Within ten feet of closest corner to the ERMU source. ERMU furnishes, installs, and maintains secondary conductor.
2. At service pedestal on meter post. Owner furnishes, installs, and maintains secondary conductor from service pedestal.
3. Costs for labor and materials on new electric connections with non-standard loads, such as connections to seasonal cabins, RV panels, electric fence, etc., will be paid in their entirety by the customer, per the fee schedule.

Residential Home Builder / Owner

1. Home Builder/Owner shall complete the Residential Electric Service Agreement.
2. Prepay connection fee per ERMU fee schedule, plus tax, which includes cost of furnishing and installing up to 200’ of electric service to the house by ERMU. Wire footages over 200’ will be assessed an additional charge per fee schedule. Service entrance shall be located as one of the following:
    a. Bypass meter socket located within ten feet of the closest corner of building from point of electric service at a point 4½ feet above grade. ERMU furnishes, installs, and maintains secondary conductor to meter socket.
    b. At service pedestal on meter post. Owner furnishes, installs, and maintains secondary conductor from service pedestal to home.
3. ERMU will require, before final hook-up, the inspection sheet from a licensed electrician or the State Electrical Inspector.
4. Between November 1 and April 15, ERMU will provide frost trenching for an additional charge per fee schedule. Frost trenching must be done by ERMU. Third-party contracting is not permitted.

Commercial Developer

1. Developer shall complete the Commercial & Industrial Electric Service Agreement.
2. Provide three (3) plat maps 11”x17” with easement and GIS files of development.
3. Meet with the Operations Director or the Electric Superintendent to finalize scope of project and establish estimate of charges for facility. These costs are generally one-half of ERMU costs to electrically serve the facility.
4. Prepayment of charges or an irrevocable letter of credit will be needed before work begins by ERMU.
5. Provide scheduling for when ERMU can install facilities, as we need to be there before other utilities, including curb and gutter or blacktop, otherwise additional charges will be assessed.
6. ERMU will require the inspection sheet from a licensed electrician or the State Electrical Inspector before final hook-up.

7. Meters will be banked and located as near as possible to the service entrance switch and on the outside of the building so it can be accessible without entering the premises. Apartment building meter banks may be located in a qualified interior room with prior ERMU approval.

Service Location
All applications for service, both temporary and permanent, shall be made at the Utility Office. Service will begin after suitable data is made available, service charges paid or arranged for, and permits issued when necessary.

Residential Service Replacements
Residential services to be replaced for any reason shall be placed underground and shall comply with the requirements of New Residential Service where practical.

Existing Customers
If a customer requested service change from overhead to underground or requests an additional service. Customer must supply trench and restoration. Additional fees may vary.

Transformer Credit
ERMU shall provide a credit of seventy-five percent (75%) of the current transformer costs when performing an upgrade. This credit will be applied in accordance with established procedures and current equipment pricing.

Underground Service Construction
Underground electric service shall be installed a minimum of twenty-four (24) inches and a maximum of forty-two (42) inches below the final grade. Conductor shall be installed in as straight a line as possible from power source to meter or service entrance. Conductors shall be laid slack in trench. Conductor trench shall be backfilled and compacted with a good fill material, free of rocks and foreign material to prevent damage to cable.

Frost Charges
For new electrical services, if owner requires electrical services after ground is frozen, Elk River Municipal Utilities will provide a trench at an additional charge per utility fee schedule. The Utility will provide and install cable per fee schedule.

Maintenance of Underground Services
The Utility reserves the right to replace the underground service if such cable is damaged, overloaded, and hazardous or for any condition deemed necessary by the Utility. Fees may be charged depending on the event requiring maintenance.

The customer and his agents shall not perform work in or on service pedestals, transformers, switching cabinets, vaults, manholes, junction boxes, poles, or towers owned by the Utility.

Underground Commercial / Industrial (Non-Demand / Demand)
All commercial service entrances shall be wired by a licensed electrician, so qualified by the State Board of Electricity. Commercial services shall be underground except by written authority of Elk River Municipal Utilities.

The owner shall be responsible for all service equipment on the customer side of the source of power as determined by the Utility. This includes the removal and replacement of sidewalks and/or pavement as necessary to provide complete service entrance continuity. Utility will provide Statement of Work to invoice connection fees.

Overhead Service Construction (Used only as an exception)
An overhead drop shall be furnished by the Utility to a suitable support on the customer's premises. This support shall be located so that the service wire will not cross over the building.

Customer's portion of the service shall consist of conduit, a weather-head, and wire furnished by the customer, and attached to his building. Tails shall be left on the customer service wires extending a minimum of three (3) feet beyond the weather-head. The neutral wire shall be identified and shall be continuous (no cut) from the weather-head to the entrance switch (unless otherwise approved by the Utility).

If the service mast extends above the roof, it must extend a minimum distance of thirty (30) inches and must use conduit with a minimum size of two (2) inches, terminating just above the meter connection.

If it is necessary that this service extend unusually high above the roof, the pipe size shall be increased accordingly, to give suitable strength to support the utility service connection. If the conduit is not increased in size, a tie to the building must be supplied by the customer to support the service wires.

The point of attachment to the customer's premises shall not be less than ten (10) feet above the final grade at a height to permit a minimum clearance in accordance with applicable current NESC standards.

Service Termination
No service shall be cut at any time by the customer, nor shall the customer break the seal or remove the meter for any reason. The Utility must be notified, and they will make any adjustments necessary. If this rule is not complied with, suitable penalties shall be imposed on the one interfering with this service.

Service Grounding
All service entrances must be installed with a suitable ground as provided for in the current version of the National Electrical Code.

On a three (3) phase, four (4) wire delta services, the customer must identify the high phase at the meter socket and weather-head by using a red covered wire, or other suitable identification for this line.

Service Relocation
When the utility pole or service pedestal must be replaced or relocated because of a request from the customer, the customer is responsible for reimbursing the Utility the cost of moving or replacing the underground service.

If the Utility replaces or relocates the pole or service pedestal of its own volition, the Utility is responsible for the expense of moving or replacing the underground service.

107 TEMPORARY SERVICE

Construction
Temporary service for construction purposes may be obtained upon compliance with the provisions of the Certificate (Affidavit) and payment of the required fees in accordance with the fee schedule. The contractor shall erect a pole, properly braced, and supported to stand the pull of conductors and of sufficient height to provide proper ground clearance and wired in accordance with the National Electric Code.

Extensions
Temporary extensions of primary and/or secondary distribution shall be extended under the following rules:

1. The customer will reimburse the Utility for its expenditures in extending service.
2. The "cost of extending service" includes all items of labor and materials, with the customary overhead charges necessary to furnish the customer with the service requested. It shall also include any costs involved in the dismantling of materials and their return to stock. Where materials dismantled have a salvage value, the "cost of extending service" will be credited with such salvage value.
3. The Utility will require the customer to make an advance deposit sufficient to cover "cost of extending service" and the estimated bill for energy. A merchandise contract must be completed and signed by the customer, guaranteeing payment of final charges, and prior to the beginning of construction on the project.

Measurement and Costs
All energy will be measured at one standard voltage at some convenient point designated by the Utility.

The customer will make necessary arrangements and provide the necessary equipment in the event more than one voltage is required.

The cost of all construction (labor and materials) necessary to distribute energy on the premises occupied by the customer will be borne by the customer.

Construction Safety
No connections will be made to any temporary switch unless it conforms to the current Utility standards and the National Electric Code.

All temporary services shall be equipped with ground fault equipment as required by the National Electric Code and OSHA.

All temporary service shall be maintained in a safe manner so that injury to persons shall not result from contact with it in any manner. This shall only remain as temporary for a reasonable length of time and must be changed to a permanent one when directed by the Utility.

Deposits and Fees
All deposits for electrical services shall be in accordance with the deposit rules as set forth by the Utility.

A temporary electrical service for residential and small commercial customers require a payment per the current fee schedule.

Costs for labor and materials on non-standard temporary electric service, such as cases where additional infrastructure must be installed, will be paid in their entirety by the customer, per the fee schedule.

Large temporary services that require a major expenditure of money by the Utility shall require a deposit in accordance with the estimated cost of this construction. An estimate will be prepared by the Utility prior to the installation and will be adjusted at the time the temporary service is removed to compensate for the actual cost above or below the deposit. Salvage value of the material removed shall be credited against the deposit.

108 SERVICE EXTENSION

Cost of Extension Defined
The construction cost shall include all the costs of materials and labor, and all other expenses incurred in the installation of poles, wire, cross arms, insulators, line hardware, switching and protective devices, meters, appurtenances, right-of-way permits and all other items of labor and materials incident to the construction of the extension.

Terms & Conditions of Electric Services
The Elk River Municipal Utilities Board of Commissioners shall make the determination as to the feasibility of all electrical distribution line extension petitions.

109 MOTORS

Authority
Special permission shall be obtained from proper authorities of the Utility to install any motor larger than ten (10) HP on residential service lines. On commercial service, motors of twenty-five (25) HP or larger may require reduced voltage starters as determined by the Utility.

110 GENERATORS

Any generation source that is directly connected to ERMU's distribution system must have a signed interconnection agreement that follows ERMU's interconnection process. Generation sources that are not directly interconnected must be installed with a transfer switch that operates in an open transition. All installations must be in compliance with National Electric Code and inspected by the State of Minnesota electrical inspector.

111 RESPONSIBILITIES

The contractor shall be responsible for any damage to the property of the utility resulting from not following the guidelines of Gopher State One-Call. A violation of these regulations shall constitute a misdemeanor.