

CHAPTER 52: ELECTRIC SERVICE

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GENERAL TERMS AND CONDITIONS

§ 52.001 DEFINITIONS.

For the purpose of better understanding the tariffs, the words and expressions listed below shall have the following meanings within which the following abbreviations are used:

Abbreviations

Horsepower	HP
Kilovolt-amperes)	KVA
Kilowatt(s)	KW
Kilowatt-hours)	KWH
Load Factor	LF
Overhead System	OH
Power Factor	PF
Reactive Kilovolt-ampere(s)	KVAR
Reactive Volt-ampere(s)	VAR
Reactive Kilovolt-ampere(s) Hours	RKVAH
Underground System	IJG
Volt-ampere(s)	VA
Watts	W

Terms

AGREEMENT or ***APPLICATION***. A contract or service request for a supply of electric service.

APARTMENT. Premises containing two or more individual residential dwelling units. Hotels, tourist camps, motels, hospitals, nursing homes, etc., consisting primarily of guestrooms and/or transient accommodations, are not included.

APPENDIX. Supplemental provisions applicable to specific rate schedules.

AUXILIARY SERVICE. Service supplied for a part of customer's load requirements, the wiring for which is entirely separate and apart from the wiring to the remainder of customer's electric requirements when the latter are furnished by customer's privately-owned generating equipment.

BILLING KW or ***BILLING KVA***. Customer's maximum load expressed in KW or KVA (as adjusted in accordance with the applicable rate schedule) which will be used in the calculation of the bill.

BILLING CYCLE. Utility's schedule for meter reading and billing which distributes the starting dates for billing periods throughout the month.

BILLING PERIOD or ***MONTH***. The interval between two consecutive meter readings that are taken for billing purposes. Such readings will be taken as nearly as practicable every 30 days. All rate schedules are on the basis of charges per month unless otherwise specifically stated in the rate schedule.

BREAKDOWN, RESERVE or STANDBY CAPACITY. Service available for customer's load requirements in whole or in part for use in the event or temporary failure of customer's privately-owned generating equipment.

COMMISSION. Indiana Utility Regulatory Commission, the regulatory body in Indiana.

CONTRACT YEAR. Twelve consecutive billing periods used in the application of the rate schedules.

CONTRACTED CAPACITY. Customer's specified load requirements expressed in KW or KVA for which customer contracts and utility is obligated to supply.

CUSTOMER. The individual, partnership, corporation or other entity in whose name service is rendered at a single premise.

DELIVERY POINT. The point of the physical connection between utility's and customer's facilities beyond which point customer receives and assumes responsibility and liability for the service rendered.

DELIVERY VOLTAGE. The voltage of utility's facilities at the service connection.

DEMAND. The rate at which electric energy is delivered to customers at a given instant or averaged over a designated period, usually expressed in KW or MW.

DISTRIBUTION LINE. Any electric line of utility operated at a voltage of 13,200 volts or less.

ENERGY. The active component of the quantity of supply expressed in KWH as opposed to demand which refers to KW.

HORSEPOWER. A unit of delivered power typically used to rate the nominal size of a motor and the load or demand which such motor imposes on an electric supply system. The horsepower rating of a motor can be converted into kilowatts, as follows: 1 HP = 0.746KW

KVA. 1,000 volt-amperes (VA). The KW of a given load divided by the corresponding power factor expressed as a decimal is equal to the KVA for example:

$$\frac{540 \text{ KW}}{0.90 \text{ PF}} = 600 \text{ KVA}$$

KVAR. 1,000 reactive volt-amperes (VAR).

KW. 1,000 Watts.

KWH. The use of the active component of power where 1 KWH is equal to 1 KW used for 1 hour. For example, a 100-watt light bulb used continuously for 730 hours is equal to 73 KWHs:
100 Watts = 0.1 KW and 0.1 KW x 730 Hours = 73 KWHs.

LOAD FACTOR. The KWH divided by the product of the average hours per month (730 hours) times the KW Maximum Load in the month, expressed as a percentage, for example:

$$\frac{1000 \text{ KW H} \times 100}{5 \text{ KW} \times 730 \text{ Hrs./Mo.}} = 27.40\%$$

MANAGEMENT. Utility Management includes its Superintendent, and/or the governing body.

MAXIMUM LOAD. The maximum integrated rate of use of power during a specified time interval as provided in the rate schedule, expressed in KW or KVA.

METER. The complete installation of equipment needed to measure maximum load and/or energy supplied to customer.

METER VOLTAGE. The voltage at which service is metered irrespective of the delivery voltage.

NOMINAL VOLTAGE. The designated voltage assigned to a circuit or system of a given voltage class for the purpose of convenient identification.

OVERHEAD SERVICE. Service provided through those parts of utility's distribution system, which are constructed on or supported primarily by wooden poles.

OVERHEAD SYSTEM. Those parts of utility's distribution system which are constructed on and supported primarily by wooden poles.

POWER FACTOR (PF). In rate schedules providing for power factor adjustment, PF will be calculated from the relation between the reactive (RKVAH) and the active (KWH) components of energy used, expressed as a percentage.

PREMISES. A distinct portion of real estate on which is located the living quarters for the use of a single family, or the main building or main operation of a commercial or industrial customer and which may include the immediate outlying or adjacent buildings used by the same customer, provided the use of service in the immediate outlying or adjacent buildings is supplemental and is similar to the type of service used in the main residence, main building or main operation.

PRIMARY LINE. Any distribution line of the utility operated at a voltage between 2,400 volts and 13,200 volts.

RATE SCHEDULE. A service schedule which sets forth the availability and charges for service supplied to a particular group of customers with similar usage characteristics.

RESIDENTIAL DWELLING UNIT. An individual residence including mobile homes and trailers or a room or combination of rooms with facilities for private living for a single family.

RKVAH. The metered use of the reactive component of power.

SECONDARY LINE. Any distribution line of utility operated at a voltage under 600 volts.

SERVICE. The supply of electric energy delivered by utility to customer, but may also include the provision of other services such as street lighting, dusk-to-dawn lights, equipment rental or other ancillary services provided under approved tariffs or under specific agreements with the customer.

SERVICE CONDUCTORS. Utility's wires extending from the point of connection with utility's supply line to the delivery point.

SERVICE CONNECTIONS or DELIVERY POINT. The point of the physical connection between utility's and customer's facilities, beyond which point customer receives and assumes responsibility and liability for the service rendered.

SUBSTATION. The electric equipment and structures including transformers, switches, protective devices and other apparatus necessary to transform energy from a transmission or primary line voltage.

SUPPLEMENTAL SERVICE. Service which is normally supplied from utility's facilities in addition to service supplied by customer's privately-owned generating equipment.

TARIFF. The entire body of rate schedules, riders and general terms and conditions for electric service.

TRANSMISSION LINE. Any electric line of utility's operated at a voltage above 13,200 volts.

UNDERGROUND SERVICE. Service provided through those parts of utility's distribution system which are constructed and installed underground.

UNDERGROUND SYSTEM. Those parts of utility's distribution system which are constructed and installed underground.

UTILITY. Anderson Municipal Light and Power, PO Box 2100, Madison County, Anderson, Indiana 46018.

VA. Apparent power and equal to the vectorial sum of the active and reactive components of power.

VAR. Reactive component of power.

WATT (W). Active component of power.
(Ord. 43-02, passed 10-10-02)

§ 52.002 RATE SCHEDULES.

(A) A copy of all available rate schedules is on file with the commission. A copy of all available rate schedules and the general terms and conditions for electric service is available at the business office of the utility.

(B) The commission has continuing jurisdiction over all available rate schedules.

(C) Any rate schedule may be revised or changed from time to time in the manner prescribed by the Public Service Commission Act of Indiana (as amended) or by other applicable laws and any such changes when approved by the Commission will supersede the present rate schedule.

(D) The general terms and conditions for electric service sets forth the conditions under which service is to be rendered and governs all classes of service to the extent applicable. In case of conflict between any provision of a rate schedule and the general terms and conditions for electric service, the provisions of the rate schedule shall prevail.

(Ord. 43-02, passed 10-10-02)

§ 52.003 APPLICATION OR AGREEMENT.

(A) A written application or agreement shall be required by utility before service will be provided, which when accepted by utility shall constitute the agreement between utility and customer.

(B) Utility shall have the right to reject any application for any valid reason.

(C) Utility may require a long-term agreement commensurate with the cost to utility of making service available to the customer and/or the size of a customer's load which utility is obligated to serve.

(D) Utility may also require a minimum billing agreement whereby the installed cost of facilities is amortized over 36 months. If the customer's monthly usage falls below the amortized monthly payment, the customer may be required to pay the difference or the customer pays either the monthly electric bill or the amortized payment amount, whichever ever is greater.

(E) No agent or employee of utility has the authority to amend, modify, alter or waive any part of the rate schedule or any provision included in the general terms and conditions for electric service.

(F) In written agreements, no promises, agreements or representations of an agent or an employee of utility shall be binding unless such promises, agreements or representation were incorporated in the agreement before its execution and approval.

(G) The benefits and obligations under any agreement shall be binding upon the successors and assigns, survivors and executors or administrators as the case may be of the original parties for the full term of the agreement; provided, however, that no assignment shall be made by customer without first obtaining utility's written consent. Utility may require the successor either to execute with utility an assignment agreement wherein the successor-customer assumes and agrees to be bound by the original agreement or to execute a new agreement for service.

(Ord. 43-02, passed 10-10-02)

§ 52.004 RATE SCHEDULE SELECTION.

(A) A copy of the rate schedules and the general terms and conditions for electric service will be furnished to the customer upon request at the utility's business office.

(B) Customer shall designate the rate schedule on which the application or agreement shall be based when more than one rate schedule is available for the service requested.

(C) Utility will assist customer in the selection of the rate schedule best adapted and/or required for the customer's service requirements, provided, however, that utility does not assume responsibility for the selection or that customer will at all times be served under the most favorable Rate Schedule.

(D) Customer may change the rate schedule selection to another applicable rate schedule at any time by either written notice to utility and/or by executing a new agreement for the rate schedule selected, provided that the application of such subsequent selection shall continue for 12 months before any other selection may be made.

(E) In no case will utility refund any monetary differences between the rate schedule under which service was billed in prior periods and the newly selected rate schedule.
(Ord. 43-02, passed 10-10-02)

§ 52.005 PREDICATION OF RATES.

(A) Utility's rate schedules, except as provided for in divisions (B), (C) and (D) hereunder, are predicated upon the supply of service to one premises at one standard voltage at one delivery point and through one meter for the ultimate use by one customer.

(B) When service is supplied to an individual residential dwelling unit primarily for serving one family and where boarders or roomers are accommodated for incidental income, the service will be provided under the residential rate schedule.

(C) When service is supplied to a residential dwelling unit where the use is primarily for the accommodations of roomers or boarders, the service will be provided under a nonresidential rate schedule unless separate circuits are furnished by customer to permit utility to separately meter and bill the residential and non-residential uses.

(D) When the principal use of service supplied to a residential dwelling unit is for residential purposes, but a small amount of energy will be used for non-residential purposes, such non-residential use will be permitted only when the equipment for such use is within the capacity of a 120 volt, 30 ampere branch circuit (or is less than 3000 Watts capacity) and the non-residential use is less than the residential use on the premises.

(E) When the non-residential equipment and/or use exceeds the above-stated limits, customer will be required to separate his wiring so that the non-residential use may be metered separately and the non-residential use will be billed under the appropriate non-residential rate schedule or the entire service will be billed under the appropriate non-residential rate schedule.

(F) Except for the above-stated provisions, when service supplied on one premises involves more than one service classification or one standard voltage or one service connection, each such services shall be separately metered and billed unless the rate schedule specifically provides for more than one voltage and the combining of the meter readings or when the service is supplied in such manner for utility's operating convenience or to meet legal requirements.

(Ord. 43-02, passed 10-10-02)

§ 52.006 SERVICE DEPOSITS.

(A) The utility may require the customer at any time prior to or after commencement of service to make a deposit. Customer applying for service may be asked to make a service deposit unless customer can furnish utility a letter of good payment record from another utility. A service is equal to 1/6 of customer's expected annual billing.

(B) A new or additional deposit may be required from a present customer who receives disconnect notices for two consecutive months, or any three months in a preceding 12-month period, or whose service has been disconnected for nonpayment.

(C) The deposit, less any amount owing to the utility for electric service, will be refunded when a service is disconnected or may be refunded by the utility at any prior time. Deposits may be refunded by the utility after satisfactory credit has been established with the utility.

(D) The utility shall have reasonable time in which to read the meters and to ascertain that the obligations of the customer have been fully performed before being required to return any deposit.

(E) The required deposit for those accounts that have been disconnected for non-payment and are 150% of poverty or more will be reduced upon verification of household income.
(Ord. 43-02, passed 10-10-02; Am. Ord. 51-06, passed 7-13-06)

§ 52.007 RENDERING AND PAYMENT OF BILLS.

(A) Bills for service will be rendered monthly at intervals of approximately thirty days and will be based on the charges set forth in the schedule of rates and charges and are payable at the office of utility or to its authorized collection agencies.

(B) All bills are rendered as "net" bills, which will be subject to a late payment charge of 10% of the first \$3.00 plus 3% of the remaining balance of such net bill when not paid within 15 days following the date of issue of the bill. When the due date falls on the weekend or on any legal holiday, the first business day thereafter shall be added to the due date.

(C) Failure to receive a bill shall not entitle customer to pay the net bill after the designated date has passed. Upon request, utility will inform customer of the approximate date on which customer should receive the bill each month and, if the bill is lost, utility will issue a duplicate.

(D) Final bills will be due and payable at the time of discontinuance of service or due date on bill. When utility is unable to obtain the reading of a meter after reasonable effort, it may estimate the reading and render a bill, so marked. In the event that the meter has been estimated four consecutive months, utility has the right to disconnect until egress has been made. In the event utility's meter fails to register properly for any reason, utility shall estimate customer's energy use and/or other bill determinates during the period of failure based on such factors as customer's normal load and energy usage during a like corresponding period.

(E) When utility is required to reprocess a check rendered for payment of a customer's bill due to non-sufficient funds, a handling charge may be charged to the customer. For those customers who have been charged for non-sufficient funds, utility may require that all future payments be made in cash or money order.
(Ord. 43-02, passed 10-10-02; Am. Ord. 51-06, passed 7-13-06)

§ 52.008 EQUAL PAYMENT PLAN.

(A) Residential customers using electric service for house heating shall have the option of paying bills under the utility's Equal Payment Plan (Budget Plan), where the total service for the succeeding 12-month period is estimated in advance and bills are rendered monthly on the basis of one-twelfth of the 12-month estimate.

(B) The utility may at any time during the 12-month period adjust the estimate so made and the bills rendered in accordance with such estimate to conform more nearly with the actual use of service. The normal equal payment period will be 12 months commencing in any month selected by the utility. In those cases where billing is commenced during a month which leaves less than 12 months until the beginning of the next normal equal payment period to which the customer is assigned, payments shall be calculated on the basis of the months in such period.

(C) In case the actual service used during any equal payment period exceeds the bills as rendered on the Equal Payment Plan, the amount of such excess, at the discretion of the utility, shall be paid on or before the due date of the bill covering the last month of the equal payment period in which such excess appears or such excess may be added to the estimated use for the next normal equal payment period. If the customer discontinues service with the utility under the Equal Payment Plan any such excess not yet paid shall become payable immediately.

(D) In case the actual service used during the equal payment period is less than the amount paid under the Equal Payment Plan during such period, the amount of such overpayment shall at the option of the utility be either refunded or credited to the customer at the end of the period.

(E) If a customer fails to pay bills as rendered on the Equal Payment Plan, the utility shall have the right to withdraw the plan with respect to such customer and to restore the customer to billings as provided for the applicable rate schedules in addition to any other rights which the utility may have under such rate schedules or the general terms and conditions for electric service in case of arrearage in payment of bills.

(Ord. 43-02, passed 10-10-02)

§ 52.009 FINANCIAL AGREEMENTS.

(A) *Short-term agreement.* A payment agreement may be entered into for past-due accounts for the total bill amount under \$500. A 10% down payment is required with the balance due in ten working days. Customers failing to meet the obligation of the agreement will have their service disconnected without further notice and will not be eligible to enter into an additional financial agreement for a period of one year.

(B) *Long-term agreement.* A payment agreement may be entered into for the past-due accounts for the total bill amount over \$500. A 50% down payment is required with the balance divided into four equal monthly payments due in addition to current charges by the due date of each month's billing. A customer failing to meet the obligation of the agreement will have their service disconnected without further notice and will be required to pay all past due amounts on the agreement prior to be reconnected. A customer failing to meet the obligation the obligation a second time will have their service disconnected without further notice and will not be eligible to enter into an additional financial agreement for a period of one year.

(C) Payment agreement extensions may be given by utility's management under extenuating circumstances.

(Ord. 43-02, passed 10-10-02)

§ 52.010 CUSTOMER'S REQUEST TO DISCONTINUE SERVICE.

(A) Customer's who have not contracted for service for a specified term may have service discontinued by giving notice at utility's office of the date on which customer desires that service be discontinued.

(B) Utility will endeavor to obtain the final meter reading on the date customer specifies in his notice, but shall not be obligated to do so unless customer's notice provides utility at least three working days with access to the meter.

(C) Customer shall be obligated to pay for service rendered to customer until the final meter reading is obtained by utility.

(D) A customer who has contracted for service for a specified time may have service discontinued by giving notice at utility's office and agreeing to pay for service used to the date of disconnection. Customer shall also be liable for the minimum charges which would be due utility for the remaining period of the agreement in accordance with the agreement provisions.

(Ord. 43-02, passed 10-10-02)

§ 52.011 UTILITY'S RIGHT TO DISCONTINUE SERVICE.

(A) Utility may discontinue service to any customer without notice for any of the following reasons:

(1) When in the utility's opinion a condition exists that is dangerous or hazardous to life, physical safety or property;

(2) When emergency repairs must be made to utility's facilities or system;

(3) When there has been tampering with utility's meters or equipment, or evidence of fraudulent or unauthorized use of energy in such a manner as to circumvent utility's meter; or

(4) When ordered to do so by a court, the commission, another duly authorized public authority or authorized governmental agency.

(B) Utility may discontinue service to any customer with reasonable notice for any of the following reasons in accordance with the rules and polices of utility:

(1) When any bill remains unpaid;

(2) When planned repairs are to be made to utility's facilities or system;

(3) When customer denies access by employees of utility to its meter or other facilities;

(4) When customer uses equipment in such a manner as to adversely affect utility's system or service supplied by utility to other customers; or

(5) When customer fails to comply with the provisions of either the tariffs, the applicable rate schedule, the general terms and conditions for electric service or the agreement for service.

(C) Discontinuance of service in accordance with the provisions stated above shall not constitute a breach of any obligation of utility under any agreement for service with customer, and utility shall not in any case be liable to customer for any damages resulting from such discontinuance of service.

(Ord. 43-02, passed 10-10-02)

§ 52.012 RECONNECTION CHARGE.

(A) When utility has discontinued service for nonpayment of a bill, temporary removal of meters, changes in service or for any other cause, utility reserves the right to charge customer an amount for reconnection commensurate with the cost of such reconnection, but in no event will such charge be less than \$30 for regular working hours and \$75 for overtime hours.

(B) If such service occurs during non-working business or regular hours other than the standard connect/disconnect procedures, the charges would be based on the "job work order" policy of utility.

(C) When utility is required to disconnect service at a location other than at the meter, the reconnection charge will be commensurate with the cost of such reconnection but in no event will such charge be less than \$75 for regular working hours and \$150 for overtime hours.

(Ord. 43-02, passed 10-10-02)

§ 52.013 SERVICE TO BE FURNISHED.

(A) When requested by utility, customer shall advise utility fully with respect to the location of the premises where service is desired and to all equipment to be operated. Utility shall advise customer concerning the character of service to be supplied and shall determine the location of the service connection, and the location of the meter.

(B) As the facilities provided by utility for supplying service to customer have definite capacity limitations, customer shall not make any significant increase in requirements without sufficient advance notice to utility in order to provide a reasonable time in which utility may increase the capacity of its facilities. Failure to provide such notice to utility shall make customer liable for damages which may be occasioned to the meters or other facilities by overload.

(C) Before utility will make any changes in its facilities to increase capacity to a customer, a new application or agreement for service may be required by utility.

(Ord. 43-02, passed 10-10-02)

§ 52.014 CUSTOMER'S INSTALLATION.

(A) Customer shall install and maintain suitable entrance equipment switches and protective devices to afford reasonable adequate protection to utility's property and system against fault originating beyond the service connection to customer.

(B) All such customer's equipment shall be constructed and maintained subject to approval by the City Building Inspector and in accordance with the National Electric Code, any federal, state or local law and utility requirements in effect at the time of installation.

(C) Utility shall have the right to inspect customer's installation to determine that the use of customer's equipment will not adversely affect utility's system or service supplied by utility to other customers and to refuse to commence service or to continue service when such installation is deemed not to be in good operating condition; but utility does not under any circumstances assume responsibility in connection with customer's installation.

(Ord. 43-02, passed 10-10-02)

§ 52.015 EXTENSION OF SERVICE.

(A) Utility will extend its lines and facilities in accordance with the rules and policies of utility.

(B) Whenever in the opinion of utility the necessary expenditure to make connection to an applicant for service is not warranted by utility's estimate of prospective revenues to be derived therefrom or whenever in the opinion of utility the permanence of the customer's load is questionable, utility may require the applicant to make a non-refundable Contribution In Aid Of Construction. Such Contribution In Aid Of Construction shall be paid to the utility by customer and/or developer prior to the actual construction of the extension.

(Ord. 43-02, passed 10-10-02)

§ 52.016 UTILITY EQUIPMENT ON CUSTOMER'S PREMISES.

(A) Customer, in entering into an agreement for electric service with utility, will furnish to utility a satisfactory location for and provide reasonable and safe access to utility's meters and other equipment necessary to provide and measure service and will also furnish to utility the rights on, over and under customer's premises necessary to install, operate and maintain utility's other facilities required to supply service to customer.

(B) When customer is not the owner of the premises and/or of the adjacent premises, customer shall furnish utility with satisfactory easements for the location of utility's facilities on the premises and/or on the adjacent premises.

(C) Utility reserves the right to make the final decision as to the location of the meter on customer's premises.

(D) When utility's transformers, meters or other facilities are to be installed indoors on customer's premises, customer shall furnish without cost to utility a suitable room or vault for housing the equipment; provided, however, that utility shall reserve the right to make the final decision as to the location of such room or vault. Such space shall meet the requirements of the National Electrical Code or any federal, state or city laws or regulations and of any policies of utility in effect at the time of the installation.

(E) Utility may change the location of any or all of its facilities upon request of customer, provided such change will not interfere with or jeopardize utility's service either to customer requesting the change or to other customers of utility, and customer shall be required to bear all or a portion of the expense of such change.

(F) Customer shall provide reasonable protection from losses or damage to utility property and may be liable to utility in the event of such loss or damage caused by negligence of customer or any other agent or employee of customer.

(G) Customer shall not disconnect, change connections or otherwise interfere with utility's meters or other property and shall be responsible to utility for permitting anyone who is not an agent or employee of utility to tamper with utility's property. Customer shall not be permitted to attach or connect any equipment to utility's facilities without receiving prior approval from utility.

(H) All facilities installed and owned by the utility shall be operated and maintained and remain the property of utility.

(I) Properly authorized employees or agents of utility shall have the right to enter upon customer's premises at all reasonable times for the purpose of meter reading, inspecting, testing, repairing or replacing any or all of utility's property used in supplying any service to customer.

(J) Upon termination of an agreement or discontinuance of service, utility shall have the right to remove all of its property from customer's premises.
(Ord. 43-02, passed 10-10-02)

§ 52.017 LIABILITY AND INTERRUPTION OF SERVICE.

(A) Utility will at all times endeavor to provide regular and uninterrupted service, but does not guarantee against variations in service characteristics, such as frequency, voltage, phase angle, phase balance, momentary outages, loss of neutral and single phasing of three-phase systems, occasioned by acts of God, uncontrolled forces, orders of public authorities, fires, strike, casualty and necessity for making repairs or replacements of utility's facilities.

(B) In case the supply of service is interrupted or sustains other variations such as high or low voltage, loss of neutral, single phasing of three-phase service, phase reversals or trouble resulting from defects in customer's wiring or other equipment, utility shall not be liable to customer for damages or losses resulting from such interruption or variation in service, unless due to the gross negligence of utility.

(C) Such interruptions or variations shall not constitute a breach of any obligations of utility under any agreement for service with customer.

(D) Interruption of service caused by failure of equipment installed by customer on customer's side of service connection shaft not be the responsibility of utility.

(1) When utility is requested by customer to assist in the restoration of service during normal working hours, there may be a charge for such service, based on the "job work order" but in no event less than \$35.

(2) If such service occurs during non-normal business hours, customer may be billed an amount based on the "job work order" procedure of utility, but in no event will such amount be less than \$75.

(E) Customer shall provide and maintain suitable protective devices on customer's equipment to prevent any loss, damage or injury that might result from single phasing conditions or any other fluctuation or irregularity in the supply of energy.

(F) The utility shall not be liable for any loss, damage or injury resulting from customer's use of customer's equipment or occasioned by the energy furnished by the utility beyond the service connection or delivery point.
(Ord. 43-02, passed 10-10-02)

§ 52.018 METERING.

(A) All service supplied by utility will be measured by meters of standard manufacturers which are owned, installed and maintained by utility, except under rate schedules in which the charges for service are at a flat rate predicated on a fixed use of utility's or customer's equipment such as street lighting, outdoor lighting and the like.

(B) Meter accuracy and periodic tests for accuracy shall be maintained in accordance with the rules and policies of the commission.

(C) When customer requests that meter accuracy be tested outside the normal time frame of utility's testing program, customer will be responsible for a charge per test of \$15 for a single-phase meter and \$30 for a three-phase meter, provided, however, that the first such accuracy test requested by customer within a 36 month period will be provided by utility free of charge.

(Ord. 43-02, passed 10-10-02)

§ 52.019 TAMPERING AND THEFT OF ELECTRIC SERVICE.

(A) Tampering, theft and unauthorized use of utility service are prohibited by I.C. 35-4-6. When found and/or reported, each case shall be investigated by the Meter Department for verification. Upon determination that tampering, theft or unauthorized use has occurred, the following procedures and corrective measures shall apply:

(1) Unauthorized use. Customer or their representative restores power after the meter has been disconnected for reasons described in § 52.011. An electric service charge of \$35 during normal business hours shall be billed to cover the labor and transportation costs to correct such unauthorized use. There may be additional charges for material.

(2) Theft. Customer or their representative has installed and/or used equipment and/or devices in order to circumvent the flow of electric current away from the meter and/or metering devices. Customer shall be liable for any and all labor, material, and transportation cost associated with the investigation, correction, disconnection and/or restoration of electric service to customer according to utility standard work order procedures. These work order costs shall be paid along with any outstanding balances owed the utility and the estimated energy and/or demand charges for the time period the theft has occurred. The customer may also be responsible for the cost associated with collection of these monies, including but not limited to collection agency fees, court costs and attorney fees.

(a) First occurrence. Utility may restore service to customer upon receipt of payment in full commensurate with above.

(b) Second occurrence. Utility may deny service to customer.

(3) Tampering. When it has been determined that the proper operation, registration, programming or alignment of the meter has been tampered with, the customer shall be responsible to pay the utility all costs to adjust, repair, re-program or replace the meter as well as the energy and/or demand charges from the date of the tampering or 12 months, whichever is less.

(B) Charges resulting from division (1), above, shall be applied to the customer's account and shall be due and payable at customer's next scheduled payment date. Charges from division (2) and/or (3), above, shall be separately billed along with a statement explaining the nature of the charge. These bills are due upon receipt.
(Ord. 43-02, passed 10-10-02)

§ 52.020 CUSTOMER'S USE OF SERVICE - RESALE AND REDISTRIBUTION.

(A) Service shall be used by customer only for the purposes specified in the applicable agreement and in accordance with the applicable rate schedule, and no customer shall re-sell such service to a third party by sub-metering such service.

(B) As of April 2, 1980, service delivered to a new multi-unit building containing units that are separately rented, leased or owned shall be individually metered for each such occupied unit except for:

(1) Service used in hotels, motels and other, similar transient lodging.

(2) When customer proves the cost of purchasing and installing the wiring and equipment necessary for individual metering exceed the long-run benefits resulting from energy conservation and efficient utilization of facilities. In the event master metering is approved by utility, customer shall own all equipment necessary to take all service through one service connection.
(Ord. 43-02, passed 10-10-02)

§ 52.021 EXCLUSIVE SERVICE.

No other electrical service or source of supply shall be used by customer on the same premises in parallel or in conjunction with utility's service either-by means of a throw-over switch, or any other connection except under separate agreement specific-ally providing for reserve, auxiliary, breakdown, standby or co-generation service.
(Ord. 43-02, passed 10-10-02)

§ 52.022 TEMPORARY SERVICE.

(A) When in the opinion of utility the use of service will not be of permanent nature and is other than a routine service connection, customer may be required to pay:

(1) The cost of constructing the facilities to service customer, including labor, materials, stores freight and handling and overhead, plus

(2) The estimated cost of removing said facilities and returning same to utility storeroom, minus

(3) The estimated salvage value of material returned to utility storeroom.

(B) Service supplied to a temporary service connection will be billed under the applicable rate schedule.

(C) Customer may be required to make a deposit to ensure payment of the charges under the applicable rate schedule.

(Ord. 43-02, passed 10-10-02)

§ 52.023 SEASONAL USE OF POWER SERVICE.

Where the nature of customer's business is seasonal and service is used for a limited period regularly each year, utility will furnish service to customer under the following provisions:

(A) Utility will furnish for the period required, in accordance with the rate schedule applicable to the type of service supplied, provided that customer shall pay the cost of connecting and disconnecting the service in accordance with the "job work order" procedure of utility.

(B) Only two connections and two disconnections shall be made in any calendar year and customer is required to submit a written application to utility specifying the period or periods of the year when service is required.

(Ord. 43-02, passed 10-10-02)

§ 52.024 POINT OF SERVICE CONNECTION FROM OVERHEAD DISTRIBUTION SYSTEM.

(A) The utility will designate the point at which the overhead service lines will be connected to the customer's facilities. The customer's wires at the point of connection with the utility's lines, shall extend at least three feet beyond the outer end of any conduit, weatherproof fitting, or insulator in order to facilitate this connection.

(B) A customer desiring an underground service connection shall make arrangements with the utility for the utility to install the service connection. If utility determines that underground service is feasible, customer shall enter into a agreement with utility providing for such underground service. Upon the execution of such agreement and upon payment by customer to utility for any additional costs incurred by utility in providing such service, utility shall proceed with the installation of the underground service.

(C) Any changes made in the service connection at the customer's request after the original installation shall be at the customer's expense.
(Ord. 43-02, passed 10-10-02)

§ 52.025 SERVICE CONNECTIONS FROM UNDERGROUND DISTRIBUTION SYSTEMS.

(A) Underground service is subject to special conditions and policies making it necessary to consult the utility before wiring or rewiring the premises. When underground service is supplied, the utility will designate the point at which the utility's underground lines will be connected to the customer's facilities.

(B) A residential customer desiring a new (first time) underground service connection shall make arrangements with the utility for the utility to install the service connection, as shown in the definitions, at no charge to the customer.

(C) For other underground service connections, and if utility determines that underground service is feasible, customer shall enter into an agreement with utility providing for such underground service. Upon the execution of such agreement and upon payment by customer to utility for any additional costs incurred by utility in providing such service, utility shall proceed with the installation of the Underground service.

(D) Any changes made in the service connection at the customer's request, after the original installation, shall be at the customer's expense.
(Ord. 43-02, passed 10-10-02)

§ 52.026 CHARACTER OF SERVICE.

(A) *Availability.* The utility supplies different voltages and types of service in various locations. In all cases, the utility must be consulted regarding the character of service available at any particular location. Service to any intermittent or highly-fluctuating load must be reviewed and approved by the utility prior to the installation of such equipment.

(1) Available voltages and transformer size limits.

<i>Voltage</i>	<i>Transformer Size Limits</i>	<i>Service Availability</i>
Single-phase 120/240	167 KVA 250 KVA	O.H. U.G.
<i>Network & Designated Areas</i>		
Single-phase 120/208 3 Wire	50 KVA	O.H/U.G.

(2) Voltages listed below are not available at all locations. The utility must be consulted regarding their availability at any particular location. When customer's load requirements are greater than the maximum listed below, the utility will supply additional facilities at the same location. The utility shall determine if such facilities are to be considered excess facilities.

<i>Voltage</i>	<i>Transformer Size Limits</i>	<i>Service Availability</i>
Three-phase 120/208 Volts Wye	750 KVA 500 KVA	U.G. O.H.
Three-phase 120/240 Volts 4 Wire	1-167 KVA 2-100 KVA 500 KVA	O.H. U.G.
Three-phase 120/240 Volts 4 Wire Open	1-75 KVA 1-50 KVA	O.H.
Three-phase 240 Volts Delta	500 KVA 750 KVA	O.H. U.G.
Three-phase 277/480 Volts Wye	2500 KVA 500 KVA	U.G. O.H.
Three-phase 480 Volts Wye	1500 KVA 500 KVA	U.G. O.H.

(B) *Single-phase.* Appliances or devices with a rating of greater than 20 amps shall be connected at 240 volts. Single-phase motors up to but not exceeding five HP may be connected to a single-phase lighting service under the following conditions:

(1) Single-phase motors not in excess of one-half HP may be wound for 120 or 240 volts and may be operated from a lighting branch circuit.

(2) Single-phase motors over one-half HP to five HP inclusive must be wound for 240 volts, be connected across the 240-volt legs of a 120/240 volts three-wire service and be operated from a branch circuit separate from any lighting.

(3) Upon approval by the utility, single-phase service will be made available to a customer-supplied phase converter where system conditions permit and where the nameplate rating of the largest three-phase motor does not exceed 50 HP and where the combined nameplate ratings of all three-phase motors does not exceed 75 HP.

(4) Single-phase motors of ten HP and greater must have soft starts.

(C) *Three-phase.* The utility will supply three-phase service for power in accordance with the following general provisions:

(1) Installations having a motor load aggregating more than ten HP will ordinarily be supplied with polyphase service unless single-phase service is the only service available at the customer's premises.

(2) Installations having a motor load less than that described in (1) above may be supplied with polyphase service if such service can be justified by the utility based on availability of polyphase facilities, the customer's present and future loading requirements and other determinants.

(3) The utility may require the use of such starting or current limiting equipment as may in its opinion be necessary for use with any motor or apparatus to prevent undue disturbance, unbalance or voltage fluctuations on its lines. Electric welders, x-ray devices and similar equipment usually require a separate power supply for satisfactory operation. The utility should be consulted in every case prior to the installation of such equipment.

(4) Electric furnaces and other heating devices shall be energized in such a manner that the utility's system will not experience undue disturbances, unbalances or other voltage fluctuations.

(5) Three-phase motors of 40 HP or greater must have soft starts.

(D) *Service at primary distribution line voltages.* Voltages listed below are not available at all locations:

(1) Three-phase 2400/ 4160 Volts Wye

(2) Three-phase 7620/13200 Volts Wye

(3) The utility Engineering Department must be consulted in each case relative to service availability and transformer size limits.

(E) *Service at transmission line voltages.* Customers may be supplied at the following voltages as determined and specified by the utility:

(1) Three-phase 34.5 KV.

(2) Three-phase 69 KV (when available).

(3) The utility Engineering Department must be consulted in each case relative to service availability and transformer size limits.

(Ord. 43-02, passed 10-10-02)

§ 52.027 EXCESS FACILITIES.

(A) The utility will normally install in accordance with the provisions of the applicable rate schedule and this chapter the facilities required to supply service to the customer at one point of delivery through one meter or metering installation at one delivery voltage and, where necessary, through one transformation.

(B) In the event that the customer requests from the utility facilities hereinafter referred to as "excess facilities" which are in addition to or in substitution for the standard facilities which the utility will normally install, the utility will provide and install such excess facilities under the following condition:

(1) The type, extent and location of such excess facilities shall be mutually agreed to by the utility and the customer.

(2) Such excess facilities shall be and remain the property of the utility.

(3) The customer shall agree to pay the utility a monthly excess facilities charge equal to 1% of the estimated installed cost of the excess facilities.

(4) In the case where the requested facilities are to be substituted for rather than in addition to the facilities normally installed by the utility, the monthly excess facilities charge shall be equal to 1% of the excess cost of the facilities actually installed over the cost of normal facilities.

(5) In the event that the excess facilities are abandoned prior to the term of the agreement from the date service is first supplied from such excess facilities, the customer will pay to the utility the total cost of installing such excess facilities plus the cost of removal less the estimated salvage.

(6) Where such excess facilities are later used in place of serving other customers of the utility, the monthly excess facilities charge shall be adjusted to that portion of the excess facilities charge which is reasonably assignable to the customer.

(Ord. 43-02, passed 10-10-02)

§ 52.028 ENERGY AUDIT.

When made available, the charge for the Energy Audit will be on a per "Work Order" basis.
(Ord. 43-02, passed 10-10-02)

§ 52.029 FIBER OPTIC CABLE AND WIRELESS SERVICE USER FEES.

(A) Fiber optic cable is available for lease from Anderson Municipal Light & Power inside the boundaries of its assigned service area. The single mode fiber optic cable will be terminated at the customers site(s). The fiber to be leased is lit. A one-year minimum service contract is required.

(B) The user fees for point-to-point, lit fiber optic cable are as follows:

<i>Government Rate</i>	
Point-to-point up to ten Meg	\$50 per month
<i>Business Rate</i>	
Point-to-point up to ten Meg	\$150 per month
Point to Internet Service Provider (ISP) up to five Meg	\$200 per month

(C) (1) Wireless service is available from Anderson Municipal Light & Power inside the boundaries of its assigned service area.

(2) The user fees for wireless connection at the customer's site are as follows:

<i>Government Rate</i>	
Wireless uplink to one Meg	\$50 per month
<i>Business Rate</i>	
Wireless uplink to one Meg	\$50 per month

(D) In addition to the above listed user fees, the customer must pay the utility's actual cost for any necessary construction and installation.
(Ord. 58-05, passed 6-9-05; Am. Ord. 37-07, passed 6-14-07)

§ 52.030 NET ENERGY METERING.

(A) The findings and determinations set forth in the preambles to this section are hereby made findings and determinations of the Council.

(B) The city encourages interested citizens and businesses to invest in renewable electric energy generation systems and enter into a Net Metering arrangement with the municipal electric utility of the city.

(C) **ELIGIBLE NET METERING CUSTOMERS** include residential, commercial and industrial customers in good standing that own and operate a solar, wind, biomass, geothermal or hydroelectric generating facility that:

- (1) Has a nameplate capacity less than or equal to ten kilowatts (kW);
- (2) Is located on the customer's premises and is operated by the customer; and
- (3) Is used primarily to offset all or part of the customer's own electricity requirements.

(D) The Council authorizes the utility to offer net metering to eligible net metering customers on a first come, first served basis. The utility shall limit the aggregate amount of net metering facility nameplate capacity from all eligible net metering customers to 0.1% of the utility's most recent summer peak load.

(E) The utility shall measure the difference between the amount of energy delivered by the utility to the eligible net metering customer and the amount of energy generated by the eligible net metering customer and delivered to the utility. If the eligible net metering customer generates more energy than it consumes in a month, the customer shall receive a bill credit from the utility for the amount of surplus energy generated. The utility shall not purchase wheel power produced by an eligible net metering customer's facilities.

(F) The "net metering tariff" shall be adopted as the terms and conditions under which the utility will offer net metering to eligible net metering customers. Upon adoption by the Council of the city, the net metering tariff shall be filed with and become effective upon approval by the Indiana Utility Regulatory Commission.

(G) In accordance with the terms of the net metering tariff, the utility shall enter into an interconnection agreement with the eligible net metering customer, which incorporates technical interconnection requirements and does not conflict with this section before the net metering facility may be interconnected with the utility's system.

(Ord. 36-09, passed 9-10-09)