City of Buffalo, Iowa

Buffalo Municipal Lighting and Power
Rules and Regulations

Adopted 2013
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RULES AND REGULATIONS FOR THE OPERATION OF
BUFFALO MUNICIPAL LIGHTING AND POWER OF
THE CITY OF BUFFALO, IOWA

These rules are designed to govern the supplying and receiving of electrical energy in a uniform procedure for good service, safety and the well-being of the Consumer and the Municipality. They are subject to change from time to time on due authority and are issued in compliance with Chapter 490A, Code of Iowa, 1966.

Section 1. Statement of Operations
1.1 Preliminary Statement
Buffalo Municipal Lighting and Power is owned and operated by the City of Buffalo, Iowa. The principal office of the Municipality is at the City Hall, Buffalo, Iowa.
1.2 Principal Officers and Directors
Principal Officers shall consist of the Mayor and Council of the City of Buffalo, Iowa.
1.3 Persons Authorized to Communicate with Commission
The person authorized to receive, act upon, and respond to communications from the Commission are as follows:
   General Management Duties
   General Management Duties are carried on by the Public Works Director for the City of Buffalo, Iowa.
   The same officer shall have charge of Consumer relations and engineering problems.
   General Billing Duties are carried on by City Clerk for the City of Buffalo, Iowa.
1.4 Meter Tests and Repairs
   The Public Works Director or another designated person shall have charge of meter testing and repairs.
1.5 Emergencies during Non-Office Hours
   The Public Works Director or his/her assistant shall have Charge of emergencies during non-office hours.
1.6 Franchises for Electric Lines
   The Mayor and City Council shall have charge of franchises for electrical supply and distribution.

Section 2. Definitions
2.1 Municipality
   The term “Municipality” is herein used to designate Buffalo Municipal Lighting and Power which furnishes electric service under these rules and regulations.
2.2 Consumer
The term "Consumer" is herein used to designate a person, partnership, association, firm, public or private corporation or governmental agency applying for or using electric services supplied by the Municipality.

2.3 Commission
The term "Commission" is herein used to designate the Iowa State Commerce Commission or any successor of such Commission having jurisdiction of the subject matter hereof.

Section 3. Requirement for Service

3.1 Application
Application for electric service shall be made in writing by applicant to the Municipality on the Municipality's application forms. Upon acceptance of such applications, the Municipality shall, as promptly as practical, supply to the applicant service in accordance with regulations filed with and approved by the Commission and at rates established by the Municipality for the class of service requested by the applicant. The Municipality may require a separate application for service for each separate class of service or for each separate location.

3.2 Consumer Deposits
All persons requiring electric, water or sewer utilities must make a deposit to the clerk's office before connection or switching it from one (1) name to another. The amount of the deposit for utilities is two hundred dollars ($200.00). If the customer who has received a refund of his or her utility deposit is subsequently delinquent more than once in a subsequent period, another deposit will be required. If the required deposit is not provided to the city, the city may discontinue utility service.

Once a residential customer has met the twelve (12) month requirement and has the deposit refunded, they will not be required to post an additional deposit should they move to another residence receiving city utility services, regardless of a lapse in utility usage. If a residential customer who is not required to provide a utility deposit is subsequently delinquent more than once in a subsequent twelve (12) month period, a utility deposit will be required by the city.

3.2.1 Receipts
A receipt shall be given for all such deposits. If such a receipt is lost, a duplicate may be issued if the Consumer will provide adequate identification for the Municipality.

3.2.2 Refund of Deposit
The deposit will be returned upon the written request of the depositor provided the depositor has timely paid his or her utility bill for the previous twelve (12) consecutive full months. If the customer who has received a refund of his or her utility deposit is subsequently delinquent more than once in a subsequent period, another deposit will be required. If the required deposit is not provided to the city, the city may discontinue utility service. Refer to City Code of Buffalo, Iowa Section 6-9.0305.
3.3 Additional Connection
Where building or premises are occupied by more than one Consumer, the Municipality will install as many meters as there are separate applications for service. Meters will be connected to only one set of service.
Where buildings or premises are occupied by more than one Consumer, the Municipality may require a separate meter deposit for each Consumer and for each different classification for service by each Consumer.

3.4 Consumer's Premises
The Consumer and owner shall grant the Municipality, without charge, right of way over and on the premises on which the line or service is to be built. The employees of the Municipality may enter at reasonable times to repair, maintain or perform any other duties necessary to maintain satisfactory service for the Consumers of the Municipality.

Section 4. Characteristics of Service
4.1 Standard
The Municipality's standard electric service is alternating current, 60 cycles per second, single or three phase.

4.2 Character
The Character of electric service to be made available to each Consumer shall be at the option of the Municipality and shall be dependent upon:
A. The service available at the proposed location.
B. The size of the load.
C. The operating characteristics of the Consumer's equipment.

4.3 Classes
The following classes of service will ordinarily be offered to the Consumer:
- 120-240 Volt, single phase, three wire
- 120/240 volt, three phase four wire delta
Other secondary voltages may be made available for special service requirements, at the Municipality's option.
The above secondary service voltage levels are nominal and may vary within the normal and generally acceptable limits of regulation as set forth in Section 20.7, Iowa State Commerce Commission Regulations Governing Service Supplied by Electric Utilities.

4.4 Primary Voltage Service
Service at primary voltage may be available for large power and lighting loads at voltages designated by the Municipality.

Section 5. Service Extensions
5.1 Availability
This Municipality accepts the principle of complete area coverage in making electric service available to anyone within our service area. In all cases, the Municipality will construct, own, and maintain all facilities up to the delivery point or meter location.

5.2 Classifications

5.2.1 Residential
The Municipality will supply single phase, 120/240 volt service for a permanent residence at a meter location which may be on a pole owned by the Municipality, or located on the residence, provided the Consumer will provide for adequate clearance for overhead service wires or other accessory structures. This service is available at the residential rate schedule as adopted by the Municipality.

5.2.2 Commercial
The Municipality will supply single phase, 120/240 volt service for commercial use under the same terms and conditions as for regular residential use. This service is available at the commercial rate schedule as adopted by the Municipality. The Municipality shall determine the rate classification for this type of service.

5.2.3 Temporary Service
Where, in the opinion of the Municipality, circumstances indicate that service may be temporary; the Municipality may supply temporary electric service if available for any purpose, provided the Consumer, or applicant, will make an advance cash deposit equal to the estimated labor and overhead costs of installing and removing the service, plus non-salvageable materials. Electricity consumed will be metered and billed at the regular applicable rate schedule. The Municipality may require a meter deposit in addition to the construction deposit. When service is removed, any deposit in excess of actual costs will be refunded. Refer to 7.3.

5.2.4 Three Phase Service
The Municipality will supply 3-phase service to commercial Consumers who require 3-phase power and whose use of 3-phase power will be sufficient in the judgment of the Municipality to make the extension of such service economically feasible. The Municipality may require a cash deposit equal to the total cost of extending the service, with the deposit being credited back to the Consumer's account in equal monthly installments over a ten year period. Should the Consumer discontinue use or the 3-phase service at any time, the remaining balance of the deposit would be forfeited. The Consumer will be billed monthly at the applicable residential or commercial rate schedule as adopted by the Municipality.

5.2.5 Large Power Contract
The Municipality will supply service for large power applications under terms, rates, and conditions to be negotiated and formulated into a power contract with the Consumer prior to installation to the service.
5.3 Transformer Size
The Municipality will determine the size transformer to be installed to provide adequate service and voltage regulation for all types and classifications of service. Monthly minimum bills will be determined by transformer capacity required, at the rate of $1.00 per KVA installed.
Where large transformers are necessary to serve large motors or other special loads and the normal use does not justify maintaining a large transformer, the Municipality will install the large transformer at no additional cost provided the Consumer will maintain at least 20% annual load factor. All KWH used will be billed at the regular rate, but if use falls below 20% annual load factor, the difference at 1/2c per KWH will be added to the regular bill.

Section 6. Conditions under Which Municipality Can Deny or Discontinue Service

6.1 Fraudulent Use of Service
In the event that evidence is found indicating larceny of electric energy, attempted fraudulent use of electricity, or tampering with the Municipality's meter or equipment on the premises occupied by the Consumer, with or without the Consumer's knowledge, the Municipality shall have the right to discontinue service immediately upon notice to the Consumer. The Municipality shall not be required to restore service in such cases until proper restitution or arrangement for restitution is made, including payment for any unpaid bills, for any unmetered energy used, for damage to the Municipality's property, and other costs incurred by the Municipality. The Municipality shall, in addition, be entitled to collect a reconnection charge as set forth in Section 13.

6.2 Non-Payment of Account
Refer to Section 12 and Section 13.

6.3 Resale of Energy
The service furnished is for the sole use of the Consumer. A Consumer shall not sell or re-deliver electric service to any other person or company without the written consent of the Municipality. In case electric energy supplied by the Municipality to the Consumer is resold without the written consent of the Municipality, service may be disconnected upon notice to the Consumer. If service is disconnected for this cause, the reconnection charge set forth in Section 13 shall apply.

6.4 Condition of Wiring on Premises
A Consumer shall install and maintain the wiring and other electrical equipment on his/her premises in such condition as may be required by any state or local statute, franchise, ordinance, national electric code, or as called for in Section 10 - Wiring Standards, which conform to the requirements of the Municipality. The Municipality may discontinue service where, in their judgment, the wiring is found to be unsafe, is in any manner interfering with the service of other Consumers, or is found to be injurious to the Municipality's property.
Any inspection and approval by the Municipality shall be made solely for the purpose of insuring proper protection for the Municipality’s property and for insuring continuity of service to this Consumer and others and shall not be construed to impose any duty or liability on the Municipality by reason thereof. In cases where any duly constituted governmental authority requires inspection and approval of Consumer’s wiring, the Municipality shall not be required to make connection and render service until such inspection has been made, and approval has been given by the duly designated inspector.

6.5 Non-Compliance with Rules and Regulations

All services furnished to a Consumer shall be in accordance with these rules and regulations and in the event a Consumer fails to conform to such rules and regulations, the Municipality may discontinue service upon notice to the Consumer until such time as unsatisfactory conditions are remedied. The Notice of Discontinuing Service shall specify the cause of the complaint and the Municipality shall cooperate with the Consumer in suggesting the proper remedy. If service is discontinued, the reconnection charge as set forth in Section 13 shall apply.

6.6 Discontinuance of Service

6.61 Service Discontinued Without Notice

Service may be discontinued without notice in the event of a condition on the Consumer’s premises determined by the Municipality to be hazardous to life or property; or in the event the Consumer is using equipment in such a manner as to adversely affect the Municipality’s equipment or the service of the Municipality to other Consumers; or if the Consumer has tampered with the equipment furnished and owned by the Municipality. Written notice will be give Consumers by first class United States mail, postage prepaid, deposited at the U.S. Post Office not less than five days, excluding Sundays and legal holidays, before service to any Consumer will be discontinued for the following causes:

A. For violation of or non-compliance with the Municipality’s rules on file with the Commission.

B. For failure of the Consumer or prospective Consumer to furnish such service equipment, permits, certificates or rights-of-way as are specified to be furnished in the Municipality’s rules filed with the Commission, as conditions of obtaining service, or for the withdrawal of that same equipment for the termination of those same permissions or rights, or for the failure of the Consumer or prospective Consumer to fulfill the contractual obligations imposed upon him/her as conditions of obtaining service by any contract filed with and subject to the regulatory authority of the Commission.

C. For fraudulent or unauthorized use of service, or the resale of electric energy.

D. For failure of the Consumer to permit the Municipality reasonable access to its equipment.
E. For the non-payment of a bill for service, provided that the Municipality has made a reasonable attempt to effect collection and has given the Consumer written notice that he/she has at least five days, excluding Sundays and legal holidays, in which to make settlement on his/her account or have his/her service discontinued or denied.

6.6.2 Exception
No service will be discontinued after notice on the day preceding a day or days on which the Municipality's business office is closed.

6.7 Consumer Notice to Discontinue Service
Consumers will give the Municipality not less than five days written notice, excluding Sundays and legal holidays, before the Municipality shall be required to discontinue service at the request of the Consumer.

Section 7. Meter Installations

7.1 Ownership
The Municipality will furnish and install the meter. The Consumer will be required to furnish and install the meter socket, wire, pipe, disconnect, and/or entrance cable and all other required appurtenances. On loads requiring current transformer metering, the Municipality will install the current transformer meter loop and meter.

7.1.1 Meter Location
The Municipality will normally furnish a single meter at the point of connection to the Consumer's premises. Any Consumer desiring service at two or more separately metered points of connection to the Municipality's distribution system shall be billed separately at each such metering point.

7.1.2 Meter Height
Meters shall be installed so that the center of the line of the meter is not more than 6 feet or less than 4 feet above the ground line. The ground line shall be determined by the Municipality, i.e. the ground line may be finished decking.

7.2 Types of Meter Loop Installations
The following are a number of approved installations:

7.2.1 Self-contained Metering
For loads not in excess of 200 amperes, the Municipality will furnish the meter and the Consumer shall provide the necessary accessories for secondary metering.

7.2.2 Meter Pole Requirements
It is a requirement of the Municipality that on meter poles the meter loop be constructed of rigid conduit and a disconnect device installed following the meter.

7.2.3 Current Transformer Installation
The Municipality will furnish and install current transformer metering on loads in excess of 200 amperes or at its determination of need for secondary service.

7.3 Temporary Meter Loops (construction sites)
The Municipality will, at a cost of $25.00 per month plus usage, furnish and install a temporary meter loop to provide electric service for construction until a permanent meter loop is installed (if available.) A construction deposit is required before this temporary service will be installed. This deposit or the remainder after the cost of any damages will be returned after disconnection. If temporary service is not available, the contractor or homeowner pay a one-time $50.00 connection fee and provide the temporary service, meeting all applicable codes and regulations, at their own expense.

7.4 Primary Metering
The Municipality will furnish and install primary metering when it is mutually advantageous to both parties to use this type of metering and reduce the kilowatt hour and demand consumption by seven percent (7%).

7.5 Multiple Service through One Meter
Multiple services to more than one Consumer, or premises, through one meter will not be permitted.

Section 8. Overhead Services
8.1 Municipality Responsibility
The Municipality will install, operate and maintain all overhead facilities located between the Consumer’s property line and the first point of attachment to the Consumer’s building or other structure.

8.2 Consumer Responsibility
The Consumer shall install, own, operate and maintain all overhead facilities on private property beyond the point of attachment, except for certain metering and transformation equipment.

8.3 Consumer Installed Services
Upon prior approval from the Municipality, the Consumer may be allowed to make service installation.

- Consumer-installed conductor shall be approved by and installed in a manner satisfactory to the Municipality.
- Consumer-installed services will be maintained by the Consumer.

8.4 Requirements
8.4.1 Conduit service mast for 100 amp and 200 amp service must be 2-inch rigid.

8.4.2 Attachment of the Consumer’s metering equipment and distribution wiring will not be allowed on Municipality poles without contractual agreement including an acceptable hold harmless provision with the Municipality.

8.4.3 Service entrance conductors, between the weather head and the main disconnect must be installed in conduit.

8.4.4 Check with your Municipality representative concerning service and metering applications over 600 volts.
Section 9. Underground Services

9.1 Ownership and/or Contributions
If the Consumer desires an underground service it must be installed and maintained at own expense. The Consumer shall consult with the Municipality prior to the planning of any underground service installation.

9.2 Placement of Transformer
Consult your Public Works Director regarding placement of transformers adjacent to buildings and building openings. It is necessary to have adequate and unobstructed space for the installation and maintenance of pad mounted transformers.

9.3 Under Ground Service Installed by Consumer in Over Head Areas
Sufficient cable shall be left at the base of the service riser pole to connect to the Municipality's overhead system.

9.4 Specifications
The Municipality reserves the right to specify the size and type of underground conductor to be used, the location of the pole to which the service must be run, the side of the pole on which the conduit is to be installed and the height to which it must be extended.

9.5 Requirements
Conduit must be installed between the meter socket and main disconnect.

9.5.1 Polyphase Consumers
All Municipality-owned polyphase cables (primary and secondary) installed on commercial/industrial Consumer property must be installed in a Consumer provided conduit system, which may include manholes or vaults.

9.5.2 Single Phase Consumers
Consumers requiring single-phase service will be required to install conduit for the following conditions:

- Under existing or likely future hard surface areas.
- Primary and secondary cables for townhouses, condominiums and mobile home parks. Where area for trenching is limited by any of the following:
  - Less than 10 feet clear width
  - Less than 10 feet clear height
  - Slope greater than 1 to 3
  - Distance between paved areas is less than 50 feet
  - Where the edge of the non-trenchable surface or the property line is parallel to and within 5 feet of the structure
- Where area available for trenching is limited by any of the following:
  - Less than 10 feet clear width
- Less than 10 feet clear height
- Slope greater than 1 to 3
- Distance between paved areas is less than 50 feet
- Where the edge of the non-trenchable surface or the property line is parallel to and within 5 feet of the structure foundation
  - Where a single corridor is used for multiple utilities
  - Where existing or future landscaping or obstructions will make cable installation, location and repair difficult.
  - Where a developer is paving a street with islands or medians, and it is necessary to install cable (either street lighting or primary).

9.5.3 Sweep Requirements
Material: Fiberglass, or steel (which must be grounded) per latest edition of the NEC, or as approved by the Public Works Director.
Radius: 48” for all acceptable sizes.

9.5.4 Conduit Mast Requirements
Size: 2-inch
Material: Rigid Conduit
All underground conduits should meet the requirement of 2 inches for all underground services (100A and 200A) per latest edition of the NEC, or as approved by the Public Works Director.

9.5.5 Installation Requirements
Conduit materials and installation methods must be acceptable to the Municipality.
- All conduit depth measurements are from finished grade.
- Conduit for primary cables shall have a minimum cover of 42 inches.
- Conduit for secondary and streetlight cables shall have a minimum cover of 30 inches.
- The bottom of the trench in which the conduit is placed should be relatively smooth, undisturbed, well-tamped earth or sand.
- No more than 270° in a pull.

The Consumer may choose to install the service entrance at a location on the building that eliminates the necessary for MUNICIPALITY cables to be in conduit. The location must meet the requirements provided. Where the Consumer owns and maintains the service, the requirements to install the conduit may be waived by the Municipality.

9.5.6 Address Requirement
The Consumer must post an address or rural location number prior to installation of service.

9.5.7 Current Metering
If current metering is to be used, the Consumer will terminate their conduit and cable in a fused or other disconnecting device on the Municipality’s service pole, which device will also house the Municipality’s current transformers.
The Consumer will also install the conduit leads from the device to the meter socket and provide 3’ of leads through the weatherhead. The meter and current transformers are to be supplied by the Municipality.

Section 10. Wiring Standards
10.1 Municipality’s Requirements
10.1.1 City Wiring Specifications
The Municipality requires compliance with specifications set forth in the City rules and ordinances when a Consumer or other responsible party wires or re-wires buildings, premises etc.

10.1.2 Conduit Mast Specification Exception
For 100A and 200A Service
Size: 2-inch
Material: Rigid
2-8 foot ground rods—See Figure 6 notes

10.1.3 National Electric Code
Same as above

10.1.4 Inspections
The Municipality may require inspection to be made, prior to connection, of a new service. This is to determine that the Consumer’s wiring is in compliance with the latest edition of the "National Electrical Code" and/or City Wiring Specifications. For this service the Municipality will charge a fee for the inspection. For the amount of this fee refer to the Building Code, City of Buffalo, Iowa.

10.2 Consumer’s Responsibility
10.2.1 Liability (of Consumer)
When the wiring of a Consumer is found to be dangerous, the Municipality may require immediate repair. Failures to meet the requirements are cause for disconnection (with/without) further notice.

10.2.2 Remodeling of Wiring
When remodeling of wiring occurs, the Contractor/Consumer is responsible for the electric service to be brought up to the latest Municipal Lighting and Power code.

10.2.3 Service Replacement
The Consumer is responsible for bringing the electric service up to the latest Municipal Lighting and Power code should any of the following occur: the service is damaged, replacement of service due to weather, delinquent payments, meters pulled without approval, consumer requests to have the meter pulled.

Section 11. Meter Reading
11.1 Municipality’s Responsibility
Meters shall be read by the Municipality at monthly intervals on the date designated by the Municipality.
11.2 Municipality's Responsibility
The Municipality will be responsible for designating and approving the location of the meter to insure proper readings by the Consumer.

Section 12. Billing Procedure
12.1 Type of Billing
A postcard bill for electric service will be mailed to each Consumer monthly showing the present and previous meter readings. KWH consumed, amount of bill including sales tax, penalty applying for late payment and the Consumer's name and location.

12.2 Billing Period
Bills will be for a period of one month ending on approximately 30 days from previous billing date. Bills for any period of less than 80% of the normal meter-reading period will be pro-rated on a daily basis.

12.3 Delinquent Date—Penalties
Bills are rendered monthly each month and are due as stated on the bill. The bill becomes delinquent after the 20th of the month and penalty shall apply thereafter. If the delinquent date is a Sunday or holiday, an additional day will be allowed without penalty. Payments received by mail after delinquent date and postmarked on the delinquent date or before will be accepted without application of penalty. Final deadline for payment will be 10 days after delinquent date.

12.4 Failure to Receive Bill
Failure to receive a bill neither excuses the Consumer from being required to make payment within the specified time nor entitles them to any reward or remission of charge.

Section 13. Collections
See the City Code of Buffalo, Iowa section 6-9.0304

Section 14. Meter Testing
14.1 Routine Testing
The Municipality shall test all watt-hour meters periodically for accuracy and mechanical condition, in accordance with the Iowa State Commerce Commission Regulations Governing Service Supplied by Electric Utilities.

14.1.1 Limits
All watt-hour meters must be accurate to within plus or minus 2% at full and light load.
Demand meters shall be accurate to within 1.5%.

14.1.2 New Meters
The Municipality will only sample test new meters to ascertain if they meet the required accuracy limits.

14.2 Testing of Meter Requested
The Municipality, upon request of a Consumer, and the payment of a deposit of $50.00 will test the accuracy of the meter and mail the report of the test to the Consumer.

On a request test, if the meter is found to be accurate within 2%; the Municipality will retain the $50.00 deposit. If the meter is found to be registering more than 2% fast, the Consumer will be reimbursed for the $50.00 deposit.

14.3 Adjustments

14.3.1 Adjustment of Bills

Whenever a meter creeps or whenever a metering installation is found upon any test to have an average error of more than 2.0 percent; or a demand metering error of more than 1.5 percent in addition to the errors allowed under Accuracy of Demand Meters; an adjustment of bills for service for the period of inaccuracy shall be made in the case of over-registration and may be made in the case of under-registration. The amount of the adjustment shall be calculated on the basis that the metering equipment should be 100% accurate with respect to the testing equipment used to make the test. For watt-hour meters, the average accuracy shall be the arithmetic average of the per cent registration at light load and at heavy load; giving the heavy load registration a weight of four and the light load registration a weight of one.

14.3.2 Determination of Adjustment

If the date when the error in registration began can be determined, such date shall be the starting point for determination of the amount of the adjustment except that adjustments due to slow meters shall be limited to the preceding six month period as in the paragraph below. If the date when the error in registration began cannot be determined, it shall be assumed that the error has existed for a period equal to one-half of the time elapsed since the meter was installed or one-half of the time elapsed since the last previous test, except as otherwise provided, in the paragraph below, covering error in registration due to creep.

Adjustments due to slow meter shall be limited to the preceding six months. Recalculation of bills shall be on the basis of actual monthly consumption except that if service has been measured by self-contained single phase meters or three wire network meters and involves no billing other than for kilowatt-hours, the recalculation of bills may be based on the average monthly consumption determined from the most recent thirty-six months consumption data.

The error in registration due to creep shall be calculated by timing the rate of creeping and assuming that this creeping affected the registration of the meter for 25% of the time since the meter was installed or since the last previous test, whichever is later.

Whenever the average error cannot be determined by test because of failure of part or all of the metering equipment, it shall be permissible to use the registration of check metering installations, if any, or to estimate the quantity of energy consumed based on available data. The Consumer must be advised of
the failure and of the basis for the estimate of quantity billed. The same periods of error shall be used as defined in paragraphs above.

14.3.3 Refunds
If the recalculated bills indicate that more than $1.00 is due an existing Consumer or $2.00 is due a person no longer a Consumer of the Municipality, the full amount of the calculated difference between the amount paid and the recalculated amount shall be refunded. Refunds shall be made to the most recent Consumers who received service through the meter found to be in error. In the case of a previous Consumer who is no longer a Consumer of the Municipality, a notice of the amount due shall be mailed to such previous Consumer at his/her last known address, and the Municipality shall upon demand made within three months thereafter refund the same.

14.3.4 Back-billing
If the recalculation of billing indicates that an amount due the Municipality is equal to or in excess of amounts set forth in paragraph 14.3.3 above as minimum refunds, the Municipality may bill the Consumer for the amount due. The minimum sum for which the Municipality will commence back-billing for amounts due to under registration is a sum in excess of the amounts set forth in paragraph 14.3.3 above as minimum refunds.

14.4 Grounds on Consumer's premises
Where an accidental ground is found on the Consumer's equipment, and thereupon removed, the Municipality will estimate, from comparison with previous consumptions, the Consumer's normal consumption for each regular billing period during which the "ground" has been known to have existed, and will re-bill the Consumer for the estimated normal consumption for each billing period at the standard rate applicable to the particular installation, plus billing for the "lost energy." The "lost energy" due to the ground is assumed to be the difference between the total measured consumption for any period and the estimated normal consumption for that period as determined above. The Consumer will be billed for such "lost energy" at the lowest rate schedule applicable to the particular installation. No adjustments will be made for a greater period than six months immediately preceding the detection of the ground on the Consumer's equipment, regardless of evidence that such ground existed for a longer time, and no adjustment will be made unless the Municipality has sufficient proof that the ground has existed and that the extra amount of energy was not used in some way by the Consumer.

14.5 Special Metering Installations
The Municipality shall have the right, at its option and at its expense, to place special meters on instruments on the premises of a Consumer for the purpose of special tests of all, or part of the Consumer's load.

Section 15. Uncollected Accounts
The Municipality will maintain a list of all accounts unpaid by Consumers who have previously obtained electric service from the Municipality.

15.1 Service Reconnections
Prior to the reconnection of any Consumer who owes the Municipality for any past electric service, the Consumer shall make a deposit of $200 with the Municipality in sufficient amount to cover his past due account for electric service plus an amount estimated to cover his/her next 60 day billing. Consumer shall pay disconnection and reconnection fees as required in code section 6-9.0304.

15.2 Collection Agency
The Municipality reserves the right to use any process of law, including collection agents, to collect uncollected accounts from any Consumer.

Section 16. Temporary Disconnects
16.1 Definition
Temporary disconnection refers to a specified period of time during which service is not required by a Consumer. This may be due to sickness, vacation, seasonal use or any other reason deemed to be adequate by the Municipality for discontinuance of service.

16.2 Availability
Temporary disconnection of service for reasons stated in 16.1 may be obtained by written request to the Municipality’s office. Requests are subject to all rules and charges pertaining to temporary disconnection.

Section 17. Idle Services
17.1 Definition
An idle service charge will be applicable where the Municipality, pursuant to application for service at a given location, has installed the necessary facilities to provide said service, and where the Consumer or owner fails to accept and use service within a reasonable time; or if such Consumer or owner, after having taken service, thereafter discontinues it for six months. In either event, the Municipality may, after due notice to the Consumer or owner by registered mail, require that the Consumer or owner pay an idle service charge to retain the Municipality’s facilities in readiness for service. If the Consumer or owner, after due notice fails to pay the required idle service charge, the Municipality may remove its facilities from the premises.

17.2 Charges
The Consumer or owner may retain the Municipality’s facilities in readiness for service for a twelve (12) month period by making a payment of $24.00 within thirty (30) days of the date of the Notice. The $24.00 payment will be applied to the carrying cost of the Municipality’s investment in the facilities at the rate of $2.00 per month for the months that
service is not taken. If service is again taken during the twelve (12) month period, $2.00 per month of the remaining portion of the $24.00 payment will be applied to the monthly bills for the time during which service is taken, or refunded in the event a party other than the one making the payment is reconnected.

17.3 Rebuilding
If the Consumer or owner applies for restoration of services at the location after the facilities have thus been removed, he/she will be required to pay in advance an amount equal to the actual removal cost, plus the estimated replacement cost of the necessary facilities. This will not apply, however, if, in the meantime, ownership of the premises has changed.

Section 18. Service Calls
18.1 Municipality’s Responsibility
The Municipality is responsible for servicing and maintaining all facilities up to the weather-head, including the meter. All damage to any lines or equipment, or any interruptions to service up to the weather-head, will be restored as quickly as possible by the Municipality’s personnel and at the Municipality’s expense. Every possible effort will be made to provide continuity of service, but the Municipality does not guarantee continuity of service and shall not be held liable for interruptions.

18.2 Consumer’s Responsibility
It will be the Consumer's responsibility to report to the Municipality any interruption of service, or any known damage to the Municipality's equipment. All wiring, including wiring in service mast, service mast, weatherhead, meter socket and equipment on the load side of the meter belongs to the Consumer, and is their responsibility to maintain. Consumers should call a licensed independent electrician to make repairs on their wiring or equipment.

18.3 Charges
If the Consumer calls out Municipality personnel and the trouble is found to be in the member's wiring or equipment, the Municipality will bill the Consumer for the cost of the service trip.

Section 19. Relocation of Facilities
19.1 Municipality’s Facilities
Should a Consumer who is receiving adequate service wish the Municipality to move or add poles, wire or guys for their convenience, Consumer shall agree to pay the direct labor costs, plus the direct material costs resulting from such a charge for such a service. A deposit equal to the estimated costs shall be made in advance by said Consumer.

19.2 Consumer’s Facilities
Should a Consumer wish the Municipality to move or add poles, wires or guys belonging to the Consumer, a charge of twice the direct labor costs shall apply, plus the cost of material.

19.3 House (or Building) Moves

All persons moving houses, buildings or other large objects along routes of the cooperative distribution or transmission lines, which, requires the assistance of Municipality personnel, shall be required to notify the Municipality in advance of such moves. Said parties shall be required to make an advance deposit of $1,000.00 to cover the estimated cost of this service. A refund, if any, will be made to the depositor on the basis of time, transportation and material used.

Section 20. Use of Municipality's Facilities by Consumer

The Consumer or his/her agents shall not, without written consent of the Municipality, use any of the poles, wires, structures or other facilities of the Municipality for fastening thereto, support or for any other purpose whatsoever, nor shall the Consumer locate anything in such proximity to the aforesaid facilities of the Municipality so as to cause, or be likely to cause, interference with the supply of electric service, or a dangerous condition in connection therewith.

20.1 Meter Pole

The Municipality will furnish, install, and maintain a meter pole at the point of delivery of electric service. The Consumer or his/her agent may install on the meter pole such wiring or appurtenance thereto as are required to provide the necessary electric service to the premises, provided that the installation is in accordance with the rules and regulations of the Municipality.

20.2 Poles Other Than Meter

The Consumer will not be permitted to install any wiring on the support poles or transformer poles of the Municipality.

20.3 Non-liability of Municipality

The Municipality assumes no liability for unauthorized attachments, equipment or appurtenances whether attached by individuals or companies and will remove same after sixty (60) days notification. In the case of illegally attached lines, equipment or appurtenances which are of a hazardous nature to life, limb or property. Such attachments will be removed immediately without notification.

Section 21. Damage to Municipality's Property

21.1 Consumer's Responsibility

The Consumer shall be held responsible for all damage to, or loss of property of the Municipality located upon his/her premises unless occasioned by causes beyond his/her control or by the negligence of the Municipality or by any act or omission on the part of the Municipality or its authorized representative.

21.2 Protection of Equipment on Consumer's Premises
All meters, transformers, wires and other equipment installed by the Municipality at its own expense are the property of the Municipality, and under no circumstances shall any person not a representative of the Municipality connect or disconnect any meter, connect to a meter, or disturb any wiring between the meter and the service wires from the Municipality's distribution system after the meter has been installed. Any infraction of this rule may be considered sufficient cause for immediate discontinuance of service. Electric energy shall be turned on only by an authorized agent of the Municipality after the Consumer's installation and wiring has been completed in accordance with Section 9 and Section 10 herein.

Section 22. Special Conditions of Service

22.1 Corrective Equipment

Welders, hoists, and other equipment, where the use of electricity is intermittent, or the load fluctuates rapidly, shall be installed and used in such a manner as to not adversely affect voltage regulation or impair the Municipality's service to other Consumers. When such equipment creates fluctuating voltage or power factor conditions, or any other disturbance detrimental to service to other Consumers or to the Municipality's use of its own equipment, the Consumer will be required to install and maintain, at his/her own expense, suitable corrective equipment to eliminate these detrimental effects.

22.2 Arc Welding Installations

On 60 ampere meter loops, the Municipality shall approve for use on its lines only those welders meeting N.E.M.A. standards, with power factor correction, operating at 230 volts, and a maximum of 180 amperes output current. On meter loops with capacity in excess of 60 amperes, higher rates welders may be installed by obtaining special permission from the Municipality.

22.3 Requirements for Electric Motors

22.3.1 Safety Requirements

All installations of power loads on the Municipality's system shall conform to the safety rules as set forth in the latest edition or the National Electrical Code (NEC) and National Electric Safety Code (NESC).

22.3.2 Protective Device

The Consumers are required to provide suitable protective devices so that the motors and equipment to which they are connected, will be protected from injury and from improper or dangerous operation in case of overload, loss of voltage, low voltage, single phasing of poly-phase motors, reversal of phase rotation of poly-phase motors or the re-establishment of normal service after any of the above. The Municipality is not responsible for motor damage caused by any of the above conditions.

22.3.3 Large Motor Applications
No motor in excess of 7 1/2 horsepower shall be installed without application by the Consumer and the express approval of the Municipality. The Municipality reserves the right to limit the number and size of motors installed on a single phase service.

22.3.4 Starting Equipment
The Consumer and/or his/her wireman shall contact the Municipality regarding requirements for motor starting equipment, protective equipment, wirings and other motor specifications.

Section 23. Complaints
23.1 Written Complaints
Except in case of emergency, Consumers shall make any complaints in writing, specifying the matters complained of, the location of such matters and the relief sought.

23.2 Record
The Municipality will maintain a record of all such written complaints received, together with the disposition thereof.

Section 24. Inspection of Electrical Plant
24.1 Construction and Maintenance
The Municipality will construct and maintain its electric plant in accordance with good engineering practice and applicable regulations of the Iowa State Commerce Commission, Iowa Utility Board and the laws of Iowa.

24.2 Inspection Forms
In addition to other inspection procedures, each vehicle operated by the Municipality shall have as standard equipment, a memorandum record whereby employees of the Municipality shall record any deficiencies requiring replacement and repair.

24.3 Filing
Such memorandums of deficiency shall be regularly filed at the office of the Municipality, and maintained as a record, including the corrective action taken
State Disconnect Policies – LIHEAP Clearinghouse

<table>
<thead>
<tr>
<th>State</th>
<th>Iowa</th>
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<tbody>
<tr>
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<tr>
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<tr>
<td>Temperature-Based</td>
<td>Yes</td>
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<tr>
<td>Temperature</td>
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**Seasonal Policy**: No disconnect for all residential Consumers when <20° F. LIHEAP-certified Consumers have complete protection from Nov. 1 through March 31 regardless of temperature; Municipality must offer payment plan after moratorium. Those who notify the electric Municipality that they are applying for LIHEAP certification through the local CAP agency may receive a 30 day stay from service disconnection during the moratorium.

**Other**: 30 day delay if physician certifies that disconnect would adversely affect the health of a household member.

**Deferred Payment**: Prohibited from disconnect if Consumer agrees and adheres to payment plan.